

**DYDD MERCHER, 14 GORFFENNAF 2021**

**AT: HOLL AELODAU'R PWYLLGOR CRAFFU POLISI AC  
ADNODDAU**

YR WYF DRWY HYN YN EICH GALW I FYNYCHU RHITH  
CYFARFOD O'R **PWYLLGOR CRAFFU POLISI AC ADNODDAU**  
SYDD I'W GYNNAL AM **10.00 YB** AR **DYDD MERCHER, 21AIN**  
**GORFFENNAF, 2021** ER MWYN CYFLAWNI'R MATERION A  
AMLINELLIR AR YR AGENDA ATODEDIG.

*Wendy Walters*

**PRIF WEITHREDWR**

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Wendy Walters Prif Weithredwr, *Chief Executive*,  
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*County Hall, Carmarthen. SA31 1JP*

# **PWYLLGOR CRAFFU POLISI AC ADNODDAU 13 AELOD**

## **GRŴP PLAID CYMRU – 6 AELOD**

- |    |              |                            |
|----|--------------|----------------------------|
| 1. | Y Cynghorydd | Kim Broom                  |
| 2. | Y Cynghorydd | Handel Davies              |
| 3. | Y Cynghorydd | Ken Howell                 |
| 4. | Y Cynghorydd | Gareth John (Is-Gadeirydd) |
| 5. | Y Cynghorydd | Carys Jones                |
| 6. | Y Cynghorydd | Elwyn Williams             |

## **GRŴP LLAFUR – 3 AELOD**

- |    |              |              |
|----|--------------|--------------|
| 1. | Y Cynghorydd | Deryk Cundy  |
| 2. | Y Cynghorydd | Kevin Madge  |
| 3. | Y Cynghorydd | John Prosser |

## **GRŴP ANNIBYNNOL – 3 AELOD**

- |    |              |                          |
|----|--------------|--------------------------|
| 1. | Y Cynghorydd | Sue Allen                |
| 2. | Y Cynghorydd | Anthony Davies           |
| 3. | Y Cynghorydd | Giles Morgan (Cadeirydd) |

## **GRŴP ANNIBYNNOL NEWYDD – 1 AELOD**

- |    |              |              |
|----|--------------|--------------|
| 1. | Y Cynghorydd | Jeff Edmunds |
|----|--------------|--------------|

# AGENDA

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**PWYLLGOR CRAFFU POLISI AC ADNODDAU**  
**21/07/21**

**ADRODDIAD BLYNYDDOL CYNGOR SIR**  
**CAERFYRDDIN 2020/21**

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Adroddiad Blynyddol drafft y Cyngor.

**Y Rhesymau:**

- O dan Fesur Llywodraeth Leol (Cymru) 2009 mae'n ofynnol inni gyhoeddi Adroddiad Blynyddol ar berfformiadau blaenorol erbyn diwedd mis Hydref bob blwyddyn.
- O dan Ddeddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 mae'n ofynnol inni gyhoeddi Adroddiad Blynyddol ynghylch ein Hamcanion Llesiant.
- Mae'r adroddiad hwn yn bodloni'r ddau ofyniad hyn mewn un ddogfen

**Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad: OES**  
Bwrdd Gweithredol: OES (27 Medi) / Cyngor Sir: OES (13 Hydref)

**Yr aelod o'r bwrdd gweithredol sy'n gyfrifol am y portffolio:-**

**Trosolwg Corfforaethol:**

Cyng. Mair Stephens (Dirprwy Arweinydd)

**Deiliaid Portffolio Amcan Llesiant:**

Cyng. Mair Stephens (Dirprwy Arweinydd)

Cyng. David Jenkins (Adnoddau)

Cyng. Ann Davies (Cymunedau a Materion Gwledig)

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

**Y Gyfarwyddiaeth:**

Prif Weithredwr /  
Gwasanaethau Corfforaethol

**Enw Pennaeth y Gwasanaeth:**

Noelwyn Daniel

Paul Thomas

Linda Rees-Jones

Randal Hemingway

Helen L. Pugh

**Awdur yr Adroddiad:**

Rob James

Tracey Thomas

**Swyddi:**

Rheolwr TGCh a Pholisi  
Corfforaethol

Prif Weithredwr  
Cynorthwyol (Rheoli Pobl)

Pennaeth Gweinyddiaeth  
a'r Gyfraith

Pennaeth Gwasanaethau  
Ariannol

Pennaeth Refeniw a  
Chydymffurfiaeth Ariannol

Swyddog Cynllunio  
Perfformiad a Busnes  
Prif Swyddog Datblygu  
Busnes

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**EXECUTIVE SUMMARY**  
**POLICY AND RESOURCES SCRUTINY COMMITTEE**  
**21<sup>ST</sup> JULY 2021**

**CARMARTHENSHIRE COUNTY COUNCIL'S**  
**ANNUAL REPORT FOR 2020/21**

1. The following sections within the document are **relevant to Policy and Resources Scrutiny Committee**:

- Introduction
- WBO 5: Tackling poverty
- WBO 14: Promoting Welsh language and culture
- WBO 15: Building a Better Council and Making Better Use of Resources
- Appendices

2020/21 was a year like no other due to the impact of the COVID-19 Pandemic. The vast majority of the Council's services had to adapt and change, with many being shut down completely for long periods of the year. For this reason, it is not possible for the 2020-21 Annual Report to act as a progress report on previous performance or as a comparator with other local authorities. The report reflects the actions the Council had to take to support its residents, communities and businesses through the pandemic. With many staff being redeployed to assist in the pandemic response and many set to work to aid recovery the Council's priorities had to shift significantly to face the challenges presented by the pandemic.

For these reasons, the Annual Report for 2020-21 has a different focus and approach to previous reports.

- Many of the actions and targets we set for 2020/21 were blindsided by the Coronavirus COVID-19 pandemic and we had to deal with the emergency in hand. An initial COVID-19 Community Impact Assessment was published in September 2020 and individual services reported their responses to Scrutiny Committees in the November / December 2020 cycle of meetings. We will when appropriate update the Community Impact Assessment on COVID-19 within Carmarthenshire.
- The Annual Report starts with an overview of our COVID-19 Year and outlines some key responses and impacts.
- The Annual Report then looks in turn at each of our 15 Well-being Objectives and assesses the progress and adaptations that have been made during this difficult year.

**COVID-19**

We have a statutory duty to publish an Annual Report for 2020-21 by the 31<sup>st</sup> October 2021. There has been no relaxation on this statutory duty despite the pandemic. It is not possible to provide as much in-depth analysis and evaluation as we have done in previous years due to some performance information not being gathered nationally as services focused on pandemic response. There are also some gaps in information that we would usually provide. For instance, Welsh Government has confirmed that comparative out-turn data will not be published for the 2019-20 and 2020-21 period

**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:**

Noelwyn Daniel	Head of ICT & Policy
Paul Thomas	Assistant Chief Executive
Linda Rees-Jones	Head of Admin & Legal
Randal Hemingway	Head of Financial Services
Helen L Pugh	Head of Revenues and Financial Compliance

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

## 1. Policy, Crime & Disorder and Equalities

To comply with the Well-being of Future Generations (WbFG) Act 2015, we must (in carrying out sustainable development):

<ul style="list-style-type: none"> <li>Set and publish well-being objectives</li> </ul>	Corporate Strategy update published – June 2019, and further updated in May 2021.
<ul style="list-style-type: none"> <li>Take all reasonable steps to meet those objectives</li> </ul>	
<ul style="list-style-type: none"> <li>Publish a statement about well-being objectives</li> </ul>	
<ul style="list-style-type: none"> <li>Publish an annual report of progress</li> </ul>	This will be accomplished by the enclosed Annual Report

Only when a public body can demonstrate it has taken into account the sustainable development principle in the setting, taking steps and meeting of its well-being objectives will it be compliant with the Act. Public bodies may take other matters into account when making their decisions, but in order to comply with the Act they must take into account the 5 ways of working.

1. Long term
2. Integrated
3. Involving
4. Collaborative
5. Preventative

## 2. Legal

We have to publish our Annual Report by the 31<sup>st</sup> October to comply with the Local Government Measure 2009.

This is the last year that we will be reporting under the requirements of the Local Government (Wales) Measure 2009 as this is being replaced by the duties of Local Government and Elections (Wales) Act 2021 in future years.

## 3. Finance

We Well-being Objective 15 - Building a Better Council and Making Better use of Resources covers financial matters.

# CONSULTATIONS

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

Signed:

Noelwyn Daniel	Head of ICT & Policy
Paul Thomas	Assistant Chief Executive
Linda Rees-Jones	Head of Admin & Legal
Randal Hemingway	Head of Financial Services
Helen L Pugh	Head of Revenues and Financial Compliance

## 1. Scrutiny Committee

Scrutiny Committee	Date	Outcomes
Community and Regeneration	1 <sup>st</sup> July	
Environment and Public Protection	2nd July	
Social Care and Health	7 <sup>th</sup> July	
Education and Children's Services	8 <sup>th</sup> July	
P+R	21 <sup>st</sup> July	

2. Local Member(s) N/A

3. Community / Town Council N/A

4. Relevant Partners N/A

5. Staff Side Representatives and other Organisations N/A

**EXECUTIVE BOARD PORTFOLIO  
HOLDER(S) AWARE/CONSULTED**  
  
YES

Include any observations here

## 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
Shared purpose: shared future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015		<a href="#">SPSF 2 Individual Role (public bodies)</a>
Local Government Measure (2009)		<a href="#">Local Government Measure (2009)</a>
June 2019 - Corporate Strategy		<a href="https://www.carmarthenshire.gov.wales/media/1219049/corporate-strategy-revised-2019-20.pdf">https://www.carmarthenshire.gov.wales/media/1219049/corporate-strategy-revised-2019-20.pdf</a>



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Moving Forward in Carmarthenshire

# ANNUAL REPORT for 2020/2021

on the Council's Corporate Strategy 2018-2023

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**October 2021**

Cyngor **Sir Gâr**  
**Carmarthenshire**  
County Council



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## Welcome from the Leader of the Council

This time last year I wrote here about the stark contrast between where we started the year and how it ended, and we find ourselves in the same position this year. At the start of this year, we were in the middle of a lockdown, and almost at the first peak of cases. Headlines were filled with mortality figures, the creation of emergency Field Hospitals and communities across the county had already pulled together to start supporting each other in ways we could not previously have imagined. I think we can agree that over the last year, we have witnessed some heroic efforts, sometimes overwhelming challenges, and some of our darkest times.



Writing this introduction has given me an opportunity to reflect on the last year, to view the year from start to finish. The report serves as a reminder of all we achieved. In a matter of weeks schools closed and childcare hubs were set up to support key workers. Leisure Centres and sporting venues were converted into Field Hospitals with hundreds of hospital beds. Thousands of food parcels were delivered to those who were shielding, and help and advice given to over 4,000 small businesses. As you read this report you will see in numbers and statistics what we have achieved, and it is a testament to the hard work and commitment of officers, members, frontline workers, and communities across Carmarthenshire. What we achieved was done by your efforts, and I would like to thank each and every one of you for working hard to bring us through this year

The pandemic has brought localism to the front and centre of our focus on Economic Recovery. Our Economic Recovery Plan is in tune with the needs of businesses and communities across Carmarthenshire, taking advantage of opportunities to accelerate change to enable success in the economy of the future. The plan identifies actions to support the recovery of the Carmarthenshire economy from the social and economic impacts of the COVID-19 pandemic and Brexit. It sets out our priorities for supporting business, people, and place. With this support Carmarthenshire's economy can recover as quickly as possible to become one which is more productive than before, more equal, greener, healthier, and with more sustainable communities.

This report also highlights our vision to significantly increase local procurement spend. The COVID-19 pandemic has provided greater impetus and focus on this area of work, and our plans to review local food procurement have been extended from just food to cover all the Council's procured spend. This work is very closely aligned with the Council's economic recovery plan with progressive procurement being a key theme of that plan.

In 2019 we were one of the first local authorities in Wales to declare a climate emergency and early last year became the first to publish a climate change action plan detailing how we plan to become net zero carbon by 2030. There is a lot to be done, but already a lot underway with our initial focus on our measurable carbon footprint. We've reduced carbon emissions from our buildings and our fleet significantly already, and this work will continue; we are investing in electric car charging points to support sustainable travel and in cycle facilities to encourage active travel; we are looking at ways to develop renewable energy sources, enhancing our biodiversity and looking at nature-based solutions – and this is only a small part of what we are doing. We will continue to protect and enhance Carmarthenshire so that it continues to grow and flourish for the benefit of our communities and our future. And in preparing for our future generations there are other foundations that must be laid, and it is these foundations that may be the most important of all - ensuring that the people of Carmarthenshire can live well and thrive.

I hope as you read this report that it gives you a clear view of the last year, and as we have seen, we can be innovative and forward thinking even under the most difficult of circumstances. We know that we have a challenging time ahead, but we're ready to grasp each opportunity, we're prepared, and we are ambitious.

*Thank you.*

*Councillor Emlyn Dole*

**Leader of Carmarthenshire County Council**

We welcome constructive comments on our strategies and services. Feedback from customers and service users is essential in identifying opportunities for improvement and we hope that if you have any comments or suggestions that you believe would help that you will share them with us. Please contact us at **Corporate Performance Management**, Carmarthenshire County Council, County Hall, Carmarthen SA31 1JP or email at [performance@carmarthenshire.gov.uk](mailto:performance@carmarthenshire.gov.uk)

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# OUR COVID-19 YEAR



**Childcare Hubs** were set up to support key workers and vulnerable children



Help and advice given to over **4,000** small businesses



**100's of businesses** helped to ensure robust processes in place to protect customers

Providing up to date information, with a **45% increase** in user sessions on the Council website



Supported over **2,000** staff working from home



...rising to support for over **3,000** remote connections on our network

## TTP - Test, Trace, Protect



A dedicated team was set up to support the National TTP Programme

Assisted NHS with the setup of **4 field hospitals** with hundreds of temporary hospital beds



**Over 8,000** Food Parcels distributed to help support those Shielding

## HOW COVID-19 HAS CHANGED CARMARTHENSHIRE

Many of the actions and targets we set for 2020/21 were blindsided by the Coronavirus COVID-19 pandemic and we had to deal with the emergency in hand. We accounted for this period in a [COVID-19 Community Impact Assessment](#). Furthermore, Services reported their responses to Scrutiny Committees in the November / December 2020 meetings. We will when appropriate update the Community Impact Assessment on COVID-19 within Carmarthenshire.

Below are some key impacts during 2020 and our thanks must go to the Council staff from across a range of services, in many cases working with other partners, for their significant efforts and commitment in responding to previously unknown situations.

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

### START WELL



#### CHILDREN AND SCHOOLS

Following the outbreak of the pandemic schools, nurseries and childcare provision all closed. As part of the response Carmarthenshire established 24 *childcare hubs* to provide much needed childcare for the children of key workers whilst 4 *specialist settings* remained open. Flying Start re-purposed childcare hubs to provide care for vulnerable and pre-school critical worker children and supported private settings to re-open. Summer holiday clubs remained open to fee paying parents throughout the summer.

In order to minimise the impact on pupils learning, a *Continuation of Learning Plan* was rapidly put in place. In support of this plan, devices including laptops, Chromebooks and 4G MiFi dongles were supplied to support families with remote learning across Carmarthenshire.

For schools to re-open the Department for Education and Children's Services coordinated a significant corporate response to make arrangements for schools to be COVID safe environments. This included producing Risk Assessments, checked and signed off, for every school site, signage, handwash basins and additional cleaning. This was to ensure that all staff and pupils felt safe in returning to school.

*Children's Services* continued throughout the pandemic by adapting working practices, using PPE, social distancing, etc. to maintain a full provision. The Inclusion team (Additional Learning Needs) and Behaviour teams also provided a full service throughout the pandemic with some Specialist settings remaining open while all offered remote support. Specialist staff from across the Department also worked in the Hubs with identified vulnerable learners. Support both academically and for emotional wellbeing was provided where necessary. Home Tutored pupils were offered remote support and wellbeing calls throughout the pandemic.

*Free School Meals (FSM)* – pupils entitled to FSM were supported promptly from the start of the pandemic. They were initially provided with food packs collected from schools before BACS payments were implemented, with some families continuing to receive food packs delivered throughout the county. The number of applications for FSM (and payments) has increased over the past 15 months due to families facing financial challenges and hardship.

The *Pupil Development Grant (PDG – Access)* offers financial assistance to families eligible for FSM to purchase school uniform and other resources. Take up of this funding has also increased as a result of the pandemic.

## LIVE WELL



## ECONOMY

At the start of the pandemic, the scale of the outbreak had already led businesses to change their working practice, such as sending staff to work from home. With the imposed lockdown, and banning all 'non-essential' travel, the resulting impact on businesses, jobs and the economy was severe. Businesses in Carmarthenshire are typically smaller (up to 9 employees) than businesses throughout Wales and the UK, and the sad reality of the pandemic is that many businesses will fail, and others will take a significant length of time to get back to where they were.

*We helped over 4,000 businesses to receive Welsh Government's business rates grant payments of between £10,000 and £25,000 with a total amount of over £46 million.*

There have been economic challenges for Carmarthenshire, the effects of which will be evident long after the pandemic ends. It may take many months for household income to recover to pre-pandemic levels resulting in lower levels of disposable income which feeds the local economy. So, we promoted a 'buy local' message, helping to stimulate growth at a local level, resulting in a steadier economic future for local businesses and their staff. Through acting together with our partners, we can take action to restore consumer and business confidence to stimulate investment in our economies, which will create employment and help the unemployed find new jobs. Planning for economic recovery started early on in the pandemic and will be a priority for the Council going forward.

There are currently 16 Food Banks in the County and we have been directly providing funding in supporting many of these during COVID-19.

## HOMELESS

The COVID-19 crisis has had a significant impact on homelessness provision. In order to safeguard homeless people Welsh Government changed the law around priority need. This meant Local Authorities were required to prioritise all homeless people (previously local authorities prioritised families and vulnerable single people). This has increased demand significantly resulting in large numbers (up to 150) of homeless households being temporarily accommodated. Our priorities have been to tackle this new demand over the last 12 months.

## AGE WELL



## SOCIAL CARE

We tried as far as possible during the pandemic to maintain business as usual. This included continued support to people who need our help in the community and need support to be discharged from hospital. We have continued to offer Information Advice and Assistance (IAA) and carried out social care assessments where required.

The most significant area of risk and greatest impact of COVID-19 has been in relation to the Care Home Sector and Carmarthenshire has experienced a number of outbreaks and the sector, which includes our in-house and commissioned provision, has faced huge challenges to care for those who were very frail, and for some, sadly at the end of their life. Staff went above and beyond to protect residents following stringent infection control procedures using PPE in line with national guidance. They demonstrated remarkable resilience and commitment and continued to deliver care to our most vulnerable residents throughout the pandemic.

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## HEALTHY, SAFE AND PROSPEROUS ENVIRONMENT



During lockdown people rediscovered the *environment*. More than ever before we have realised that our natural environment is vital for our well-being. More people used *footpaths and cycleways*.

*Cleaners* were retrained, and additional cleaners employed to develop an enhanced standard of cleaning across all settings. This helped to keep our school hubs, schools, food distribution centres, depots, critical offices and sheltered housing open. These enhanced cleaning standards were essential to reduce transmission of the virus and to build confidence and reassurance that the work environment is as safe as we can make it.

As a consequence of lockdown there was an improvement in *Air Quality* during the year because of reduction of road vehicle movements. The main pollutant of concern for Carmarthenshire is Nitrogen Dioxide (NO<sub>2</sub>).

Waste and recycling collections were crucial to public and environmental health during the COVID-19 crisis, and waste workers were deemed 'key workers' by the Government and continued to carry out essential services during the epidemic. The full range of waste collection services at the kerbside continued throughout the pandemic, despite some of the logistical and resource challenges brought about by COVID-19 at times; this was testimony to the commitment and determination of all the teams involved in ensuring these important services continued. This was clearly appreciated by our residents.

## GOVERNANCE



After a brief pause, democratic government and scrutiny were sustained by the introduction of virtual democratic meetings. Scrutiny was a possibility via Executive Board Meetings and group leader meetings. We were the first Council in Wales to hold a virtual Annual General Meeting. This required securing an on-line meetings software system and a method of providing Welsh translation facilities both for members and for the public.

### Information Technology

The Authority's decision, before the pandemic, to spend £1.9m of investment in agile working initiatives, including providing staff with the right equipment to allow them to work in a more agile and flexible way, together with improvements to the resilience of the IT network, has helped support an almost seamless move to homeworking. Having the right equipment in place meant that staff could be operational from home immediately with no disruption to customers.

The use of technology, and especially the use of Microsoft Teams, has been a vital component of the Council's response to the pandemic, and is helping to support the adoption of a far more dynamic and productive way of working. It has facilitated improved communication and team working at a local, regional, and national level.

We currently have over 40 transactional council services available to the public online, many of these have been developed extremely quickly.

## Workforce

Staff stepped up and showed caring, conscientious commitment in 'doing their bit' and showed bravery when called for. Many went the extra mile and kept going.

We diverted resources from the outset to ensure UK and Welsh Government legislation and guidance was quickly interpreted and disseminated to managers and head teachers. We quickly adapted our existing policies and developed new guidance such as Temporary Homeworking, Annual Leave and Furloughing of Staff. We also undertook a range of risk assessments and put in place safe systems of work to make sure critical services continued to be delivered, which, for example, allowed critical workers to access the Learning Hubs in our schools so that they could go to work.

The health and wellbeing of all our people has been a key priority for us and in response, we have dedicated significant resources to supporting the mental health and wellbeing of all our employees. We have been keen to normalise discussions about mental health and as part of Mental Health Awareness Week we launched the Time to Talk initiative, which we will continue to build on as we move forward.

***We will not be going back and doing everything the same as before the pandemic – some new ways of working, developed due the pandemic, proved so successful that we will continue with them.***

Some of the alternative ways of working that were rolled out during the pandemic has seen service areas have their "light bulb" moment and realise that it is a better way of delivering the service to the customer and will be adopted as the "new norm".

## Partnership

During the pandemic working in partnership with other Public Service Board partners and wider community has been essential. Trust and relationships developed through partnership working over a number of years came to the fore as partners supported each other at our time of greatest need. From establishing field hospitals in a matter of weeks to ensuring food parcels were delivered to those shielding and vulnerable, the collaboration and co-operation between partners and stakeholders has been immense and will be something to build on for future developments.

We quickly developed a *Test, Trace and Protect (TTP) service* working collaboratively with Public Health Wales, Hywel Dda University Health Board and the Police to advise contact cases, identify hotspots, enforce if needed to prevent the further spread of COVID-19.

Incident Management Teams (IMTs) across services were set up and they have strategically driven the COVID response in the County. This work is certainly something we will look as a blueprint in the future as really good examples of partnership working.

Police and Public Protection services have also worked in collaboration undertaking site visits at licensed premises ensuring that COVID rules were being followed. This close working has resulted in only a limited number of enforcement notices being needed to be issued to date.

**Lyndsay McNicholl**, a Carmarthenshire County Council residential care manger, was awarded the British Empire Medal for her services to care during the COVID-19 pandemic.





## Major Challenges

### CLIMATE CHANGE

- We have the first **Net Zero Carbon Action Plan** in Wales (See Well-being Objective 12)

### RECOVERY

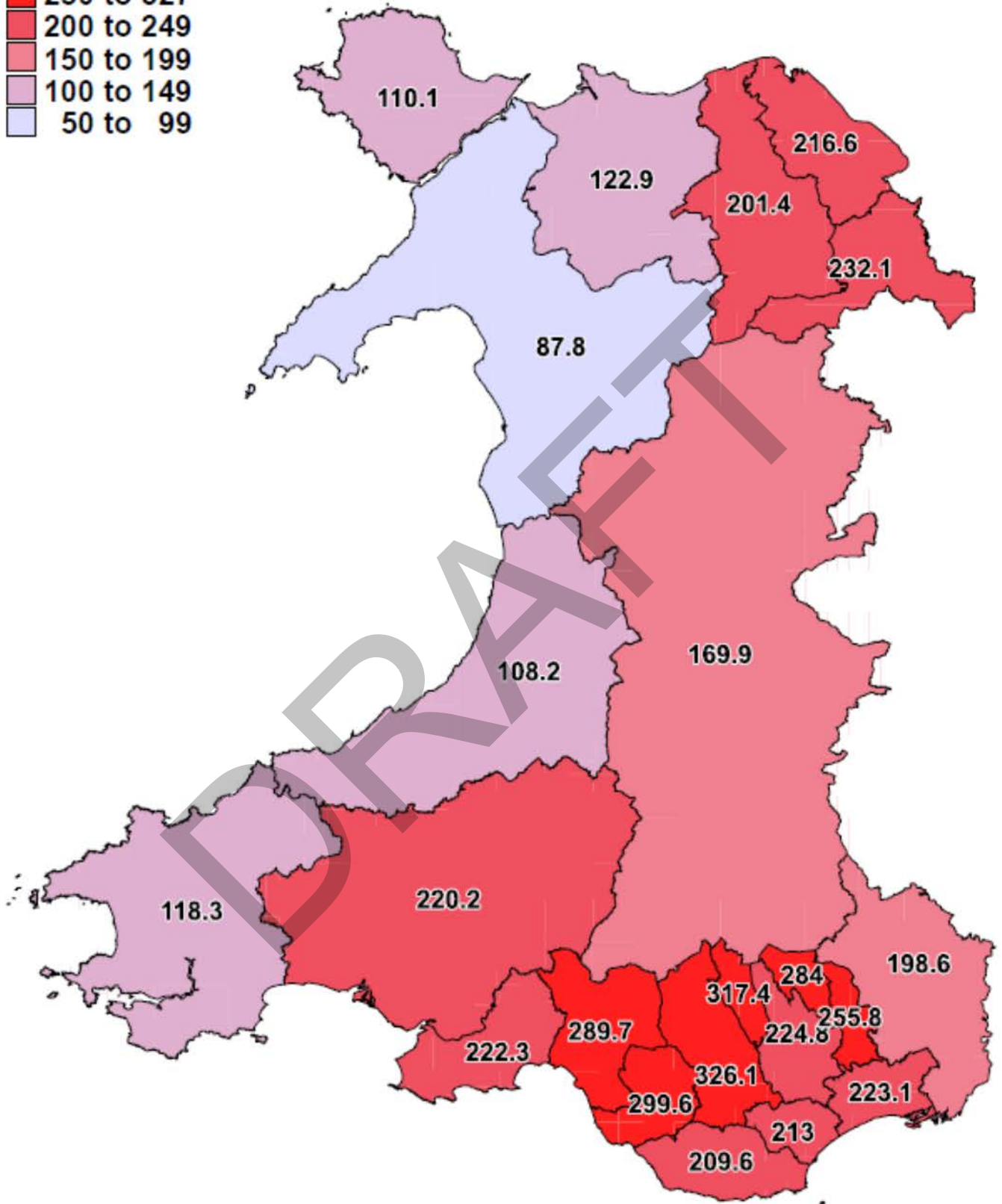
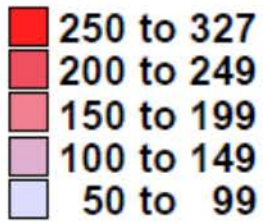
- We are one of the first in Wales to prepare an **Economic Recovery Plan** (See Well-being Objective 6)

### COVID-19

- **Community Impact Assessment of COVID-19**  
To learn from how we responded to the pandemic we are identifying transformational new ways of working (See Well-being Objective 15)

# Wales COVID-19 death rates

Deaths per 100,000 people - occurring up to end March 2021



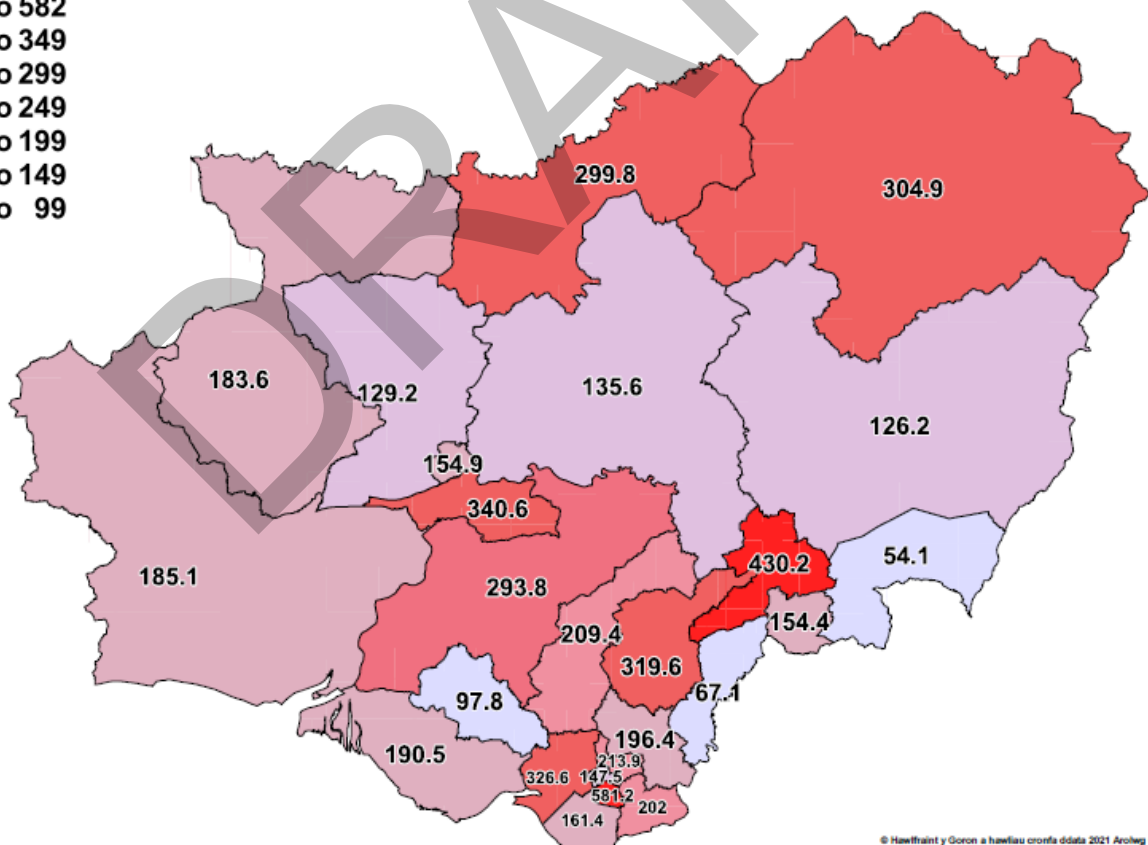
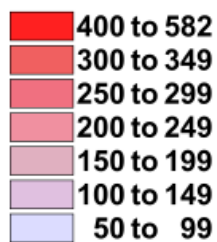
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## COVID-19 Deaths in Carmarthenshire to end of March 2021

Carmarthenshire Middle Layer Super Output Areas	Deaths per 100,000 people	Carmarthenshire Middle Layer Super Output Areas	Deaths per 100,000 people
Brynaman, Y Garnant & Glanaman	54.1	Swiss Valley & Llangennech	196.4
Yr Hendy & Tŷ-croes	67.1	Bynea & Llwynhendy	202.0
Cydweli & Trimsaran	97.8	Glyn & Pontyberem	209.4
Llandeilo, Llangadog & Maenordeilo	126.2	Dafen & Felin-foel	213.9
Carmarthen West & Cynwyl Elfed	129.2	Llanddarog, Llangyndeyrn & Ferryside	293.8
Abergwili, Llanegwad & Carmel	135.6	Llandovery, Cil-y-cwm & Cynwyl Gaeo	304.9
Llanelli North	147.5	Llanfihangel-ar-arth & Llanybydder	317.5
Ammanford & Betws	154.4	Llan-non, Cross Hands & Pen-y-groes	319.6
Carmarthen North	154.9	Llanelli West	326.6
Llanelli South	161.4	Carmarthen South & Llangynnwr	340.6
Tre-lech, Cenarth & Llaneler	183.6	Llandybie & Saron	430.2
Whitland, Laugharne & Llansteffan	185.1	Llanelli Bigyn	581.2
Pembrey & Burry Port	190.5		

The area with the lowest number of deaths per 100,000 population in Carmarthenshire is *Brynaman, Y Garnant & Glanaman* and the highest was *Llanelli Bigyn*.

### Carmarthenshire COVID-19 death rates per Middle Layer Super Output Areas Deaths per 100,000 people - occurring up to end March 2021



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# INTRODUCTION TO OUR ANNUAL REPORT

At the time of preparing this report, Council resources remain committed to dealing with the crisis/recovery. There are some gaps in the information available, for instance, due to the pressures of dealing with the crisis Welsh Government has agreed that comparative *Out turn data* will not be published for 2020-21. We would usually compare our results to other Councils results. In past years we have also reported the results of the National Survey for Wales but much of this is unavailable.

This Annual Report is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing. It is also a statutory duty under the Local Government Measure (Wales) 2009 and the Well-being of Future Generations Act 2015 (*See Appendix 1*). In addition, establishing the baselines will be useful to assess recovery.

## Working with Partners

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We are collaborating with other public bodies. We have set up a *Public Services Board (PSB)* and this partnership has published a [Carmarthenshire Well-being Plan](#). All the separate public bodies in the partnership publish their own Well-being Objectives and we will be working to meet many common objectives. The PSB has also published an [Annual Report for 2020/21- To be linked when published](#)

## Consultation undertaken by the Council

- ⦿ During the pandemic we undertook a *Parental Survey* conducted with parents, carers and guardians of pupils, with 4,433 responses and asked what they think is having the biggest impact on their child(ren)'s well-being and mental health. An overwhelming majority of respondents noted that the issue which is causing the biggest impact on their child(ren)'s well-being is that they are unable to be with their friends and peers
- ⦿ In response to the COVID-19 pandemic, we consulted with *Carmarthenshire businesses* to gather their views on the impact of the pandemic on their business. In total, 574 businesses responded to the online survey in May. The responses to this engagement have helped shape our support toward these businesses.
- ⦿ In May, 2,543 (32%) of our *staff* across all departments took part in a survey on the new way of working following the COVID-19 outbreak, the results will help shape the future way of working.
- ⦿ Due to the restrictions of the pandemic, we undertook a *digital and virtual budget consultation* for the 2021/22. In response to the public feedback, the council reduced the increase of Council Tax based on the consultation results.
- ⦿ We have consulted on a number of *school projects* throughout the year. These included: consulting on the changing provision in primary schools, changing entry ages at schools, increasing capacity in schools and improving school buildings.
- ⦿ We have also assisted with a number of services on numerous consultations. These included but are not limited to: Proposals to change The Miners' theatre name, Public Services Protection orders, the use of historical monuments within the County, Active travel and Public realm safety improvements in response to the pandemic.

## Equality and Diversity

**Strategic Equality Plans** (SEPs) are important documents that set out how public bodies will consider the needs of groups with protected characteristics, as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation.

During the year, we have continued to develop our Integrated Impact Assessment process, which ensures due regard and diligence when the Authority makes key decisions. This process includes our responsibilities in terms of the **Equality Act 2010** and the **Socio-economic Duty**, which came into force on 31 March 2021. The key aim of the Socio-Economic Duty is to encourage better decision making and ultimately deliver better outcomes for those who are socio-economically disadvantaged.

The duty should be used to ensure that reducing inequalities of outcome now and for future generations is a central factor in decision-making. Organisations should consider current inequalities and future trends when deciding how they can have the most impact. And organisations must be guided by the voices of socio-economically disadvantaged people in doing this.

A cross-party **Equality and Diversity (Black, Asian, and Minority Ethnic) Task and Finish Group** was set up in response to two detailed debates in the Council chamber, with the purpose of engaging residents and gathering feedback to help break down barriers and support Carmarthenshire's BAME communities.

As part of their work, the group launched a public survey in response to commentary about historic monuments across the county. The survey encouraged people to give their views on whether the council needed to take any steps in response to public discussion, and what these steps should be.

The Task and Finish Group recommended erecting prominently placed information boards near the Picton Monument and within its grounds with reference to Sir Thomas Picton encompassing his military career as well as his known links with slavery, as well as reference to the local history of the area. The group also recommended a further information board placed in the vicinity of the Court Room at the Guildhall, where a portrait of Sir Thomas Picton is displayed.

As part of our duty to foster good relations between persons who share a relevant protected characteristic and persons who do not, we have developed a **Diversity Calendar**, which aims to establish a consistent and fair timetable across all characteristics. We will review and progress our calendar and ensure that it links in with the work promoted by Welsh Government through the Community Cohesion

**Welsh Language** (also, please see *Well-being Objective 14*)

We are continuing to implement the **Welsh Language Standards** across the Council with significant internal communication work undertaken during 2020-21. Messages about the Standards were conveyed to staff through presentations by the Policy Team, through the communication streams maintained by Marketing and Media and through the Departmental Language Leaders.

The **Welsh Language County Strategic Forum**, which continues to be led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language officers, has also continued with its role of developing a programme of promoting the Welsh language in the county and instigated much joint planning for the implementation of the Carmarthenshire Promotion Action Plan, which is in line with the Promotion standards. The forum met four times and specific attention was given to apprenticeships and post-16 education, the Language in our communities, priority areas and the Local Development Plan.

# How we measure the success of our Well-being Objectives

## Success Measures

The Well-being Future Generations Act promotes a shift in focus from service productivity, to all public bodies working together to progress outcomes that improves the quality of life of citizens and communities, both now and in the future. We have a suite of indicators we use to measure the success of our Well-being Objectives; a list of these measures can be seen in *Appendix 2*.

## Public Accountability Measures

There is also a National suite of measures that all Councils in Wales normally have to collect, a list of these measures can be seen in *Appendix 3*. Due to COVID-19, Welsh Government decided not to collect and publish results from authorities for 2019/20 or 2020/21.

This has been a year like no other, with our own results for some of these measures not available or not comparable to previous year due to the effects of COVID-19.

## Other Assessment Information

### Citizen Satisfaction



#### National Survey for Wales

We usually include National Survey for Wales data that's available at Local Authority level in our Annual Report. Due to the pandemic, much of the data is not available for 2020/21 as Welsh Government had to make changes to how they conduct the survey. Therefore, only a few of the 2020/21 survey results have been included in this report due to lower participation as well as lack of continuity of the questions to previous years surveys.



[Link to 2020 National Survey for Wales - quarterly and monthly results](#)

## Regulatory Verdict

During the year our Regulators issued a number of reports on and these are listed in **Appendix 4**.



<https://www.audit.wales/>

<https://www.estyn.gov.wales/language>

<https://careinspectorate.wales/>

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



## Well-being Objectives

**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

**5.** Tackle poverty by doing all we can to prevent it, helping people into work & 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 & obesity).

**9.** Supporting good connections with friends, family and safer communities.

**10.** Support the growing numbers of older people to maintain dignity & independence in their later years.

**11.** A Council wide approach to supporting Ageing Well in Carmarthenshire.

**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.

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

## Executive Board Members and the Well-being Objectives



**Cllr. Emlyn Dole**  
Leader

**WBO6 - Creating more jobs and growth throughout the county**



**Cllr. Mair Stephens**  
Deputy Leader

**WBO12 – Environment**

**WBO15 - Building a Better Council and Making Better Use of Resources**



**Cllr. Cefin Campbell**

**WBO5 - Tackling poverty**

**WBO9 - Good connections and safer communities**

**WBO12 - Environment**



**Cllr. Jane Tremlett**

**WBO9 - Good connections and safer communities**

**WBO10 - Older people**

**WBO11 – Ageing Well**



**Cllr. David Jenkins**

**WBO15 - Building a Better Council and Making Better Use of Resources**



**Cllr. Linda Evans**

**WBO7 - Affordable Homes**

**WBO9 - Good connections and safer communities**

**WBO11 - Ageing Well**



**Cllr. Glynog Davies**

**WBO1 - Child best start**

**WBO2 - Healthy Children**

**WBO3 - Education**

**WBO4 - Young people**



**Cllr. Peter Hughes-Griffiths**

**WBO2 - Healthy Children**

**WBO8- Healthy lives Adults**

**WBO14 – Welsh Language & Culture**



**Cllr. Hazel Evans**

**WBO12 - Environment**

**WBO13 - Transport and Highways**



**Cllr. Phillip Hughes**

**WBO12 - Environment**

**WBO8- Healthy lives Adults**



# Start Well





# Well-being Objective 1

Start Well - Help to give every child the best start in life and improve their early life experiences

## The number of Children Looked After has significantly reduced

A systemic approach to delivering social work practice alongside our continued focus on preventative work, has seen the number of looked after children continuing to reduce year on year with more and more families being supported to stay together. This has been despite the increased challenges faced due to the COVID-19 pandemic.

### Why it is important

- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease and mental health, to educational achievement and economic status
- Because Looked After Children (LAC) are more likely to have been exposed to multiple risks associated with poor long-term outcomes before entering care.

### Success Measure

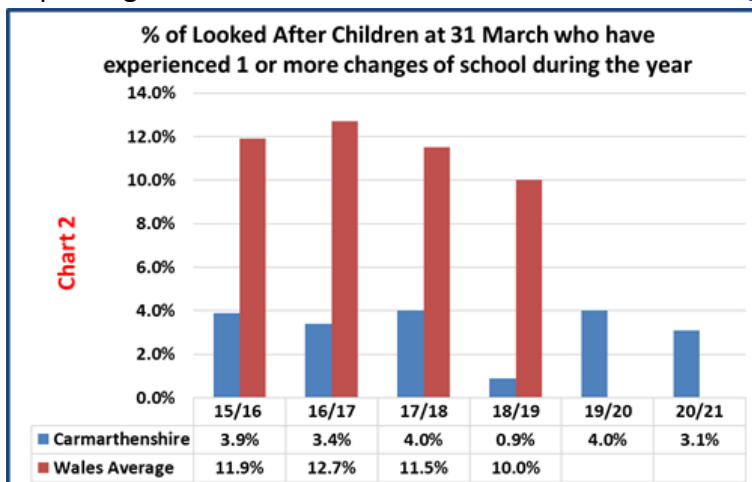
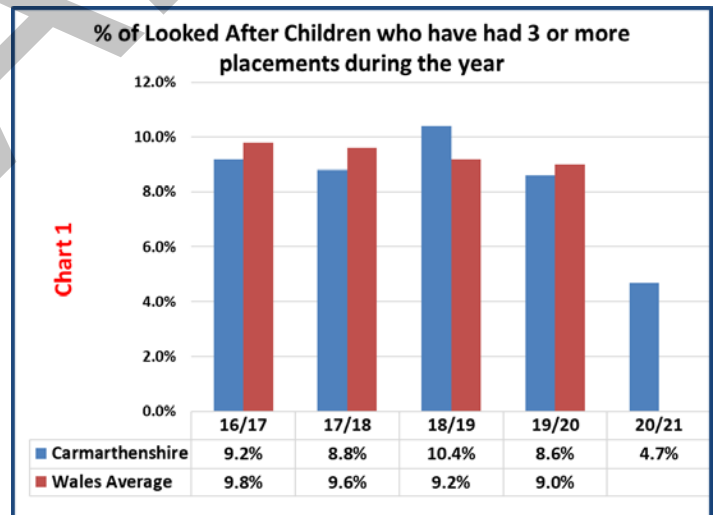
The % of children in care who had to move 3 or more times has reduced to **4.7%**



### Explaining the Results

We are pleased to have seen an *improvement* in placement stability with a *reduction* in the number of children having moved 3 or more times during 2020/21, with 4.7% (7 out of 148) compared to 8.6% (14 out of 163) in 2019/20 and better than the Welsh Average of 9%. (See Chart 1)

Stability of looked after children has been excellent despite COVID-19. COVID and strict WG guidelines impacted on the opening of schools. We consistently perform well in maintaining looked after children in the same school, which is also an important factor in improving outcomes.



During 2020/21, 3 out of 96 children changed schools (See Chart 2). A summer programme of support was also put in place which was well received. Our **long-term** primary focus is on **prevention** and maintaining children at home with their families and out of the care system wherever possible, as well as providing extra resources for foster carers to support the children in their care to maintain placement stability and avoid the need to move wherever possible.

## Progress on this Well-being Objective taking account the effect of COVID-19

### Supporting Families

- ⊙ Throughout the COVID-19 pandemic both registered childcare settings, play providers, families and communities have continued to receive advice, support and guidance in ensuring that children and young people have access to play opportunities during times of lockdown and restrictions.
- ⊙ The *Childcare Assistance Scheme* enabled providers of childcare to remain open to ensure critical services continued to run. Between April to August 2020, 732 children of critical workers were supported by the scheme.
- ⊙ The number of enquiries to the *Family Information Service* has seen a 62% increase this year with 30,197 users and 89,923 pageviews.
- ⊙ *Flying Start Carmarthenshire* became the **first Flying Start in Wales to use a mobile App** to help keep in touch with families. The team developed the App as a way to increase engagement, and to signpost families to important information and promote events in the local areas. The App continues to be pivotal in delivering services, key messages and providing information to all of our families.
- ⊙ *Team Around the Family (TAF)* are continuing to re-shape the service to meet future need and have begun to develop partnership work with the 3<sup>rd</sup> sector alongside co-production, community development and use of volunteers. TAF continue working alongside schools and the *Attendance and Safeguarding Team* and *Early Help* team to provide a seamless service to education.
- ⊙ Each of the childcare teams have continued to use a systemic approach to delivering social work services. 30 members of staff including managers are about to complete the qualification Foundation year of Systemic Social Work Practice and in addition social workers from across the service undertook a 3-day Introduction to Systemic Practice. The training has helped increase confidence as well as ensuring consistency of approach across the teams. A recent Assurance check by [Care Inspectorate Wales \(CIW\)](#) remarked on the benefits of 'pod' working which '*clearly promoted a holistic and strengths-based approach to working with families. Records that clearly articulated outcome focused planning. Plans outlined clear achievable goals to safeguarded children and improve their well-being through the provision of a range of services best suited to their needs*'.



### Additional Learning Needs (ALN)

- ⊙ The *Inclusion* section has continued to deliver all service areas throughout the pandemic to ALN and all vulnerable pupils. Methods of delivery have been modified following consultation with stakeholders such as families, schools, ECPS and Health thus ensuring all best endeavours are undertaken to continue to deliver statutory processes and support services.
- ⊙ ALN Transformation is reaching a point of implementation and as such the primary focus for improvement is on transitioning into the new mechanism for upholding the statutory duties for children and young adults with ALN from 0-25 as set out by the new act and statutory code of practice.

## Activity Packs gifted to Flying Start Families

Nearly 1,800 Flying Start families in Carmarthenshire have been gifted activity packs for their young children to use during lockdown. Each pack contains a range of age-appropriate resources and comes in a box which can be turned into a 'tap tap' box as used in the language and play sessions delivered by Flying Start. Other activity items include books, animal toys, bubbles, paints and art materials, a ball, song puppets, playdoh making kits, shaker bottle kits, lotto boards, crayons and chalk and various sensory materials which will help keep children motivated whilst staying at home.

A parent whose children have benefited from the packs said:

*"The girls have had hours of fun doing activities, and they loved the sticking and gluing, painting and using the playdoh. These packs are a lovely idea and have come at just the right time."*

Flying Start is a Welsh Government funded programme which supports families in disadvantaged areas of Wales to give children under the age of four a flying start in life. The Council's Executive Board Member for Children's Services, Cllr Glynog Davies said:

*"These activity packs are fun, exciting and help to keep young minds active and inspired during lockdown. We're pleased to be working with the police who are helping deliver the packs across the county"*

Dyfed Powys Police has also linked up with Carmarthenshire County Council to help with distribution by using their police vans and drivers. Dyfed Powys Police, Chief Inspector Thomas Sharville said:

*"The Flying Start scheme offers much needed support to young families during this difficult time. Dyfed Powys Police is delighted to work with Carmarthenshire County Council by supplying drivers and vehicles to deliver Flying Start activity packs to our communities."*



### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective



## Well-being Objective 2

### Start Well - Help children live healthy lifestyles

#### Obesity in children increases in Carmarthenshire

The 2018/19 Child Measurement Programme data published in March 2021 shows that **over 30%** of children aged 4 to 5 in Carmarthenshire are overweight or obese, the **5<sup>th</sup> highest** figure in Wales.

#### Why it is important

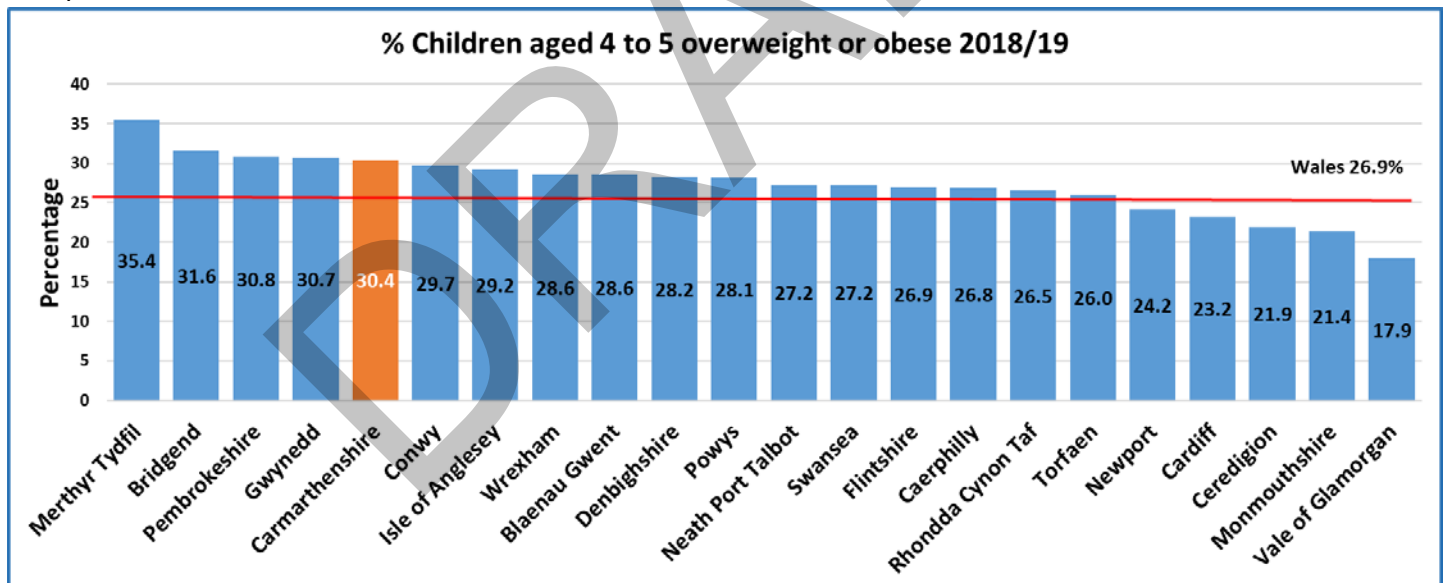
- ⊙ The Play Sufficiency Assessment identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child's safety.
- ⊙ Assessment engagement activity with primary school children showed being physically active as an important factor for the positive well-being of children.
- ⊙ Living healthy lives allows children to fulfil their potential and meet education aspirations.
- ⊙ Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

#### Success Measure

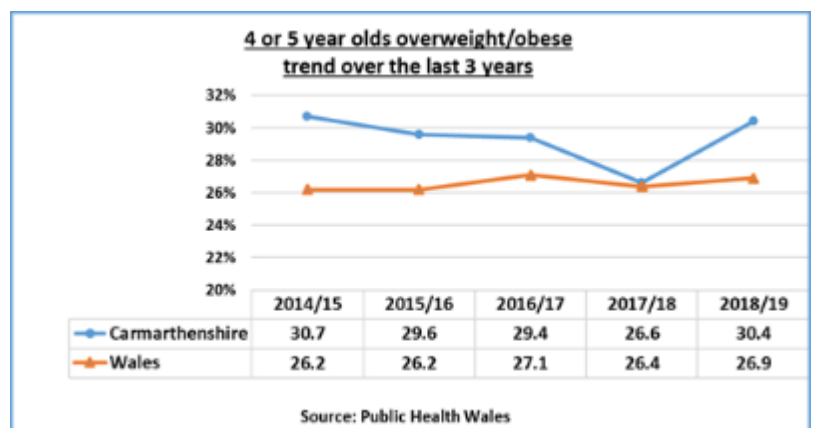
**30.4%** of children are overweight or obese (2018/19)

(This is an increase on the previous year of 26.6% 2017/18)

The programme of child measurements is carried out by [Public Health Wales](#) with children attending reception class in schools in Wales.



There had been a downward trend in recent years from having 3<sup>rd</sup> highest figures in Wales in 2014/15 to just above the Welsh average in 2017/18. Unfortunately, 2018/19 data (published March 2021) shows an increase in the **% overweight or obese to 30.2%**, this is the 5<sup>th</sup> highest in Wales and just below our 2014/15 result of 30.7%. Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers.



## Progress on this Well-being Objective taking account the effect of COVID-19

### Physical Activity

- ⊙ Leisure Services successfully secured an All Wales Play Opportunity Grant of £25K and matched funded £52k in order to completely re-develop Llansteffan Beach Playground.
- ⊙ Work related to utilising school grounds outside of teaching hours remains paused due to the COVID-19 pandemic and associated restrictions. Welsh Government allocated two funding streams during quarter three via the All Wales Play Opportunities Grant to be utilised by the 31st March 2021. Carmarthenshire have been allocated £31,000 in revenue funding to be allocated to providing staffed play provision for vulnerable children during school holidays up until and including the Easter Holidays 2021. A total of £184,092 has been allocated to Carmarthenshire in the form of a capital grant. Advice, guidance and support has been given to Whitland Town Council in relation to developing a playground for Whitland town in line with the Section 106 Contributions regulations. Advice, guidance and support has been given to the Playworker staff within the Integrated Children's Centres in delivering virtual Play Sessions to families as a result of COVID-19 restrictions.
- ⊙ The Healthy Schools Team worked in partnership with Active Carmarthenshire in promoting the 'Million Minutes' Campaign via our Network and Cluster Meetings and utilised our Termly Cluster meetings to inform schools of the latest guidance published by Public Health Wales regarding Physical Activity Promotion during COVID-19 times and also signposted them to PE Guidance published by the Youth Sport Trust in relation to the delivery of PE lessons and Physical Activity Promotion.



### Healthy Eating

- ⊙ The Healthy Schools team produced a Healthy Packed Lunch Toolkit for Families.
- ⊙ The Local Authority committed to providing free school meals throughout the pandemic providing food bags, vouchers and direct payments as appropriate. Free School Meal food bags were always as nutritional as we could make them taking into account food safety (dependent how long they would be taking to transport). We also offered ideas of what to make with the items, e.g. tuna pasta salad.

### Mental Health

- ⊙ The Healthy Schools Scheme has undertaken the following work to address Mental Health:
  - Organised and funded 6 x 'Strategies to Support an Anxious Young Person' Courses;
  - Organised and funded 2 x Youth Mental Health First Aid Training Courses;
  - Organised and Co-ordinated 2 x Secondary School Personal and Social Education (PSE) - Professional Learning Community (PLC) activities which had Mental & Emotional Health & Well-being as a focal area;
  - Contributed to the Consultation regarding the Whole School Approach to Mental Health by providing suggestions on how to improve the Whole School Approach to Mental Health Assessment Tool for schools;
  - Played an instrumental role in establishing a Task and Finish Group for the production and publication of a Transgender Toolkit for Schools.

### Raise Awareness

- ⊙ The Healthy Schools Scheme has created and updated several Directories of resources which promote Physical Health, Mental and Emotional Health, Healthy Eating and an increased awareness of Healthy Lifestyles, uploaded onto the Healthy Schools Network on Hwb, Sharepoint and Council website. The resources were designed for use by pupils of all ages and their families, to be utilised by the School Hubs, families with pupils learning from home and for blended learning by schools during the second lockdown.

- ⦿ The Team also placed emphasis on the importance of Outdoor Learning / Provision and have informed schools of relevant training being delivered and excellent websites that can support them in increasing Outdoor Learning provision. As a result, a number of teachers attended training that was delivered by Natural Resources Wales and have signed up to the SOUL Website (Outdoor Learning Website) which provides free resources for schools.
- ⦿ The Health and Wellbeing area of learning is a key focus area as we prepare for the new Welsh curriculum. A cross-disciplinary strategic group is focussing on supporting schools to undertake purposeful activity within the area of learning, as exemplified by the health and happiness programme, which was developed to assist schools over the course of the pandemic. Physical literacy is an important consideration, with further opportunities to learn in the outdoors e.g. via our Learning through Landscapes project.

## The way we work

### Million Actif Minutes

With the news that schools across Wales would not be opening their doors for some time in the new year due to another lockdown, the Actif Communities team set a fun and engaging challenge for schools that would capture the attention of the County.

The Million Actif Minutes Challenge aimed to engage and motivate children and young people to get active through these difficult times. Schools promoted physical activity, PE, resources available from Actif Communities and activities from National Governing Bodies across Wales in a bid to get children moving more.

The aim of the challenge was for all schools to collectively achieve 1,000,000 active minutes across the County with each school receiving their own specific target which was based on the number of pupils in the school. The schools were challenged to reach their targets in order to be included in a live draw with a chance of winning £500 worth of sports equipment.

The challenge started on the 1<sup>st</sup> of February and a whopping 76 schools registered to be part of this countywide challenge. The challenge itself was initially aimed at school pupils but due to the influx of emails from staff who wanted to take part, it was decided that they the challenge would also include staff members too!

Within the first 2 weeks an amazing 580,000 active minutes were recorded, with 880,115 by the third week and then a final figure of **2,033,874**



## Outdoor Learning in Carmarthenshire Schools

Schools across Carmarthenshire are embracing the great outdoors for learning.

With a strong focus on supporting the health and well-being of learners and staff, Local Authority teams have been highlighting the physical, emotional and educational benefits of outdoor learning. Schools have been supported through a range of training opportunities, resources and projects, resulting in some wonderful developments across the county.

Many schools have constructed outdoor classrooms, and most are keenly developing their garden areas and outdoor spaces. During *Outdoor Learning Week in April*, a fantastic range of cross-curricular learning was captured and shared on school websites.



Pupils have been seen out and about in the local area looking for signs of spring. This term they are planting fruit, vegetables and learning about healthy eating. Many are helping to improve biodiversity by creating 'wild' areas in the locality.

Several projects have been initiated to support the outdoor learning agenda, including: *Walk The Global Walk, The Lightbringers and Lost Words Projects*, which all promote connection to nature and awareness of sustainability issues. Supported by the Incredible Edibles team, pupils are creating 'peace gardens', which will provide places for children to relax, reflect and learn.

Two Erasmus projects, '*Utopia*' and '*Growing Together For Successful Futures*', are also underway to enable our teachers to learn from best practice in countries such as Sweden and Greece.

The *Carmarthenshire Outdoor Schools* (CODS) programme has been established to support and guide schools in their quest to be healthier, happier places for all.

**Video: Outdoor learning at Johnstown Primary School**

<https://www.i2e.com/johnstown-primary-school/Mr+C/Outdoor+Learning+Autumn+2020/>

### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective





## Well-being Objective 3

Start Well - Support and improve progress and achievement for all learners

### Support for progress, achievement and well-being has continued in difficult circumstances

Unfortunately, due to COVID-19 and the situation at the moment, we do not have end of key stage data for the summer term 2020 for Foundation Phase, Key Stage (KS) 2 and KS3. Schools are currently re-assessing pupils and gaining a new baseline for individuals following the lockdown period. KS4 and KS5 pupils were awarded their predicted grades. *We do not have access to this data centrally as a county therefore comparison to previous years cannot be made.*

#### Why it is important

- ⊙ We all want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- ⊙ We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21<sup>st</sup> Century living and the world of work.
- ⊙ Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015)
- ⊙ Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document [Education in Wales: Our National Mission](#).

#### Success Measures

*Average score for Year 11 pupils - based on Teacher assessment rather than examinations due to COVID-19*

- ⊙ The last published average score based on the **best 9 exam results** for Year 11 pupils during 2019/20 (2018/19 Academic Year) is 367.2 where girls had an average score of 378.5 and boys 356.4. This is an improvement on the previous year and well above the Welsh average of 354.4.

*Attendance at Primary and Secondary Schools - updated data is unavailable due to COVID-19*

- ⊙ Due to the pandemic, the disruption to Schools and the need for home learning for most of the year, **attendance data has not been recorded in the same way and therefore not reported**. The last published data was for 2019/20 (2018/19 Academic Year), this showed that Secondary schools had declined further to 93.5% with Primary school attendance staying the same at 93.9%.

*Satisfaction with Child's Primary Schools - updated data is unavailable due to COVID-19*

- ⊙ Due to COVID-19, there is **no updated data available for the National Survey for Wales measure of satisfaction with child's primary school**. The most recent data of 2019/20 showed that 95% of participants were satisfied with their child's primary school in Carmarthenshire, this had increased from the previous year of 84% and above the Welsh average. This can be volatile dependant on the households questioned during the year.

## Progress on this Well-being Objective taking account the effect of COVID-19

- ⦿ Officers from the Education and Children's services department provided support in line with local and national priorities providing schools with a bespoke range of support in line with the priority areas for individual schools and the current COVID Pandemic context. Educational support advisers, Inclusion officers, Educational Psychologists Behavioural support officers and Social Services work closely alongside our schools and settings, supporting evaluative processes and ensuring that the support provided and facilitated by the local authority, partner schools and the region is impacting positively on the learning experiences of the pupils, their progress and their well-being.
- ⦿ Investment in Schools continues as part of the Modernising Education Programme:



**New £4.3m school for children and staff at Ysgol Rhys Prichard**



**Children in Five Roads move into new £4.5m school**



**£4.5m investment transforms Ysgol Llangadog for staff and pupils**

- ⦿ The current Welsh in Education Strategic Plan (WESP) document is now in its penultimate year. We will continue to ensure that the key messages are adhered to and that specific changes in school provision continue to progress. Due to COVID-19, interaction with school leaders regarding moving along the language continuum has been delayed. However, dialogue on the WESP continues with the focus on language progress.
- ⦿ The past twelve months has proved challenging for school governors. We have worked with them to develop their digital skills to facilitate on-line meetings. We continue to encourage and promote participation in the governorship of schools.
- ⦿ Following a review of our specialist behaviour support services, the new Four Phase Model has been implemented; in Phase 1 increasing the provision in schools; Phase 2 more robust packages of support from central team to be delivered on site; and improving provision in Phase 3 and 4 which are the off-site Pupil Referral Units (PRUs) and long term Emotional, Social and Behavioural Difficulties (ESBD) settings. The Behaviour Support Community Team is in development to increase capacity working directly with whole school processes for training and advice to support and upskill staff to work with individuals with the long-term aim of upskilling schools to work with complex pupils reducing the number of pupils requiring long term specialist provision and working more in line with a short-term intervention model.

## The way we work

### The Health and Happiness Programme

In the spirit of hopefulness, the school improvement team created an approach to classroom routines and activities that can be used to support staff and their pupils return to school in a safe and joyful way. All age groups and varied levels of need were considered. The psychological approaches and principles presented in the *Health and Happiness Programme* can be applied flexibly by schools and can be interpreted to suit the school's context. Research has identified five key principles that support recovery following a serious incident or event: *A sense of safety; a sense of calm; a sense of self and collective efficacy; social connectedness and the promoting of hope.*

For many pupils, returning to school is a welcome return. However, for others, it is a time of worry and anxiety. Some pupils may be carrying a large emotional burden and school might be their only place to talk about this. Adults in school who listen with empathy perform an important therapeutic function, without being therapists. Activities set out in the programme allow time and opportunities for pupils to talk about their experiences and emotions.

The Health and Happiness Programme is divided into 3 main areas:

- a sense of place, a sense of belonging
- looking after our bodies and minds
- our learning journey

An inclusive activity page is presented for each school phase for each of the 3 main areas. All activities are colour coded demonstrating their relevance to the 5 ways to good well-being. The programme also includes extended literacy and numeracy activities and a wealth of suggestions and activities promoting the Power of Story. The programme is interactive with hyperlinks to additional resources and materials. It also includes live links to supportive websites and apps.



### The Lightbringers' Project



The Lightbringers' Project was inspired by the book *The Lightbringers/Y Lanternwyr*, created by Karin Celestine, 'a story of hope... that the light will always return, even in the darkest of days.'

The project was launched in January 2021 to offer support and educational inspiration to school communities during the darkest days of the pandemic building upon the principles of the *Health and Happiness Programme*. All Carmarthenshire schools received bilingual copies of the book, along with a bank of practical ideas and resources to support health, well-being and a collaborative approach to the Curriculum for Wales. Although much of the project has had to be delivered online, it supports a holistic approach to 'blended learning', providing a range of cross-curricular ideas for schools and families to connect with nature and be creative. As part of the project, pupils have enjoyed working with the author, Karin Celestine; Rufus Mufasa, Poet for Future Generations; art specialists and well-being experts.

The first unit, 'Shine A Light', culminated with the Lantern Challenge, when windows across Carmarthenshire were illuminated with beautiful lanterns, shining out positive messages of friendship and solidarity.

The Lightbringers' Project has provided opportunities for families to enjoy learning together, whilst promoting strategies to support positive mental health across the wider school community. The positive impact of this work has been recognised by headteachers and has recently received recognition in the Senedd: [https://twitter.com/senedd\\_hmj/status/1359578890419789825?s=12](https://twitter.com/senedd_hmj/status/1359578890419789825?s=12).



### Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 3 combined with Well-being Objective 4 to become -

**Start Well - Support and improve progress, achievement, and outcomes for all learners**



View our [detailed progress here](#) against this objective



## Well-being Objective 4

Start Well - Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways.

### Work towards ensuring EET continues

The number of Year 11 NEET young people in Carmarthenshire, has remained constant compared to two years ago. However, we have seen a decrease in Year 13 NEET young people in 2021. The results are obtained from Careers Wales Destination Survey which was not concluded in March 2020 due to the COVID-19 outbreak, therefore we cannot compare to the previous year. Despite COVID-19 we have worked closely with schools to support pupils at risk of NEET, delivering qualifications, ensuring successful transition to college and improving engagement with additional activities and support.

#### Why it is important

- ⊙ Reducing the number of NEET young people reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- ⊙ It is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6<sup>th</sup> forms, Further Education Colleges, apprenticeships, training provision or work.
- ⊙ It enables young people to contribute positively to their local communities.

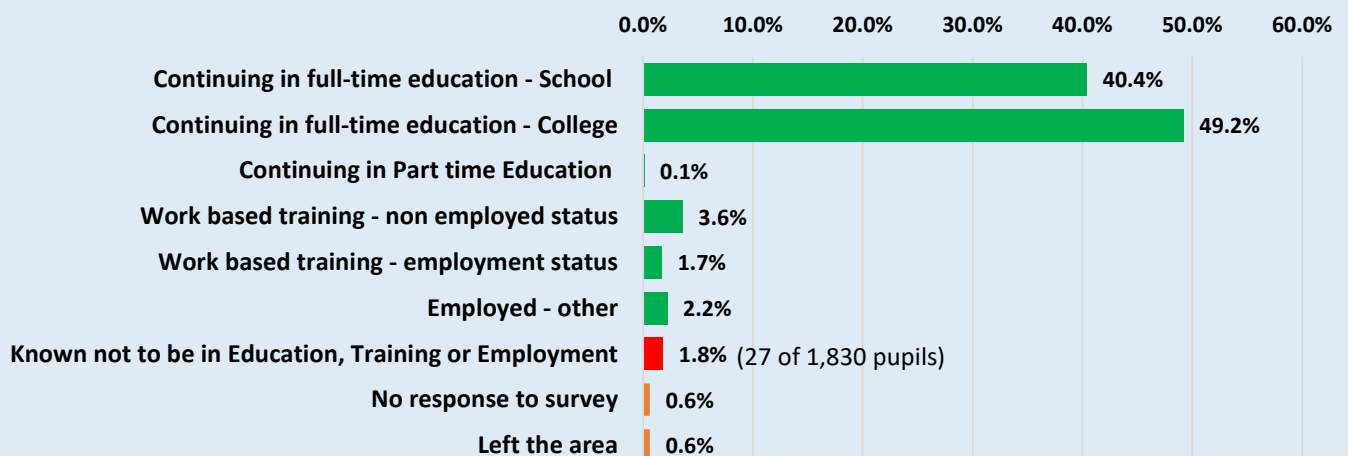
#### Success Measures



#### Explaining the Results

- ⊙ 1.8%, or 32 of **Year 11** pupils becoming NEET in 2020/21 (2019/20 Academic Year), this equates to 96.1%, or 1,765 pupils remaining in Education, Employment or Training. A small number of pupils (22), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 15<sup>th</sup> in Wales and above the Welsh average of 1.7%.

Destination data for Carmarthenshire Y11 pupils (Academic Year 2019-20)



- 3.5%, or 23 out of 652, **Year 13** pupils were known to become NEET, with 15 pupils either not responding to contact or being known to have left the area. The result ranked 9<sup>th</sup> in Wales and was equal to the Welsh average. Factors previously affecting the result include the rising cost of higher education, young people's awareness of training and employment opportunities and limited identification of this group of young people by schools following the A Level results. We will seek qualitative data to improve on this situation.

### Progress on this Well-being Objective taking account the effect of COVID-19

- Since the *Cynydd* project began four years ago 141 young people have been referred to the team, with only 15 (11%) of those young people not being in education or training. Although the pandemic saw a decline in referrals, there were 32 young people referred and 75% of them went on to further education, a traineeship or work.
- Post 16 staff have maintained contact with the children and young people they support. If any child/young person is deemed to be vulnerable/at risk, permission has been sought from the Head of Service as to being able to conduct face to face visits. When and where possible, detached youth work has taken the place of youth club delivery, and Streets and Bwlch Youth Centres have been permitted to re-open via Silver/Gold Command. The centres are being utilised for appointment only drop-ins for vulnerable children and young people. The same applies to Dr Mz Youth Centre under partnership arrangements.
- A post 16 learning review has been initiated, which will encompass the appropriateness of learning pathways at Key Stage 4 into post compulsory education, world of work and training. This will also involve liaising closely with our local Further Education provider.
- During the past year the Community Learning Service has developed new and innovative blended learning opportunities for Essential Skills and ESOL learners. Staff have undertaken training in Digital Pedagogy and supported learners in their digital learning as well as their literacy, numeracy and language learning. Learners have remained engaged and achieved outcomes where possible.
- The Youth Support Service has signed up to the Participation Charter in the final quarter of this year, following on from discussions with Children in Wales, and resulting from work linked to the last self-assessment that was completed by the service. This means that each team within the service will undertake a self-assessment against the National Participation Standards from March 2021 onwards in terms of more effectively engaging those children and young people that are NEET.
- YEPF delivery has continued throughout the year. Use has been made of MS Teams to hold Support into Employment, Education and Training Meetings, as well as Vulnerability Assessment Profile Meetings. Liaison has continued with Careers Wales. Youth Support Workers have provided one to one support to children and young people.
- The Local Authority and Regional Consortia are developing a Professional learning offer for Curriculum for Wales aligning with inclusion team. Ensuring good pedagogy meets individual pupil needs at all levels. All Carmarthenshire schools have started the Journey to curriculum for Wales planning. The engagement and progress to end goal varies due to different circumstances schools find themselves in. 88 schools have engaged with ERW's offer last year and 105 have now engaged with ERW's training opportunities this year. Science and Technology project supported by ERW saw 42 Schools engaged using the small and rural schools' grant. A Task and Finish group is being initiated to address key areas of need e.g. Assessment informing curriculum design (Cross departmental work).
- We have identified several areas for service development: Well-being and Music Therapy, Music for All Initiative (Music for Vulnerable and Disadvantaged Learners) and Year 6 Transition (Performing Arts). These have been identified through pilot initiatives and suggestions / proposals from Head Teachers.

- ⦿ We have extended and developed the Seren Programme for More Able and Talented (MAT) pupils to pre-16 learners. We have merged with Ceredigion to help provision for pre-16 learners in three counties (Carmarthenshire, Pembrokeshire and Ceredigion). We have provided Brilliant club, a non-profit organisation that aims to widen access to university for students from underrepresented groups, to all 30 schools in the 3 counties. We pioneered a partnership with Aberystwyth's new vet school with events for years 8 and 9 and 10-12 and piloted a humanities project around the theme of the holocaust with University of Wales Trinity St David's for students from all schools. We also ran masterclasses in specialist subjects; philosophy; physics; literature and writing; Humanities and Mandarin.

## The way we work

### Council offers a step on the career ladder with successful apprenticeship programme

Appropriate picture to be added

Over 160 apprentices are working with Carmarthenshire County Council, supporting the authority in a variety of roles whilst progressing their career. The council runs a long and successful apprenticeship programme and is recognising the contribution apprentices make during National Apprenticeship Week (February 8-14). Apprenticeships are a great opportunity for people to develop practical skills and get ready for the world of work. The programmes provide a mix of workplace and academic modules leading to a nationally recognised qualification. Many apprentices go on to full-time employment with their apprenticeship employer or move on to the next stage of their career with another employer.

Over recent years Carmarthenshire County Council has worked with many apprentices to complete a wide range of qualifications. Currently, the authority has 166 apprentices undertaking many different roles, working towards several different qualifications. Over the last year, despite being in the midst of a pandemic, 10 new apprentices have joined the council's team.

They include Alaw Roberts and Eve Bryan who are *MakerSpace* apprentices based with Carmarthen and Ammanford libraries; Alex Caswell, Evan Davies and Ben Cooke who joined the council as *Next Steps* apprentices, working on property maintenance.

And Finn Quick, Elliot Lewis, Rhydian Jones, Tomos Williams and Elliot Brice who are undertaking Chartered Institute of Building higher apprenticeships in construction management.

Council apprenticeships are also flexible - Poppy Evans started her apprenticeship with the council as a business support assistant but has recently progressed into the Children and Family Services team helping to engage and recruit new foster parents.

Poppy, who is taking her apprenticeship through the medium of Welsh, is one of 10 apprenticeship ambassadors for Coleg Cymraeg Cenedlaethol's 2020/2021 academic year and runs a successful vlog about her apprenticeship experience.

## Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 4 combined with Well-being Objective 3 and become-

***Start Well - Support and improve progress, achievement, and outcomes for all learners***



View our [detailed progress here](#) against this objective

Live Well



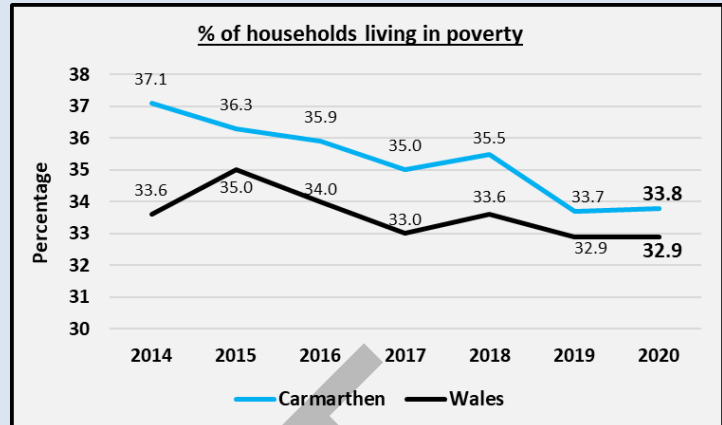


## Well-being Objective 5

Start Well/Live Well - Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty

### Over a third of households in Carmarthenshire continue to live in poverty

During 2020, **27,691** households in Carmarthenshire were classed as living in poverty, this is a slight increase on the previous year of 27,576.



Poverty is defined as when a "household income is less than 60% of the GB median income" (in 2020 less than £19,967)

### Why it is important

- ⊙ Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities and prospects for children and young people, damages the quality of life for families and communities
- ⊙ Poverty can be a barrier to full participation in society and is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now and, in the future,
- ⊙ Two Carmarthenshire wards (Tyisha and Glanymor) were in the top 20 worst wards for childhood poverty in Wales (both at 41.3%) *Source: End Child Poverty, Loughborough University, 2019*

### Success Measures / Explaining the Results

*Households Living in Poverty - see comment and chart above.*

### Homelessness Prevention

**46.4%** of households threatened with homelessness were successfully prevented from becoming homeless

*The same as the previous year (46.4% 193/416 x100)*



- ⊙ Of the 377 households **threatened with homelessness** during 2020/21, **175 were successfully prevented from becoming homeless - 46.4%**, the same % result as 2019/20 but a reduced number of households threatened with homelessness. As a result of COVID-19, Welsh Government changed the law around homelessness in that all single homeless people regardless of their previous history were deemed a priority and local authorities were required to provide both temporary and permanent accommodation. This new demand resulted in a new cohort of people presenting themselves to us (rough sleeping and sofa surfers) Their circumstances made it difficult for us to undertake prevention work. Regardless of these increased new demands, overall, we were able to maintain our homeless prevention work compared to last year.

**Gap in exam results for pupils receiving Free School Meals and those who do not - updated data is unavailable**

- ⊙ The last published data on the **gap between exam results** for pupils receiving **Free School Meals (FSM)** and **those who do not (Non-FSM)** was for the period 2019/20 (2018/19 Academic Year) at **17.9%**, this had reduced by 1.8 percentage points from the previous year and continued to be the 7<sup>th</sup> smallest gap in Wales.

Tudalen 40



### *Living in material deprivation - updated data is unavailable due to COVID-19*

- ⊙ The 2019/20 National Survey for Wales of showed that **11.3%** of participating households in Carmarthenshire were classed as **living in material deprivation**, this is below the Welsh average of 12.9% and a reduction on the previous year of 13.5%. Due to COVID-19, there is no updated data available for the measure.
- ⊙ According to the 2019 Welsh Index of Multiple Deprivation (WIMD) which is the official measure of relative deprivation for small areas in Wales, Carmarthenshire has 3 areas within the 100 most deprived areas in Wales. These are Tyisha<sup>area2</sup> ranked as 17<sup>th</sup> most deprived area in Wales, followed by Glanymor<sup>area4</sup> in 68<sup>th</sup> and Bigyn<sup>area4</sup> in 84<sup>th</sup> position.

## **Progress on this Well-being Objective taking account the effect of COVID-19**

### **Preventing poverty**

- ⊙ Flying Start is the Welsh Government targeted Early Years programme for families with children under 4 years of age in some of the most disadvantaged areas of Wales. It aims to mitigate the impact of deprivation and poverty on families through the delivery of services in the first 1000 days of a child's life. During 2019. *Flying Start Carmarthenshire* became the **first Flying Start in Wales to use a mobile App** to help keep in touch with families. See Well-being Objective 2.
- ⊙ As an *employer*:
  - We are committed to guaranteeing the equivalent of the **"real living wage"** as set by the Living Wage Foundation by paying a supplement to those workers whose total hourly pay falls below the living wage. We are now paying the Living Wage supplement to only 115 employees therefore ensuring that our whole workforce is paid at least the real living wage.
  - Signposting information is available to financial advisory services for staff and our occupational health service will also provide support and signposting where necessary.
  - The Council has also adopted the **'ethical employment in supply chains'** code of practice which asks our suppliers to consider paying the Living Wage as a minimum. This is incorporated into our procurement and tendering processes.
- ⊙ In *Revenues and Benefits*:
  - We provide benefit maximisation advice, help to service users to identify how expenditure can be reduced, referral to specialist support, help to apply for grants and benefits and the issue of foodbank vouchers.
  - Whilst processing claims, Housing Benefit staff are often able to identify if people need to be referred for more detailed benefit maximisation advice, personal budgeting or debt advice. In addition, they provide support in completing applications for benefits.
  - Our Council Tax recovery team also identifies when individuals could be claiming Council Tax reduction or benefit from budgeting or debt advice.
  - We administer a number of benefits payment schemes accessed by our residents needing support to pay their rent or council tax bills:
    - Housing benefit helps people on low incomes to pay their rent. It can cover rent to a private landlord, to a Housing Association, or if you pay rent to Carmarthenshire County Council; 9600 claimants received Housing Benefit in 2020/21.
    - Discretionary Housing Payment (DHP) is a short-term payment which can be applied for by those claiming Housing Benefit or Universal Credit (with Housing costs) but are finding it difficult to pay their rent and 816 claimants received DHP in 2020/21.
    - The Council Tax Reduction scheme supported 16,541 households in Carmarthenshire in 2020/21 in paying council tax bills for people on a low income who claim benefits or Universal Credit.
  - Staff at the Council's Hwbs provide advice and assistance to residents on several Council services face to face, with customers able to return their benefit application forms to the Hwbs where staff check that all supporting evidence is included.

## Helping people into work

	2019/20			2020/21		
	Participants	Qualifications	Got a job	Participants	Qualifications	Got a job
Workways+	184	155	70	111	30	55
Volunteering	84			29		
Communities for work	53	33	28	111	16	7
Communities for work+	101	180	45	154	79	58

The impact of the Pandemic had a significant impact on the above figures and some teams were redeployed.

## Improving the lives of those living in poverty

- ⊙ In 2019/20, Carmarthenshire had 17.4% of children (4,771 pupils) who are eligible for free school meals in Wales (18%). However, as of 27th January 2021, there was a 16% increase with an additional 766 pupils eligible pupils in Carmarthenshire since January 2020.
- ⊙ **Free breakfast in primary schools** - This service, which is provided at 95 schools in the county (89 in the month of March with the others coming back slowly), was greatly disrupted during the last year by the pandemic. When schools first re-opened in some schools Breakfast 'bags' were served just before the start of the school day. Clubs are now offering limited numbers/spaces due to social distancing rules, with an average daily number of 1,898 children being fed between during March 2021.
- ⊙ **Pupil Development Grant** - This Welsh Government funded grant is available to families on low incomes for the purchase of school uniform, sports kit and equipment. Funding is available to pupils who are eligible for Free School Meals entering certain years in primary and secondary school and also to all looked after children. Funding of up to £125 is available to each eligible learner, with those in Year 7 being entitled to a maximum of £200. The grant is administered by the Council and the total allocation to Carmarthenshire for 2020/21 is £5,221,000.
- ⊙ Providing housing advice is one of the main functions of the **Advice and Tenancy Support team**. The team have a co-ordinating role in terms of ensuring clients in difficulties get welfare benefits advice and support. Staff also support council tenants to claim the correct benefits, including assistance with completion of forms, complete applications to reduce the cost of water rates, signpost to energy efficiency help and advise on eligibility for free school meals and uniform grants
- ⊙ During the pandemic we have prioritised all **homeless** people resulting in 193 households prevented from being homeless. Previously we prioritised families and vulnerable single people, but the pandemic resulted in a new cohort of people presenting themselves to us.
- ⊙ Since January 2019, eligible working parents of 3 and 4 year-olds in Carmarthenshire have been able to access 30 hours a week of Welsh Government funded early education and childcare. The childcare offer was suspended by Welsh Government in March due to COVID 19 but was reinstated in September 2020. The Childcare Offer fully resumed during the last quarter of the year with various promotional methods
- ⊙ There are currently **16 Food Banks** in the County and the Council has been directly providing funding in supporting many of these during COVID-19.
- ⊙ The Tyisha project is continuing to deliver a bold and transformational plan to create vibrancy, cohesion, and sustainability for the community. In turn this will provide the residents and future generations with ambition, aspirations and investment for their future.
  - We are working to deliver new homes, better green space, improve waste issues, tackle crime, reduce poverty and deprivation by working closely with partners.

- We are being proactive both, in developing a sense of place for the longer term but also on an operational daily basis. We now have a dedicated team of community wardens, development officers, housing officers to tackle the core issues at Tyisha which the residents are telling us.



We have committed to undertake a fundamental review of our approach to Tackling Poverty and prepare a cross-departmental Council action plan to respond to key issues relating to poverty, rural poverty and child poverty. We will discuss this further with relevant stakeholders and Carmarthenshire PSB members during 2021-22.

## The way we work

### Council recognised for help to food banks



We have been recognised nationally after gifting over £42,000 in food vouchers to foodbanks during the coronavirus pandemic.

**Egni Sir Gâr Cyfyngedig** won a community award in the British Renewable Energy (REA) Awards 2020 after distributing the vouchers to 14 food banks across the county out of income generated from rooftop solar panels.

*The REA judging panel said: "They have responded very generously compared to their income stream. What a remarkable and impactful immediate response to a crisis. If only other organisations followed their lead."*

The donation represents a value of approximately £70,000 for every mega-watt of solar installed, which is the highest single payment per megawatt of installed solar for any community benefit society, commercial solar farm or portfolio in the UK.

The Council's Executive Board Member for Resources and Director of Egni Sir Gâr, Cllr David Jenkins, said: *"The last year more than ever before people are having to use the foodbanks to put food on their table so we didn't hesitate to repurpose these funds when they became available to help more families that are struggling and cannot afford the essentials of life."*

Egni Sir Gâr Cyfyngedig is an energy community benefit society established by Carmarthenshire County Council in 2015. Since then, it has installed 16 rooftop solar on council owned buildings. With a total capacity installed of 636 kWp (kilowatt peak), the electricity generated by these sites over the last 12 months equates to the equivalent of over 290 tonnes of CO<sub>2</sub>e offset which contributes towards the council's commitment to become a net zero carbon local authority by 2030.

If you are struggling and cannot afford food, then please contact your local food bank.

## Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective



## Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

**Median Gross Weekly Pay has increased by 7% in Carmarthenshire** (from £536.2 to £572.1)

Carmarthenshire has gone up from 8<sup>th</sup> in 2019 to 3<sup>rd</sup> highest wage in Wales for 2020.

*This is now above the Welsh average of £541.7*

### Why it is important

- ⊙ Providing secure and well-paid jobs for local people is central to everything we are seeking to achieve.
- ⊙ Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.

### Success Measures / Explaining the Results

**Median Gross Weekly Pay** - See updated data above

#### Employment

Employment figure is **TBC%**

(April 20 – March 21)

(Previously 71.5%)

**TBC**<sup>th</sup> highest in Wales

Source: ONS – Annual Population Survey



**Employment figures** in Carmarthenshire at the end of March 2020 is **71.5%**, this is slightly down from 71.6% the previous year. This is below both the Welsh (73.7%) and UK average (75.9%), both of which have increased. We have also moved from 15<sup>th</sup> to 16<sup>th</sup> in Wales.

Although employment rates are not purely the Council's responsibility, these figures are disappointing. However, we have continued to put a number of funding initiatives in place again during 2019/20 to stimulate jobs and growth in the county in the form of Property Development Fund, Carmarthenshire Rural Enterprise Fund and Business Grants and created 393 jobs. The employment figures for 2020/21 are expected to drop in Carmarthenshire as in many parts of the UK due to effect of COVID-19. **Employment figures April 2020-March 2021 due to be published July 2021**

#### Qualified to NVQ Level 4 or above



**40.7%**

Qualified to NVQ Level 4 or above

@ December 2020

(previously 41.4% December 2019)

Source: ONS – Annual Population Survey

**40.7%** of working age adults living in Carmarthenshire are **qualified to NVQ Level 4 or above** @ December 2020, this is a slight decline on 41.4% the previous year and falls just below the Welsh average of 41.4%. This result moves us from 5<sup>th</sup> **highest figure** in Wales the previous year down to 10<sup>th</sup>.

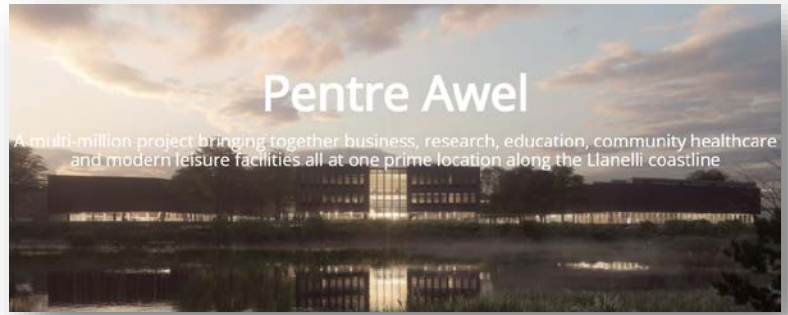
**Satisfied with jobs** - updated data is unavailable due to COVID-19

- ⊙ The 2019/20 National Survey for Wales showed that **78.9%** of those participated were moderately or very **satisfied with their jobs**, this is below the previous result of 82.5% and we have moved down from 11<sup>th</sup> to 17<sup>th</sup> position in Wales. Due to COVID-19, there is no updated data available for the measure.

## Progress on this Well-being Objective taking account the effect of COVID-19

### Pentre Awel

- ⦿ Pentre Awel will deliver significant benefits in respect of employment, recruitment and training, supply chain and community engagement. A cross-departmental team has worked extensively to prepare the highest value tender to be placed by the Authority at circa £70m. The development of quality criteria, greater quality vs. price apportionment (a departure from the default position) and emphasis on community benefits aims to maximise local social and economic impact. Reflecting on the year, important milestones have been achieved which will set the project up well moving forward. These include:
- City Deal Business Case approval by UK and Welsh Governments on 17th March 2021;
  - Pre-Application Consultation undertaken for the Hotel site in January;
  - Completion of RIBA Stage 3 design;
  - COVID-19 service planning to ensure Pentre Awel is responsive to new ways of working;
  - Ecology work (protected species surveys, translocation) for planning conditions;
  - MoUs with education, health and research partners.
- ⦿ We provided additional support to help and advise Carmarthenshire businesses and residents when the pandemic struck. A dedicated help line was established and was available seven days a week initially. Council officers were on hand to provide guidance on financial support and other help for businesses tackling the effect of the pandemic. Plus, a *dedicated business team* was established to speak to businesses directly.
- ⦿ **We helped over 4,000 businesses to receive Welsh Government’s business rates grant payments of between £10,000 and £25,000 with a total amount of over £46 million.**
- ⦿ Lack of footfall in town centres had an impact on trade in our *market halls*, we offered our tenants free rent between April and June 2020 during the first national lockdown, and offered a 25 per cent concession on rent from July to September to traders who demonstrated that their turnover was affected. Traders were also supported by a range of Welsh Government grants
- ⦿ 1,000 businesses responded to a *questionnaire/telephone survey* conducted in May 2020 to find out more about the impact that COVID-19 had, had on Carmarthenshire businesses - identifying what was important to them in the short, medium and long-term, so that going forward we can provide them with the assistance they most need. The findings of this engagement will provide the platform upon which we will develop our economic response and recovery proposals going forward
- ⦿ A new online showcase was launched shining a spotlight on the best of Carmarthenshire’s local independent businesses. [100% Sir Gâr](#) has been developed by ourselves with support from town and community councils, business, and retail groups, to give local retailers and producers a platform to highlight their products. Any local independent business or producer can sign up to be included and take advantage of the free marketing opportunity. By signing up they are able to access support to grow and improve their business. 100% Sir Gâr is a virtual shop window, highlighting a wide range of wonderful home-grown and handmade products by talented local people to become a vital resource for people shopping, as well as supporting local traders when they need it the most.
- Shelley Williams-Davies, who runs *Attic Vintage Interiors*, in King Street, Carmarthen, said: “100% Sir Gâr will give us an opportunity to attract new customers and showcase what our shop has to offer. We hope it will encourage people to support small local independent businesses too.”
- ⦿ **97.3% of our invoices** were paid within 30 days – our best ever performance. Prompt payment is essential for businesses especially at a time on uncertainty due to the pandemic.



- ① The [Regional Learning and Skills Partnership \(RLSP\)](#) worked with employers and training providers to measure the economic and skills impact of the COVID-19 pandemic and produced reports on the impact across the region. The RLSP identified a number of key skills that have arisen as a result of the pandemic that links to the City Deal projects. Work continued with businesses to understand the economic impact of COVID-19 and the impact on skills and training. The Skills and Talent Business Plan is nearing completion, with presentations having been made to the City Deal Programme Board and the Employer Strategy Board with a review by Welsh Government in April 2021.

## The Way We Work

### How We Have Helped Our Businesses



Having been made redundant from his former employer, *Ryan Jones* set up his new business, *Pentre Plumbing & Heating*, in April 2019.

With the help of a grant of almost £3,000 from the *Carmarthenshire Business Start Up Fund* operating at that time, Ryan purchased all the tools and equipment necessary for delivering his services and very quickly won contracts with clients such as Leekes and Ammanford Town Council, as well as building a reputation as a domestic plumber and heating engineer. This venture has not only created and secured a full-time job for Ryan going forward but has also laid the foundation to possibly creating another job within the business in the near future.

Having become much in demand as a reputable plumber, the arrival of COVID-19 and the closure of Leekes, Ammanford Town Council's facilities and cancellations from domestic clients not wanting any trades people in their homes, meant that unfortunately

Ryan's work all but stopped.

Ryan sought support through the Council's newly set up **COVID helpline** where he was referred to a business support officer for advice. Being a start-up business with no business rates liability meant that, unfortunately he fell through the net of many of the business support schemes which were being introduced at that time, but he was held on a reserve list and advised to apply for Universal Credit to help him through the lockdown period.

Upon the launch of the *COVID Start Up fund* introduced by Welsh Government in June and being delivered by Carmarthenshire County Council, Ryan was contacted and advised to apply as he met the criteria. Through this scheme, Ryan received £2,500 to help keep his business afloat until he can fully resume his services.

Ryan said *"I am grateful to Carmarthenshire County Council for the support they have given me in establishing Pentre Plumbing & Heating. From starting up last year to maintaining support when all went quiet during lockdown, their assistance has been invaluable to keeping the business going and sustaining my job"*.

### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective



## Well-being Objective 7

Live Well - Increase the availability of rented and affordable homes

**We have delivered over 1,000 additional affordable homes**

Good quality, affordable homes are the bed rock of healthy and sustainable communities. We have delivered **1,129** additional affordable homes since 2016 as part of the affordable homes plan

### Why it is important

- Good quality affordable homes promote *health and well-being*, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the People and the Environment – our homes are well insulated and have the latest innovative technologies (solar panels and batteries to store energy) that do not only significantly reduce our carbon emissions, they promote affordable warmth for our tenants. The average savings to fuel bills can be as much as 60% per year.
- It's good for the *Social Structure* - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents.
- It's good for the Economy – Our plans to increase affordable housing will see the investment of over £150m over the next ten years in the county. This will help stimulate the local economy, grow the construction industry, the local supply chain and the green economy. This will also create jobs for local people as well as providing more homes to help local people remain in their communities.

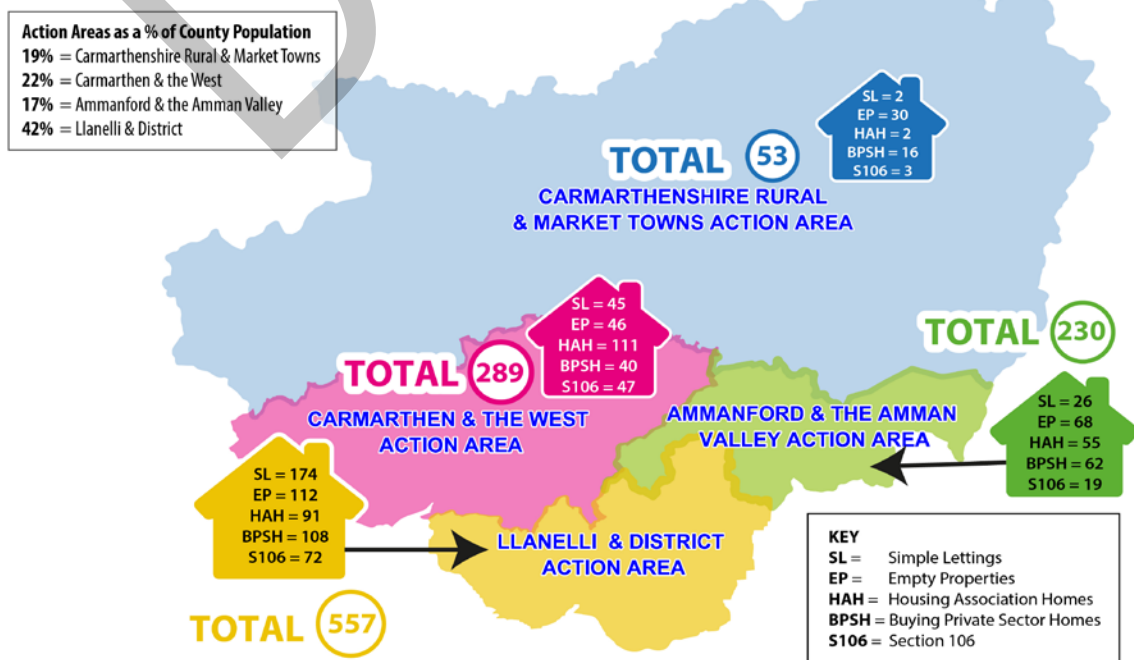
### Success Measure

**+ 158** Additional Affordable Homes during 2020/21



### Explaining the Results

#### Affordable Homes Performance – Overall Performance from April 2016 1,129 Affordable Homes Delivered



## Progress on this Well-being Objective taking account the effect of COVID-19

- Through our Affordable Homes Delivery Plan we aimed to deliver over 1,000 additional affordable homes between 2016 and 2021. We are pleased to report that we have exceeded this target and delivered **1,129** additional affordable homes. We have delivered the homes through the following solutions:

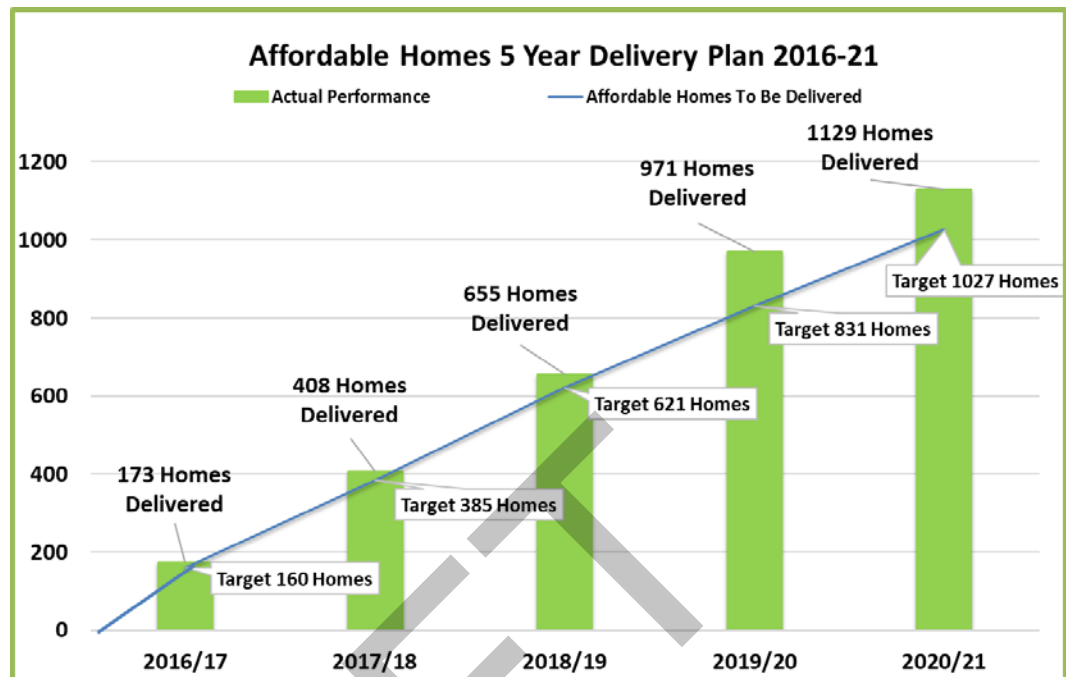
**247: Simple lettings agency**  
(32: 16/17; 63: 17/18; 61: 18/19;  
61:19/20; 30 20/21)

**256: Empty homes brought back into use**  
(28: 16/17; 63: 17/18; 67: 18/19;  
64:19/20; 34 20/21)

**245: Buying private sector homes**  
(45: 16/17; 69: 17/18; 81: 18/19;  
43:19/20; 7: 20/21)

**240: Housing Association new build development**  
(45: 16/17; 20: 17/18; 17: 18/19;  
107:19/20; 51: 20/21)

**141: Section 106 Contribution by Developers**  
(23: 16/17; 20: 17/18; 21: 18/19;  
41:19/20; 36 20/21)



*Our new energy efficient affordable homes are well insulated and have the latest innovative technologies which will reduce our carbon emissions by on average 70% and reduce fuel bills for tenants by up to 60% promoting affordable warmth, growing the green economy and creating sustainable communities.*

- In September 2019, we published our plans to build over 900 new council homes in our communities. Our plans will help stimulate the local economy and grow the green economy creating energy efficient homes and much needed local jobs. Our new build standards exceed the requirements of the Building Regulations and follow the principles of the Cardiff University's Welsh School of Architecture SOLCER house model for energy and include:

- Highly insulated walls, roofs and floors
- Triple glazed windows
- Solar PV Panels
- Battery Storage for any unused electricity produced by the solar panels
- Electric car charging point
- LED lighting
- Achieve an average energy rating (SAP level) between 98 and 105



- ⦿ We currently have 8 council new build developments onsite including: Dylan, Garreglwyd, Glanmor Terrace, Gwynfryn, Maespiode, YMCA in Llanelli, Coleshill Terrace and Glanamman. These developments will create 145 new affordable homes. With a further 18 sites being prepared for either planning or tender. This includes 6 sites in rural areas that will be developed on a mix tenure basis and will provide homes for low-cost home ownership
- ⦿ In May 2020 the Future Generations Commissioner published a [report](#) on the progress of the Well-being of Future Generations Act the report states: *“Carmarthenshire’s new build programme is identified as an excellent example of what can be delivered in the social housing sector”*.



**Building over 30 new innovative council homes  
in Glanmor Terrace, Burry Port**

**Going forward...**

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective



## Well-being Objective 8

### Live Well - Help people live healthy lives (tackling risky behaviour and obesity)

Excellent progress has been made in diversifying our health and well-being offer for the residents of Carmarthenshire by developing opportunities to engage online whilst supporting people to stay healthy locally during this challenging year

#### Why it is important

- ⊙ Our way of life is changing, people are living longer with a higher quality of life.
- ⊙ The challenge is to prevent ill health.
- ⊙ Living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- ⊙ Many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.
- ⊙ Playing a part in providing accessible, inclusive, exciting, sustainable services, which promote and facilitate learning, culture, heritage, information, well-being and leisure.

#### Success Measures / Explaining the Results

The following two [National Survey for Wales](#) results are based on a lower response level compared to previous years due to restrictions and resources due to COVID-19:-

##### General Health Good or Very Good



**70%** of Adults who say their general health is Good or Very Good  
Previously 70%

Source: National Survey for Wales

**70%** of Carmarthenshire participants said their **general health is Good or Very Good**, this is the same as the previous year, comparatively we have moved down from 15<sup>th</sup> to 18<sup>th</sup> position in Wales. We continue to work with partners such as Public Health via the

Public Services Board to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition, and cleaner air.

##### Long-term Illness



**51%** of Adults who say they have a long-term illness  
Previously 51%

Source: National Survey for Wales

**51%** of Carmarthenshire participants **said they had a longstanding illness, disability or infirmity**, this is the same as the previous survey result, we have moved up from 15<sup>th</sup> position in Wales to 6<sup>th</sup>. Whilst this measure has numerous influences we continue

to see increases in the number and impact of schemes such as National Exercise Referral scheme with almost 1,400 referrals in the past 12 months.

Due to COVID-19, there is no updated data available for the following two National Survey for Wales results:-

##### Adult Mental Health - updated data is unavailable due to COVID-19

- ⊙ The 2018/19 **Mental well-being score** showed Carmarthenshire participants having a score of 51 out of a possible score of 70, same as the average score for Wales. This is based on 14 positively worded statements asked as part of the survey which represents positive attributes of well-being and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population.

##### Less than 2 Healthy lifestyle behaviours - updated data is unavailable due to COVID-19.

- ⊙ The combined 2018/19 & 2019/20 result showed that **12.4%** of participants have **fewer than two healthy lifestyle behaviours** this had declined on the previous result of 8.8% and moved down from 5<sup>th</sup> best to 18<sup>th</sup> in Wales.

## Progress on this Well-being Objective taking account the effect of COVID-19

- Our specialist social work team have assessed 138 adults with drug and alcohol problems in the past year.
- £130k from the Valleys Regional Park fund has been invested in Llyn Llech Owain which has included a new toddler play area, improvements to the entrance and walkways, improvements to the Boardwalk and Visitor Centre and an enhanced outdoor area for the café.
- Our Library services have provided online access to residents throughout the pandemic, with 226,543 visits being made to our Libraries Corporate website, and a new 'click 'n collect' service being established in the three regional libraries.
- Over £500k has been spent at Ammanford Leisure Centre to re-furbish the wet side changing rooms, with further plans to upgrade the all-weather pitch and improve car parking facilities on site.
- Carmarthen Leisure Centre's external upgrades are nearing completion, with a new 2G AstroTurf surface laid, the 4x external community Tennis Courts re-surfaced, the Athletics Track re-surfaced and widened, and additional parking and traffic calming measures in place. Works are also well underway in Llandovery, where there is a £350k investment into the school conversion to provide the town with health & fitness facilities adjacent to, and complimenting, the swimming pool.
- Plans for the new leisure facility in Llanelli are now moving forward with over £25 million earmarked for a new leisure centre on the Pentre Awel site.
- During COVID-19, we have supported Sport Wales with 66 Sports Club Applications for the Emergency Relief Fund, totalling over £40k of funding to protect clubs during lockdown. In recent months, our internal Actif community sports team have been critical in promoting and supporting the award of Emergency Relief Funding, where Sport Wales (funding body) relied on our guidance and advice in allocating a proportion of the £500k+ of national funding to clubs and organisations in Carmarthenshire. This will continue as Sport Wales switch to an £8m+ 'Sport Relief Funding' mechanism moving forward.
- Due to the pandemic the National Exercise Referral Scheme was suspended, despite this we have maintained contact with 583 of our National Exercise Referral clients, making 13,657 contacts taking nearly 6,820 hours, with 693 home programmes sent to vulnerable clients.
- We have created a number of online fitness classes for our Actif Leisure members to access free of charge, during the period that our leisure facilities have been closed, whilst developing a new Actif Anywhere offer to deliver online memberships and activities in future.



**John is 72 years old** and lives alone following the death of his wife. He lives in the South of Carmarthenshire but was not a member of Actif until he saw an advert for the new Actif Anywhere digital platform in September.



The platform has been a life saviour for John during the pandemic as he would have otherwise spent the vast majority of his time alone. John has a background in martial arts and now practices Thai Chi.

Since the launch of the platform, John has been identified as being one of the major attendees and one of our biggest advocates. He has attended over 170 sessions to date and is now sometimes joined by his daughter or grandchildren when they visit. Over months, John trialled all the classes that have been on the timetable and has since found his favourites in Yoga, Dance, HIIT, BoxFit, legs bums & tums and Walk your way to Fitness. John says:

*"Good morning all, just finished HiiT with Cath. Woke me up from my slumber, warmed me up from a chilly morning and set me up for the rest of the day. Thank you all at Actif Anywhere."*

## Beach Wheelchairs

Hi..

Last year I emailed you, asking about the possibility of introducing beach wheelchairs to Pembrey. I just need a few minutes each week breathing in the sea air to get myself calm and happy, and I'm usually content to just sit in my chair or scooter at the top of the beach for 20 minutes while hubby plays with the dog.

This used to be a nightmare, as getting onto the beach was very difficult, usually involving my husband dragging the chair backwards across the sand with the help of anyone available... but your fabulous chairs will change all that.

The chair itself was amazing, very comfortable indeed, and it moved so smoothly across the sand, hubby was really impressed.

So, a huge thank you for all your team has done, it is really, much appreciated.

Sian

## Mental Health

**People Speak Up** is a social, mental-health, arts, health and wellbeing enterprise with inclusion, individual empowerment, and community involvement at its heart. It works closely with the local Carmarthenshire community and arts/health networks.

Reaching 450 / overall attendance of 2,000 / 15 projects  
from the start of the pandemic in April 2020 – March 2021

- **Stories By Phone** – Our professional applied storytellers and practitioners facilitated weekly calls to people living in isolation and living with dementia: <https://wahwn.cymru/knowledge-bank/stories-to-the-door-and-stories-by-phone>
- **Story care & Share** – weekly wellbeing and mental health creative story sessions for ages 18+, this was adapted during the pandemic to Zoom, currently we are running workshops online and face to face.
- **Care Home sessions** – Weekly storytelling sessions, pre-pandemic at our base and at care homes. Since the pandemic, we have worked over zoom.
- **Intergenerational** - Main aim is to bring older and younger people together to re-connect through sharing time by working with professional storytellers, Spoken Word Artists & Visual Artists: <https://youtu.be/rVnLSsh4Dco>
- **Creative companions** – Bringing young volunteers together to an older person living in isolation, to create resilience and cohesion.
- **Young people Speak up** – Well-being creative sessions for ages 11-24/ adapted on to various platforms and face to face. These young people are integrated into all our other projects with mental health, connectivity, training and volunteering being our main objectives.

## Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective

# Age Well





## Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

### ***We have seen remarkable spike in community spirit***

*Over the past year, in the face of the huge challenges of COVID-19 we have seen our communities supporting each other. Neighbours helping each other, colleagues supporting each other, and strangers working together for community good.*

In a recent commissioned survey of Mid and South West Wales 77% of the interviewees referred to community cohesion as good, rising to 92% who said good but needing improvement. However, there is some concern that these gains may be short lived.

### **Why it is important**

- ⦿ Safety and a feeling of belonging are important to personal well-being and more people appreciate the value of kindness and being part of a community.
- ⦿ Public bodies have clear obligations to create and support cohesive communities in Wales. Cohesive Communities is one of the National Goals set out in the Well-being of Future Generations (Wales) Act. A Cohesive Community is an area where those from different backgrounds share positive relationships, feel safe in their neighbourhood, and have a sense of mutual respect and shared values.
- ⦿ Community Resilience is also essential to enable communities to respond to, withstand, and recover from adverse situations. The COVID-19 crisis has shown what can be achieved when communities work together.

### **Success Measures**

*A sense of community - updated data is unavailable due to COVID-19*

*Feeling Safe - updated data is unavailable due to COVID-19*

We normally measure the success of this Well-being Objective with the above National Survey for Wales results but unfortunately due to COVID-19 these questions were not asked during 2020/21. The most recent data published in June 2019 showed that **51.6%** of participants felt they had a **'Sense of Community'**, 14<sup>th</sup> position in Wales. With the number **feeling safe** was **76.1%** and in 7<sup>th</sup> place.

### **Progress on this Well-being Objective taking account the effect of COVID-19**

#### **Community Cohesion**

In order to ensure our communities are as cohesive as possible, we work with organisations at a grassroots level to develop initiatives that bring people and communities together and provide opportunities for people from different backgrounds to meet and get to know and understand one another.

- ⦿ During 2020, we ran two Community Cohesion Small Grants funds for projects across the region. We have funded 20 projects across the region, two examples are:
  - Story Connections – People Speak Up Llanelli. This project brought approximately 200 people from diverse communities together to share space and create stories and involved a wide range of partners including Syria Sir Gâr, Llanelli Pride, Ffwrnes Theatre and Youth service.
  - 'Faces & Places' project which is celebrating diversity across Mid & West Wales.

The Cohesion team have recently completed a research project, delivered by Premier Advisory Group to look at the impact that Brexit and COVID-19 had on communities. The purpose of this was to provide an evidence base, identifying potential community hotspots, tensions and issues and recommendations as to how we embed good practice into our work moving forward. We are now considering how to embed several recommendations into our policies and strategies.



- ⊙ One of the key areas of work that we are engaged with is to raise awareness of *Hate Crime* and how to report it. Ensuring people understand what constitutes a hate crime, what is and isn't acceptable behaviour is so important and we work closely with agencies like Victim Support to develop campaigns and projects which support this work.
- ⊙ Another key area of our work is to promote a *Cohesion calendar* of events and campaigns throughout the year, focusing on National campaigns and highlighting these with a regional or local perspective if possible.
- ⊙ We have developed a perpetrator intervention programme on a regional basis to combat *Violence Against Women and Domestic Abuse and Sexual Violence*
- ⊙ The pandemic has provided opportunities for criminals to exploit persons who may be more exposed to fraudulent approaches due to lockdown/shielding and isolation from support networks with 2020 seeing an overall rise in the numbers of frauds reported nationally. trueCall Nuisance Call Blocking Devices which have been installed in elderly and vulnerable residents' homes in the county have for the year 2020/21 blocked 16,277 nuisance calls – based on national intelligence 4,883 of those calls were identified as calling from numbers used by known criminals.
- ⊙ An *innovative alert system Seraphimbeta*® was developed in the wake of the pandemic to notify authority officers when a trueCall user was experiencing high volume of calls from suspected fraudsters. The system has generated 66 high level alerts leading to welfare calls and officer intervention to prevent vulnerable residents engaging in telephone fraud. Funding has been secured to develop the wider call blocking project further.

### Sir Gâredig – Sharing Carmarthenshire's kindness

- ⊙ This year, the act of kindness to others has been more prevalent than ever due to COVID-19, therefore Sir Gâredig – Sharing Carmarthenshire's kindness was introduced with the aim to connect people in need with those that can help. It was an opportunity to provide a focal point for community activities and a friendly term that people could use to share positive stories, images, and video on social media. This campaign was also an opportunity for people to be inspired to sign up and volunteer within their communities. To help their neighbours and share the good work and kindness that is being shared across Carmarthenshire.



### Community Safety in Tyisha

Partner organisations are working closely together to tackle the drug, alcohol and anti-social behaviour issues in Tyisha, aiming to make the area a safer place to live. A survey has been completed by 217 residents in Tyisha – 10% of households - to give information on how they feel about policing, reassurance and safety in their neighbourhood. The results are being analysed and an action plan will be developed to tackle local concerns.

Two community wardens, part funded through a partnership bid with Dyfed Powys Police to the Home Office 'Safer Streets' fund, have been recruited by the Council and are working in Tyisha and Glan-y-môr to provide reassurance and support to the local community and raise awareness of crime prevention measures. The community wardens are setting up Neighbourhood Watch schemes and are working with partners to reduce crime relating to drug and alcohol use and to tackle anti-social behaviour including the use of CCTV and video doorbells provided by the Safer Communities Partnership using Home Office 'Safer Streets' funding. The Council are also working in partnership with neighbourhood policing teams and local housing associations to tackle anti-social behaviour within tenancies and deliver robust action plans to prevent it from reoccurring.

The Council introduced a Public Spaces Protection Order (PSPO) into parts of Llanelli Town Centre in October 2020 to help combat alcohol related crime and anti-social behaviour in public places and improve the quality of life for the local community.

## Tackling Serious Violence and Organised Crime

We have continued to work closely with police and other partners to *successfully tackle 'County Lines'*, including the sharing of information and participating in targeted weeks of action. County Lines is a term used for illegal drug-dealing networks, usually controlled by a person using a telephone number – the 'county line'. They distribute drugs via 'runners' who are vulnerable children and adults recruited to transport drugs and cash all over the UK. This crime is often associated with other serious crimes such as sexual exploitation, violence, money laundering and human trafficking.

A new '*INTACT*' Strategy for 2021-24 has been developed by partners to tackle Serious Violence and Organised Crime across Dyfed Powys. A work plan has been produced, information and awareness sessions arranged for staff of partner organisations and clear prevention messages are being promoted widely to the public, with a new theme per month. A new Early Intervention and Prevention Team is being introduced, consisting of 10 community support officers across the region and an analyst. This team will aim to prevent children, young people and vulnerable adults from engaging in, or becoming victims of Serious Violence and Organised Crime. This team will develop and deliver early intervention activities, identifying opportunities for diversion activities, undertake targeted vulnerability patrols and support partners when working with young people.

### Zero-tolerance approach to racism pledge

We have pledged to take a zero-tolerance approach to racism within the authority.

We have joined other organisations and individuals who have signed the policy as part of the Zero Racism Wales campaign which has been launched by Race Council Cymru.

By signing the pledge, we have committed to promoting a zero tolerance to racism approach throughout the organisation, this means that:

- ⦿ We will take a stand against racism and promote a more inclusive and equal society for all.
- ⦿ We will not tolerate racial prejudice, discrimination, harassment, victimisation, abuse, or violence against any individual.
- ⦿ We will stand in solidarity, come together, and say no to racism, in all its forms.
- ⦿ We will promote good race relations between people from diverse ethnic backgrounds in organisation.
- ⦿ We will promote equal and fair opportunities for people from diverse ethnic backgrounds to attain promotion.
- ⦿ We will eliminate unlawful race discrimination, harassment, victimisation and abuse.



## The way we work

### Living in the community

We have redeveloped a property to provide accommodation for individuals stepping down from residential care.

The individuals have lived together for many years in a care home in Carmarthenshire which was scheduled for closure. Given their significant and complex needs, the likely outcome was that they would be placed in various other residential establishments. An Intermediate Care Fund grant was utilised in this project to find a suitable large residential property with outdoor space to meet their needs and maintain their longstanding relationships.



A property was purchased, and three individuals moved in in October 2020 with 24/7 support. They have been encouraged to be involved in the decoration and set up of their new home, particularly in the personalisation of living areas and their own rooms. They have also renamed the property.

The local community affords many opportunities for participation, as well as there being many leisure pursuits available within easy travelling distance. Family members have been consulted throughout and are now looking forward to visiting their relatives in their new home, maintaining these important links.

### Going forward...

During our annual review of the Well-being Objectives, this Objective will have specific emphasis on *Community Cohesion* within the updated Corporate Strategy for 2021/22 and will be renamed:

**Live Well - Support community cohesion, resilience, and safety**



View our [detailed progress here](#) against this objective



## Well-being Objective 10

Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

### ***Support for older people has continued despite the pandemic:***

*We have continued to support older people and ensure that they can remain as independent as possible and maintain their dignity, despite the challenges that the pandemic has presented.*

### Why it is important

- ⦿ Consultations have demonstrated that ‘*what matters*’ to individuals is to be able to be as independent and well as possible for as long as possible.
- ⦿ Our frail population demographic is increasing and will require support to remain as independent as possible.
- ⦿ It is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

### Success Measures / Explaining the Results

#### ***Good Social Care Service available in the area***



**66%**

Agree there’s a good social care service available in their area  
(Previously 47.5%)

*Source: National Survey for Wales*

According to the monthly [National Survey for Wales](#) questionnaires completed between May and September 2020, **66%** of participants believed that there is **good Social Care Service available in the area**. This result is based on a lower response level than previous years due to lower participation because of COVID-19.

This is a good improvement on the previous result of 47.5%, which maybe partly attributable to the pandemic which highlighted the excellent work and commitment shown by Social Care staff during this period.



**99%**

of people we surveyed during the pandemic within Adult Social Care said that we responded quickly to their needs

*"Very, very fast response to my needs in a time of national lockdown"*

### Progress on this Well-being Objective taking account the effect of COVID-1

- ⦿ We implemented new processes and procedures to ensure effective and safe assessment and support of individuals during the COVID-19 pandemic.
- ⦿ We revised the approach to support discharges from hospital to ensure that risk of exposure to COVID-19 is minimised for all.
- ⦿ We provided alternative support instead of day services and respite which have not been possible during the pandemic; this has included increased support to individuals and their carers at home as well as an increase in uptake to the CONNECT project to ensure that people can have regular social contact. (see *Well-being Objective 11*)
- ⦿ Wide scale consultation with service users and their carers who attended day centres prior to closure due to COVID-19 restrictions has resulted in a revised model of support in partnership with the third sector. This is including a pilot of 1 to 1 support at home and the development a virtual offer which allows people to join activities that they are interested in.



Tudalen 58

- A Care Inspectorate Wales Quality Assurance Check 2021 found that the local authority ensures people’s voices are heard, their choices respected, and people routinely achieved self-identified outcomes and that the Delta/Connect project has been successful in promoting prevention and early intervention and reducing need for increased or formal support from statutory agencies.

## Supporting Care Homes in the County During the Pandemic

Within weeks of the national lockdown, multiple care homes were being hit by COVID-19 outbreaks, with significant numbers of staff and residents contracting the virus. Carmarthenshire County Council was in the unprecedented position as a commissioner of care home placements, and the key agency to help, advise and support care homes to deal with the challenges they faced linked to COVID-19. Carmarthenshire has the highest number of care homes of any county in Wales with 91 care homes, despite only having the 4th largest population of 188,771.



Faced with this challenge a Daily Operational Command virtual meeting was set up with all aspects of the Health and Social Care integrated community services system represented.

The aim was to help prevent acute hospitals becoming overwhelmed by ensuring safe and timely discharge from hospital and preventing admissions to hospital where not necessary, as well as ensure that care providers were effectively supported. This enabled rapid identification of the parts of the system that were experiencing pressure, and a joint problem-solving approach to alleviate the pressure points and ensure availability of hospital beds for those that most needed them. This was the first time that a wide range of services had been brought together, which was a significant achievement.

The Daily Operational Command was overseeing the impact of the temporary closure of admissions to Care Homes on the whole Health and Social Care system - when the availability of Nursing beds became very limited, the issue was escalated, and it was decided to re-open the Field Hospital to prevent long delays in being able to discharge patients awaiting these placements.

A Care Home Escalation Procedure was developed. This set out a blueprint on how outbreaks should be managed, adopting a standard multi-agency approach to support care homes through outbreaks. The Council’s Commissioning Team took the lead on a multi-disciplinary team which included Commissioning, Care Management, Health Board Infection Prevention and Control, Environmental Health, Community Nursing and Primary Care to support the home with infection control reviews, help maintain acceptable staffing levels and nursing support and remained in place until the outbreak had ended. The processes which were put in place enabled a rapid response to an outbreak situation and the measures of success were that at no point was availability of acute hospital beds significantly compromised, and at no point was any care home unable to provide appropriate care for its residents.

### Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 10 combined with Well-being Objective 11 to become -

***Age Well - Support older people to age well and maintain dignity and independence in their later years***



View our [detailed progress here](#) against this objective



## Well-being Objective 11

### Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

**Over 10,000** pro-active well-being calls were made over the last year

#### Why it is important

- ⦿ Ageing well – ‘*adding life to years, not just years to life*’ – is important for each of us, and for our country as a whole. Older people should be seen as a vital part of society and should be able to have more opportunities to participate in and contribute to our economy and our communities. Older people are a significant asset to our community and economy.
- ⦿ Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- ⦿ The *Older Peoples Commissioner, Heléna Herklots* sets the ambition of ‘Making Wales the best place in the world to grow older’.

#### Success Measure

*Feeling Lonely* - updated data is unavailable due to COVID-19

We normally measure the success of this Well-being Objective with the above National Survey for Wales result but unfortunately due to COVID-19 there is no updated data available for the measure. The most recent data published in June 2020 showed that **16.2%** of participating adults in Carmarthenshire **classed themselves as lonely**, this was above the Welsh average of 14.43% but had reduced from the previous result of 18.3%.

#### Progress on this Well-being Objective taking account the effect of COVID-19

- ⦿ We have rolled out of the CONNECT programme across Carmarthenshire that provides proactive well-being support, including proactive well-being calls and digital inclusion.
- ⦿ We have funded intergenerational projects where connection between children and older people were promoted, such as the school children ‘virtually’ attending care homes.
- ⦿ We have increased digital inclusion of older people in response to the COVID-19 pandemic.
- ⦿ We have launched *Connect to Carmarthenshire*, time-banking platform and active volunteering schemes in partnership with the third sector to promote social connectedness.



**CYSYLLTU**  
Sir Gâr  
**CONNECT**  
Carmarthenshire

## Carmarthenshire Project CONNECT finalists for an award

Carmarthenshire has designed and implemented an innovative and large-scale programme focused on supporting older people's independence and #wellbeing through a technological and digital approach that has been acknowledged as good practice not only across Wales but across the UK. This programme is called **CONNECT** and is delivered in partnership with Delta Well-being, health and social care and the third sector, funded by Welsh Government Transformation funds.



The project in Carmarthenshire is a finalist in the Public Sector Transformation Award for Excellence, as it exemplifies our ambition of working across sectoral boundaries to deliver a radical, person-centred approach to well-being, care and support. It involves implementing a new model of self-help and pro-active care, enabled by Technology Enabled Care (TEC), improving the well-being of individuals, which in-turn allows people to stay independent for longer, reducing demands on long term or acute care.

This programme is based on a model operating Spain which we adapted to fit in Carmarthenshire. This has not been done before in the UK and certainly not at the scale implemented in Carmarthenshire. Since February 2020 nearly 2,000 Carmarthenshire residents have been supported by the project and it has been instrumental in our response to the COVID pandemic. We do this is through:

- Well-being calls
- Digital support and TEC packages
- Help to re-engage with the local community (digitally currently, but physically longer term)
- Access to an appropriate Community Response Team 24/7, if in crisis



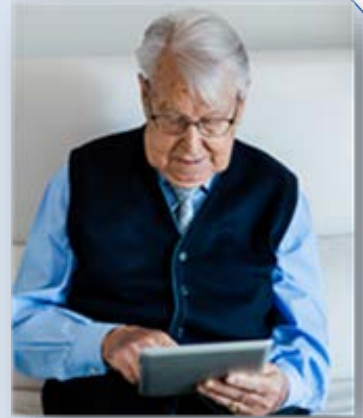
Over **10,000** pro-active well-being calls were completed between April 20 and January 21

An additional **9,000** well-being calls to provide COVID support



When surveyed **88%** of clients feel considerably safer with the service

## Raymond's story...



*Widower Raymond moved into sheltered accommodation after his beloved wife sadly lost her battle to cancer a few years ago. He was referred to CONNECT after being hospitalised for six weeks.*

*Paying tribute to his family, he said although he had always received great support from them due to COVID-19 he was unable to see them as he had received a shielding letter advising him to self-isolate.*

*Without being able to spend time with his loved ones and friends socially, and with no sporting activities taking place to go and watch, he began to feel "very depressed and lonely."*

*Through CONNECT, Raymond receives vital weekly well-being calls. This includes checking he has enough food at home and can access any prescriptions or medication.*

*Speaking about the benefits of the well-being calls he told us, "I really look forward to the calls. I appreciate them. It's nice to have a friend to talk to. I used to feel depressed in the week, but now I look forward to the calls every Monday morning. They have helped me regain my confidence, which is important. These calls help save lives as without them, I'd feel very down and would likely need more help from the NHS. I really feel like a different person after we've spoken."*

*Through the CONNECT service, Raymond also has a red button lifeline which he can press any time he needs help or support, and it goes directly through to the team's 24/7 Monitoring Centre. CONNECT also enables Raymond to have access to a 24/7 Community Response Service, if in crisis.*

### Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 11 combined with Well-being Objective 10 to become -

***Age Well - Support older people to age well and maintain dignity and independence in their later years***



View our [detailed progress here](#) against this objective

# Healthy, Safe & Prosperous Environment



## Well-being Objective 12 Healthy & Safe Environment - Look after the environment now and in the future

### First local authority in Wales to publish a climate change action plan

In February 2020, we became [the first local authority in Wales to publish a climate change action plan](#) detailing how we work towards becoming net zero carbon in the next 10 years.

We were one of the first councils in the UK to declare a climate emergency, pledging, the ambitious and challenging target of becoming net carbon zero by 2030 - 20 years ahead of Welsh and UK government targets.

Actions include developing new carbon reductions from council's buildings, purchasing more energy efficient fleet, collaboration with other public bodies to deliver wider change, exploring opportunities for tree planting and renewable energy generation on council-owned land.

### Why it is important

- ⊙ The Natural Environment is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to maintain and enhance biodiversity and promote ecosystem resilience.
- ⊙ A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – tourism, farming, forestry, and renewable energy. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- ⊙ There is a strong relationship between residents' well-being and their surrounding environment from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.

### Success Measures



We generated **TBC kWh** of renewable energy during 2020/21  
(increased from 997,480 kWh in the previous year)



The Council's Energy Consumption (kWh) increased by **TBC%**  
from 70,332,291 kWh in 2019/20 to **TBC** kWh in 2020/21



Our recycle rate is **66.08 %**  
(This is an increase on the previous year's figure of 64.66%.  
(Fly-tipping has increased by 29% and kerbside collection increased by 22%)

### Explaining the Results

- ⊙ Renewable energy ....**updated figures due in TBC**
- ⊙ Energy Consumption by the Authority see table below. **Updated figures due in TBC**
- ⊙ **Recycling** increased in 2020/21 to 66.08% (51,494 Tonnes) from 64.66%(50,544 Tonnes) the previous year. We continue to exceed Welsh Government statutory targets (64% March 2020) avoiding any financial penalties.
  - Thanks to residents and the way in which they have used our recycling services, there has been a significant increase in recycling.
  - Looking ahead, how we collect recyclable materials in future and the way our residents use our recycling services will become even more important so that we can meet even more stringent recycling targets and our carbon reduction ambitions.
  - The recyclable material that we collect is used to make new products and can aid the circular economy, thereby minimising the need for raw materials and reducing our carbon footprint.



- In order to allow that waste material to be efficiently used to make new products, we have to ensure that the quality of the materials is the best it can be and that these materials are not contaminated, which could render them unusable for recycling.
- Consequently, looking ahead, we will need to review our kerbside waste collection strategy to address current problems, but this will mean that as residents of Carmarthenshire we all will need to have an open mindset towards new ways of collecting recyclable waste and to adopt the most effective way of recycling in the near future; ultimately, we are safeguarding our environment for future generations.

## Progress on this Well-being Objective taking account the effect of COVID-19

### Net Zero Carbon

- ⊙ Working towards Net Zero Carbon we are trying to reduce energy consumption and emissions and the table below shows that whilst consumption has increased emissions have reduced.

Updated table extracted from the [Net Zero Carbon Action Plan Report-February 2020](#):

	2017/18	2018/19	2019/20	2020/21	2019/20 vs 2020/21	
	Results				Progress	% change
<b>Non-Domestic Buildings</b>						
Consumption (kWh)	63,690,923	64,857,362	66,407,242	TBC		
Carbon Emissions (tCO2e)	16,258	14,822	14,443	TBC		
<b>Street Lighting</b>						
Consumption (kWh)	4,873,979	4,202,381	3,925,149	3,875,843	Improved	1.3%
Carbon Emissions (tCO2e)	1,874	1,291	1,088	981	Improved	9.8%
<b>Fleet Mileage</b>						
Mileage (Miles)	5,121,289	*5,293,249	5,154,668	4,427,070	Improved	14.1%
Diesel Used (litres)	1,441,751	1,434,583	1,419,336	1,267,437	Improved	10.7%
Carbon Emissions (tCO2e)	3,852	3,856	3,814	3,407	Improved	10.7%
<b>Business Mileage</b>						
Mileage (Miles)	3,948,586	3,846,615	3,971,513	2,251,986	Improved	43.3%
Carbon Emissions (tCO2e)	1,159	1,118	1,132	621	Improved	45.1%
<b>TOTAL</b>						
Consumption (kWh)	68,564,902	69,059,743	70,332,391	TBC		
Mileage (miles)	9,069,875	8,829,043	9,126,181	TBC		
Carbon Footprint (tCO2e)	23,143	21,087	20,477	TBC		
Note:* This figure has been updated to correct for incorrect mileage entries						

- ⊙ Street Lighting makes up 6% of our carbon footprint, with 1,088 tCO2e emitted in 2019/20. This is a decrease of 16% from 2018/19. We have completed the conversion of almost 100% of our 20,000 streetlights to low energy light-emitting diode (LED) lighting, funded by the Welsh Government's interest-free Wales Funding Programme. This has resulted in a 33% decrease in electricity consumption from street lighting over the past five years.
- ⊙ We have replaced almost 5,000 community lights with LED units working in partnership with Town and Community Councils.
- ⊙ We completed Phase 1 of our Re:Fit Cymru Programme, a £2.5m project funded by an interest free loan from the Wales Funding Programme, which aims to carry-out energy efficiency opportunities in our non-domestic buildings. Despite COVID-19 restrictions, energy efficiency measures were delivered across 17 schools and 13 other Council buildings including leisure centres, care homes and Council office buildings.

These measures will result in overall carbon savings of 675 tonnes of carbon equivalent (tCO<sub>2</sub>e) and cost savings of £315,726 each year.

- ⊙ Business Mileage in 2020/21 has reduced by 1,719,527 Miles (43.3%) and amount paid has reduced by £757,904 (43%). The reduction in mileage has reduced our carbon emissions to 621 tCO<sub>2</sub>e (45.1%). In addition, numbers of staff working from home has reduced the commuting mileage and emissions.
- ⊙ A major audit of all our electricity and gas meters has recently been completed. This will allow us to work with our energy suppliers to roll-out a comprehensive programme of smart meter installation as soon as possible. We will then focus on extending smart meters to our water consumption.
- ⊙ We continue to work with Welsh Government Energy Service (WGES) to explore and deliver large-scale renewable energy projects. WGES are currently reviewing our land holdings to determine feasibility for renewable energy. We are also actively pursuing other opportunities, including a possible power purchase arrangement with Hywel Dda UHB linked for a proposed 500 kWp solar farm at their Hafan Derwen site – some 50% of the generated electricity would be available to supply our adjoining Parc Dewi Sant offices



**United Nations**



The [Walk the Global Walk](#) international project in Carmarthenshire.

- Over the last three years, growing numbers of Carmarthenshire schools have been working to raise awareness of the United Nations Sustainable Development Goals.
- They have published Carmarthenshire Global Goalkeepers Climate Action 8-point [Manifesto](#) and presented this at the December 2020 Youth Climate Summit Cymru hosted by Welsh Government. The Council has endorsed the manifesto and agreed to include this action plan in its Corporate Strategy for 2021/22.
- This work is part of the EU-funded Walk the Global Walk project which involves schools in 12 nations.
- During the first lockdown, the Walk the Global Walk project carried out a series of events online. For example, a model UN debate on climate change as well as an international summer school involving pupils from different countries.

*“Thank you to connecting us to the outside world.” Carmarthenshire pupil*

## Natural Environment

- ⊙ Ash dieback is a fungal disease which is having a devastating effect on ash trees across the UK – it is thought around 95% of ash trees could die from the disease. The council is currently having to remove affected trees for which it is responsible along A and B roads throughout the county as the trees are at risk of falling posing a serious risk to the public. Other landowners are also having to take similar action.
  - Carmarthenshire County Council has been actively looking for areas where new trees can be planted to help make up for the loss of trees that are being affected by ash dieback disease.
  - As well as helping to make up for the loss of ash trees, these will bring a number of other benefits. These new woodlands will, in time, absorb carbon dioxide, improve air quality and soil structure and support biodiversity by providing new wildlife habitats.
  - We have removed **648** Ash trees from our Council owned highways and **370** Ash trees from the Council owned sites. We are planning to plant 8.8ha of new trees and have started with planting **77** trees at St David’s Park.

## Bio- Diversity

**Returning land to a species rich grassland which supports pollinating insects, reptiles, birds, and mammals.**

Llyn Llech Owain Country Park in Gorslas is owned and managed by Carmarthenshire County Council. The park is a popular destination for local people to enjoy Carmarthenshire's spectacular countryside, which has become all the more important in the last year.



Within the park there are some special habitats which are designated as Sites of Special Scientific Interest (SSSI) and Special Areas of Conservation (SAC). One of these sites on the northern side of the park contains a large area of grassland and heathland which had started to become neglected due to lack of grazing.

In March, we were fortunate to have funding from the Green Recovery Grant to pay for the installation of fencing around the site and have arranged for native breed cattle to graze the site this summer to return the site to a species rich grassland which supports pollinating insects, reptiles, birds and mammals.

The site will give visitors the opportunity to see nature friendly farming in practice, showcasing the benefits this has for both habitat management and sustainable food production.

## Flooding

The County has been subject to a number of significant weather events in recent years.

- Storm Callum caused widespread damage in 2018.
- Storm Lorenzo and Hannah in October 2019 and Storm Ciara and Dennis in February 2020
- During 2020-21 Storm Ellen and Storm Francis in August and Storm Aled in October

It is considered that the frequency of these events is increasing and are linked to climate change.

During the recent storms this year members of staff worked to support affected communities. We worked with Natural Resources Wales and emergency services to prepare for and respond to the rising waters.

- ⊙ We have assisted in the management and investigation of significant flooding through the winter of 2020/21. While affected by COVID-19, all high-risk flood assets have been inspected.
- ⊙ We worked with Natural Resources Wales and emergency services to prepare for and respond to rising water at Llanybydder, Newcastle Emlyn and Pontweli, and in Carmarthen around Pensarn and the Quayside.
- ⊙ We have developed operational plans and purchased mobile pumps to manage flood risk in high risk areas of Carmarthen.
- ⊙ We have invested in a bespoke weather service to better inform officer of storms and heavy rainfall events
- ⊙ All high-risk flood and coastal erosion risk management assets were inspected.
- ⊙ We have continued to develop our capital works portfolio and are continuing to develop schemes to manage flood risk in Pensarn, Llanybydder, Pont Tywelim, Llangennch, Ammanford and Newcastle Emlyn.
- ⊙ We are also developing a natural flood risk management scheme in Ammanford that will seek to use natural process to manage flood risk.
- ⊙ We have worked to address coastal erosion of the MCP and Bynea and coastal erosion at Burry Port and Pembrey.
- ⊙ As a Sustainable Drainage Approval Body (SAB) we are working with professional and amateur developers to advise them on sustainable drainage systems and adopt the systems when applicable.

## Air Quality

- There is evidence that air quality has improved across the County during lockdown. Across all sites in 2020 the greatest improvements to Air Quality were observed during the first lockdown, particularly during the months of April and May as non-essential travel was restricted. The busiest roads that normally experience the highest levels of Nitrogen Dioxide with higher traffic counts benefitted the greatest, reporting around 50% decreases compared to 2019 [Impact of COVID-19 Lockdown on Air Quality Report](#)

## Waste Services

- As a result of the changes in residents' lifestyles due to the virus, front line services saw a staggering increase in kerbside collection recycling tonnages. Blue bag recycling and food waste increased by 28% in addition to 706 tonnes more bulky waste materials being collected via our appointment-based collection service. Changes to the number of appointments per day had to be made to accommodate the demand for the service!



Residents kept the crews morale high with their paintings, thank you notes and posters and home baking treats, several are now on display in their cabs. Domino's Pizzas donated over 100 pizzas to the key works at our operational depots, and at Easter Morrison's Carmarthen donated easter eggs.

Due to the closure of the Household Waste Recycling Centres, we established additional temporary outlets for blue bags in order to meet Welsh Government 'essential travel – stay local' messages and as a result 67,000 rolls have been delivered to outlets and a further 40% increase in home deliveries achieved due to demand. Once more, our programme of annual deliveries of blue recycling bags and food waste liners are well under way with operational crews working additional hours in order to ensure that all 91,274 households receive their recycling bag packs by the end of spring 2021!

## The way we work

**Some of the changes we have made during the pandemic have proved so successful that we will change the way we worked before the pandemic.**

Household Waste Recycling Centres (HWRCs) - online appointment system to visit

In order to make sure Household Waste Recycling Centres (HWRCs) were opened after the first lockdown on 26th May adhering to all government guidelines, officers rallied to set up an appointment-based system online to make residents visits safe for all concerned whilst making it as easy as possible for people to dispose of their waste. The result of this has seen 85,000 appointments successfully made since reopening. Partnership working with Cwm Environmental, IT, marketing and media and customer services was paramount to this success.



## Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective



## Well-being Objective 13

### Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

#### Helping to gain access through the pandemic

Our Transportation and Highway related services facilitate the safe movement of goods and people. Enabling access to raw commodities and markets as well as providing opportunities for people to gain access to employment, education, health, leisure and social activities. We have continued to develop Active Travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity and maintained a rural bus service through our Bwcabus and country cars service.

#### Why it is important

- ⊙ *Transportation and highways* play a key role in sustaining our community. A modern, successful economy is reliant upon the safe and efficient movement of people and goods; providing opportunities for people to gain access to employment, education, health, leisure, social and retail services.
- ⊙ *United and connected* is one of the Welsh Government's four aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being.
- ⊙ *Sustaining access to services* through Active Travel plans will deliver improvements in health and well-being for all sections of the community including walking, cycling, passenger and road transport.
- ⊙ By 2030 South West Wales will be a confident, ambitious and connected City Region.

#### Success Measures

##### Roads that are in poor condition:



**4.1%** of our A Class

(An improvement on 5.4% in 19/20)

**3.4%** of our B Class

(An improvement on 4.7% in 19/20)

**12.0%** of our C Class

(An Improvement on 12.5% in 19/20)

Our road casualty numbers have **increased** with **TBC** people being killed or seriously injured on the roads



(111 in 2019)

(2<sup>nd</sup> highest in Wales)

Source: Stats Wales

**Updated data will be published in July 2021**

#### Explaining the Results

- ⊙ **Road conditions in Carmarthenshire have improved during 2020/21.** Carmarthenshire has the second largest highway network in Wales (3,482 Km of highways) and more than double the Welsh average of 1,578Km. We also have the third highest traffic volume in Wales at 2.06 billion vehicle km/per year (2018) far higher than the Welsh average of 1.33 billion (Cardiff highest at 3.0 billion followed by Rhondda Cynon Taff at 2.15 billion). The % of A class, B and C class roads in Carmarthenshire in a poor condition (red zone) has reduced; with the % of A class roads in poor condition decreasing from 5.4% to 4.1%, B roads from 4.7% to 3.4% and C roads from 12.5% to 12.0%.
- ⊙ **A total of 111 people were killed or seriously injured** on Carmarthenshire's roads in 2019, this is the 2<sup>nd</sup> highest figure in Wales behind Powys and an increase on 2018 of 97. These include 25 motorcyclists and 27 persons aged 16-24. Although we cannot control the number of road traffic incidents on the county road network, we do work with partner agencies to encourage the safer use of the road, engage with high-risk road user groups (motorcyclists, the elderly, young drivers), invest in targeted road safety engineering projects and assist the Police with speed enforcement campaigns and address community concerns about speeding. **Updated data will be published in July 2021**

## Progress on this Well-being Objective taking account the effect of COVID-19

- It was crucial that in order to help as many of our *town centre businesses to get back* operating safely as soon as possible, we needed to create safe town centre environments and enable sensible movement throughout, that gave residents and businesses confidence to resume activity and business. Priorities include: Signage; Communications with businesses; Public Conveniences; Bus Stations; Car Parks; and Street Furniture issues (e.g. benches) – with the aim for better access to the town’s public transport link. We introduced a range of traffic management and access measures in town centres along with public messaging to encourage shoppers and visitors back to our town centres.
- Despite the restrictions brought about by COVID-19 we also delivered a full capital programme which included the implementation of 25 highway support schemes and 97 road surfacing schemes.
- Public transport* was significantly reduced during lockdown, and in fact usage has plummeted even before the formal lockdown. This created an issue for operators where there was significantly reduced income on those routes which they managed to maintain a service on. This has created a funding issue going forward. It could take a considerable amount of time to restore patronage levels, and with many having grown familiar with home working there could be long-term adverse effects on service levels. Despite the challenges there may be an opportunity to re-visit and re-prioritise provision according to need.

*“Bwcabus drivers have gone above and beyond...assisting key workers...they are wonderful and are so very appreciated”*

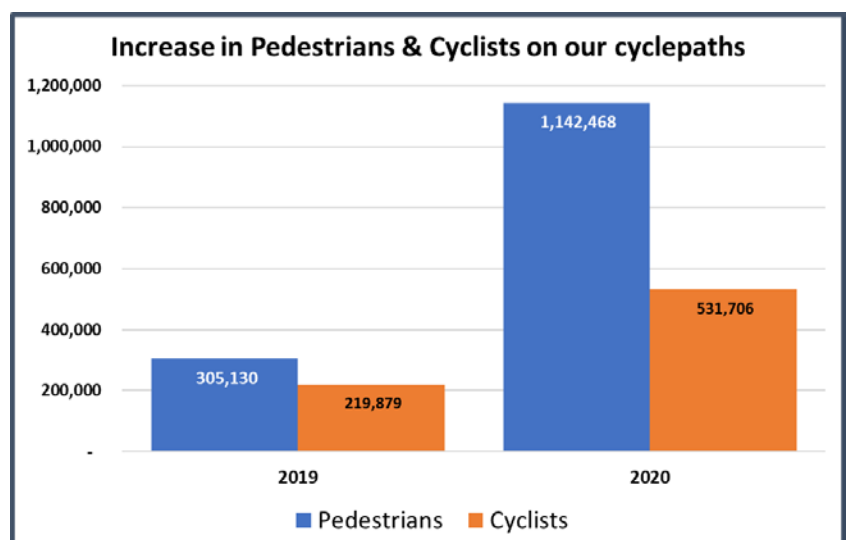


- School transport* was provided during the period that schools reopened in late June and July. Transport was available in accordance with our usual policy but only to those who specifically requested it. Transport operated as normal from September. The need to provide social distancing between driver and passenger created quite a challenge as it means that some seats nearest the drivers need to be left unused, creating loading issues and the need for additional vehicles. There is also concern that there may be a shortage of drivers and passenger assistants, bearing in mind the older age-profile of many of these.

## Active Travel

This year due to the pandemic and more people working from home there is an increase in the numbers of walkers and cyclists.

*Data based on a sample of our cycleways through the year shows that we had 837,388 (274%) more walks taken and 311,827 (142%) increase in cycling during the year.*



The total number of recorded walks on all our cycleways in 2020 was 1,308,706 and 601,613 cycle counts, but we don't have comparable data for 2019 on all our cycleways.

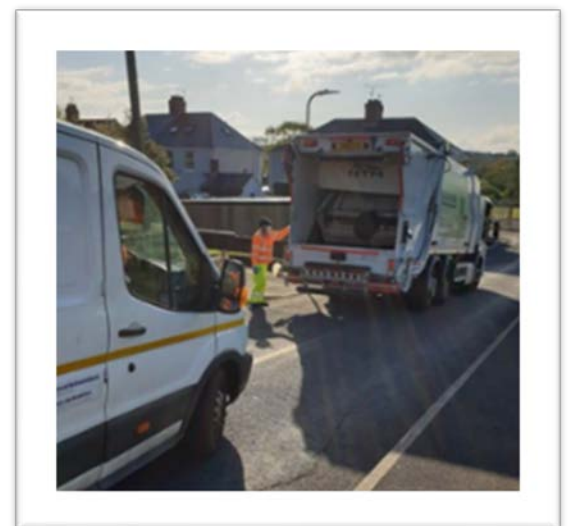


- ⦿ £1,050,000 for the Llanelli Masterplan: providing the first step in creating an easily accessible and mostly traffic free shared use route through the spine of Llanelli.

### The way we work

- ⦿ Roadworkers from our Cillefwr, Glanamau and Trostre depots initially assisted with food deliveries to our schools from Castell Howell in Crosshands, and then assisted with food packages being delivered direct to homes from schools.

We also had a number of roadworkers from our Trostre depot redeployed each day to the Waste / Refuse Unit as drivers in a support vehicle on refuse rounds. The support vehicle ferried one loader around the refuse round following behind the Refuse lorry.



### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective



## Well-being Objective 14

### Healthy & Safe Environment - Promote Welsh Language and Culture

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.



#### Why it is important

- ⊙ Carmarthenshire is a stronghold for the Welsh language and is considered to be of high strategic importance in its future.
- ⊙ Bilingualism is beneficial to both the economy and individuals through cognitive and social benefits.
- ⊙ It is a unique selling point. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position.
- ⊙ Engaging in cultural activity has demonstrable positive impact on starting well, living well and ageing well.

#### Success Measures

We normally measure the success of this Well-being Objective with the below National Survey for Wales results but unfortunately due to COVID-19 there is no updated data available for these measures:

##### *People who can Speak Welsh - updated data is unavailable due to COVID-19*

The most recent data published in June 2020 showed that **37.4%** of participants said they could **speak Welsh**, this continues to be 4<sup>th</sup> highest in Wales despite a slight decline on the previous result of (37.8%). The National Survey for Wales gives a good annual indication, based on a sample of the population, of the number of Welsh speakers, however, the Census is the only source that gives a whole population figure, with 43.9% (78,000 speakers) noted in 2011, the highest number of Welsh speakers in any county.

##### *People who visited Arts Events, Historic Places and Museums - updated data is unavailable due to COVID-19*

The most recent data published in June 2020 for participants from Carmarthenshire **attending an arts event, visiting historical places or visiting a museum** had increased. Both visits to Arts events and museums were below the Welsh average of 70.4% and 42.5% respectively but the % visiting historic places are above the Welsh average of 62.5. *Please note that the questions asked whether they attended or visited these places in Wales and not specifically in Carmarthenshire.*





## Progress on this Well-being Objective taking account the effect of COVID-19

### Language

- ⊙ Our Marketing and Media team have ensured compliance with the Welsh Language Standards in all communication during the pandemic. This includes all web based and social media-based information and all emergency messages.
- ⊙ We have continued to promote our Work Welsh opportunities to our staff and have seen an increase in the staff accessing the online Croeso modules available through the National Centre for Learning Welsh. In March 2021, Carmarthenshire were awarded the 'Employer of the Year' award at the Work Welsh 2020-21 Awards through Aberystwyth University. These awards were given across Carmarthenshire, Ceredigion and Pembrokeshire. We were presented with the Welsh in the Workplace award for our work in creating a very supportive environment for Welsh speakers and learners.
- ⊙ During the year, we have continued to support our pupils and parents within Welsh-medium education and have circulated the 'Welsh homework? No problem!' guide to all parents. The aim of the guide is to alleviate any concerns parents may have in supporting their children to study and complete homework through the medium of Welsh.
- ⊙ To support our staff to use the Welsh language daily and whilst using new technology, a new electronic guide was prepared to explain the key features available. Technology facilitates the use of the language daily and with staff working remotely and accessing more online meetings, the guide signposts to online resources and features within Outlook and Teams.

### Culture

- ⊙ A new Archive Building is nearing completion at the rear of Carmarthen Library.
- ⊙ Funding has been secured to secure the future of Oriel Myrddin as the foremost visual arts and crafts gallery in West Wales. A development project that will see £1.9m invested to refurbish and extend the gallery which will in future have the capacity and security standards to attract loans from National art collections.
- ⊙ £1m has been invested in Abergwili County Museum and improvements have been made to the roof and entrance to the building to return the Bishop's Palace to its former glory.
- ⊙ A West End at Christmas concert was filmed at the Ffwrnes Theatre for care home residents and staff across West Wales. Care homes were offered a link to watch the concert on YouTube or a DVD sent in the post. **71** individual care homes across West Wales registered for the online link to watch, with a further **100** homes receiving DVDs.
- ⊙ Theatrau Sir Gâr supported colleagues within Carmarthenshire County Council to successfully make a bid for capital funding from the Integrated Care Fund bid which funded new smart TVs, tablets, and other digital equipment to enable care homes across Carmarthenshire and Pembrokeshire to become more connected during the pandemic. Our live streaming of concerts coincided with this bid and helped the care homes to access theatre which they had been unable to do previously.
- ⊙ A series of 4 Welsh language gigs were streamed as part of our 'Yn Fyw o'r Ffwrnes series' featuring ALFFA, GWILYM, MELLT and Eädyth, with Eädyth's set coinciding with Welsh Music Day 2021.



Abergwili County Museum



## Welsh in Business

The private sector is not obliged to operate bilingually by law. However, Carmarthenshire County Council, like the Welsh Government, is keen to see the county's businesses reflect the bilingualism of our residents and offer people the opportunity to use their Welsh. Our aim, therefore, is to promote the Welsh language, and facilitate and support its use, with Carmarthenshire's businesses, in accordance with our Welsh Language Promotion Strategy. During 2020-21 we took the opportunity to do this by producing a comprehensive leaflet, *Welsh in Business*, to assist the county's businesses to operate bilingually, and this was done in partnership with the regional business officers of the *Welsh Government & the Mentrau Iaith*.

Research was gathered from the Welsh Language Commissioner's Office and Welsh Government to provide a sound basis for the information in the leaflet. The team then worked with *Helo Blod* officers on the design and content of the booklet from the outset, collating local case studies to give the leaflet a local flavour and to ensure that it was relevant to Carmarthenshire. The content was designed to reflect the message that the Welsh language is for everyone; for those businesses who want to take small steps towards increasing their use of Welsh to reflect the bilingualism of the county, as well as for businesses who want to operate fully bilingually.

A distribution plan was created involving several new partners. It was arranged for the Council to disseminate the electronic link through our work with economic development, trading standards, leasing, tourism and childcare. We also worked with business promotion agencies to ensure that it was included in the they used to give advice to businesses. *Menter a Busnes* sent the booklet to all businesses on the *Cywain project* for example.



### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



View our [detailed progress here](#) against this objective

# Building a Better Council & Better Use of Resources





# Well-being Objective 15a - Building a Better Council

## When the pandemic struck, we were in a good position in terms of IT

Our [Digital Technology Strategy](#) set out a new approach that would underpin just about everything we do as a Council and when the pandemic struck we were in a good state of preparedness. We had been taking advantage of new digital platforms so that our residents and businesses could find information or complete their dealings with the local authority in ways that are convenient to them and also saved public money. This vision and investment put us in a favourable position at the onset to move services on-line and to facilitate home working.

### Why it is important

- ⦿ The general purpose of the Well-being of Future Generations Act (Wales) 2015, 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. To make this work there are 7 key areas of corporate change that are required by the Act.

1 Corporate Planning	Covered by <b>Building a Better Council</b>
2 Performance Management	
3 Workforce Planning	
4 Financial Planning	Covered by <b>Making Better Use of Resources</b>
5 Assets	
6 Procurement	
7 Risk	

### Success Measures

We normally measure the success of this Well-being Objective with the above National Survey for Wales results, but unfortunately due to COVID-19 there is no updated data available for these measures. The most recent data published in June 2020 showed that:

#### *People can Access Information - updated data is unavailable due to COVID-19*

- **71.2%** of participants agreed that they **could access information about us in the way they preferred**, below the Welsh average of 74.9%, and in 17<sup>th</sup> position.

#### *People can find out what services we provide - updated data is unavailable due to COVID-19*

- **74.6%** agreed that **they knew how to find what services we provide**; below the Welsh average of 75.8% and in 13<sup>th</sup> position in Wales.

#### *People have opportunity to participate in making decisions - updated data is unavailable due to COVID-19*

- Only **9%** agreed that **they have an opportunity to participate in making decisions about the running of our services**. Well below the Welsh average of 17% and in 21<sup>st</sup> position.

We also measure our success with **Staff Sickness data**, the 2020/21 result shows that: -



**Staff Sickness dramatically reduces to**

**7.7** days per year

(previously 10.7 days)

Sickness levels within the Authority have reduced by an average of **3 full time equivalent days** per employee during 2020/21. *From 10.7 days in 2019/20 to 7.7 days.*

Short-term sickness has reduced by over 50% during the period of the COVID-19 pandemic with shielding and working from home being key factors in this.

## Progress on this Well-being Objective taking account the effect of COVID-19

Building new and better ways of working is something that we have trying to do for some time. However, the pandemic accelerated changes to the way we work and has taught us much.

Through a talented and committed workforce and continued investment in our digital infrastructure we are now well placed to deliver even better public services. By using what we have learnt and modernising the way we provide services, we have the opportunity to make work better for everyone whilst building a better, more productive, and healthier Carmarthenshire now and for the future generations.

### Corporate Planning

- Our *Corporate Strategy and Well-being Objectives* were last refreshed in June 2019 and as a result of the impact of the COVID-19 pandemic, Brexit and Climate Change we have refreshed the Corporate Strategy for 2021/22.

### Performance Management

- An *Annual Report* was produced for 2019/20 and published in October 2020.
- Many of the actions and targets set for the year were blindsided by the pandemic and a *Community Impact Assessment* of COVID-19 was published in October 2020 to account for the first half of the year.
- We have been reporting at half year and quarterly on Performance Measures and Regulatory Report Recommendations.

### Workforce Planning

- An integral part of the business planning process. In 2015 we developed a toolkit for managers and held bespoke development sessions. We will be running further development sessions for managers (facilitated by the LGA) to help managers respond to future service demands. To support the process, we continue to provide people data for managers' use.
- We have launched a new appraisal process that focuses on the individuals' strengths. It aims to **recognise** good work and successes, to help individuals and the service **grow** by exploring what individuals have done well, and how we can work **together** to achieve our ideas. Initial discussions have begun with schools to support the development of an appraisal process for non-teaching staff.
- During the pandemic we developed creative digital solutions to keep the organisation learning and to re-skill staff so that they could be deployed to critical service areas. We also undertook a skills audit which will provide a valuable resource for services to call on
- We redeployed 900+ staff during the pandemic to support essential service delivery.

### Staff Health & Well-being

- We have continued to ensure we fully *support staff to maintain a healthy lifestyle*, which includes proactive and preventative actions, 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.
- 160 volunteer *Well-being Champions* have been trained and are working, encouraging and motivating their colleagues - developing clubs, teams, activities and corporate messages which improve mental and physical health and well-being.
- The Council has achieved the highest award in recognition of the work we do to support our staff's health and well-being. The *Platinum Corporate Health Standard* is the quality-mark for workplace health promotion in Wales led by the Welsh Government.



We are the first Authority in Wales to achieve the [Platinum Corporate Health Standard](#)

### Mental Health of Staff

- We have re-signed the *Time to Change Pledge* which confirms our continued support, priority and work on reducing mental health discrimination and the stigma around the topic. Alongside this, work continues on our mental health action plan which works in partnership with the Authority's well-being agenda.
- Since first signing the pledge in 2015, we have created a mental health e-learning module and rolled out mental health awareness training for managers and all staff across the Authority.
- We are also looking to recruit mental health first aiders/supervisors across the authority and in our schools as well as recruiting a new Well-being Coordinator which will focus on mental health and initiatives supporting this work.

### The way we work

From a strategic perspective, the *Transformation, Innovation and Change (TIC) team* has been responsible for evaluating the Council's response to the COVID-19 crisis to ensure that any learning and positive changes are used to inform the approach to the re-setting of services and the Council's future strategic and operational delivery framework. The review focused on the following key questions:

*"Life has changed, and work life is changing too. Building on the learning through the pandemic, Carmarthenshire is transforming its working practices and accommodation to modernise, and support the shift to, the way we need to work. We will create vibrant, collaborative, and dynamic workspaces that are fit for purpose and flexible enough to sustain the way everyone works to deliver outstanding services. Case for Change (March 2021)*

*What's gone well and how this may have contributed to better/smarter ways of working?*

*What hasn't gone well and why?*

*What specific learning and examples of good practice do we need to ensure are now embedded in future ways of working?*

*What further support/other arrangements need to be put in place to ensure that any positive changes are sustainable?*

An example of a new way of working developed during the COVID-19 pandemic that we will continue with...

## The Adult Learning Disability Day Service

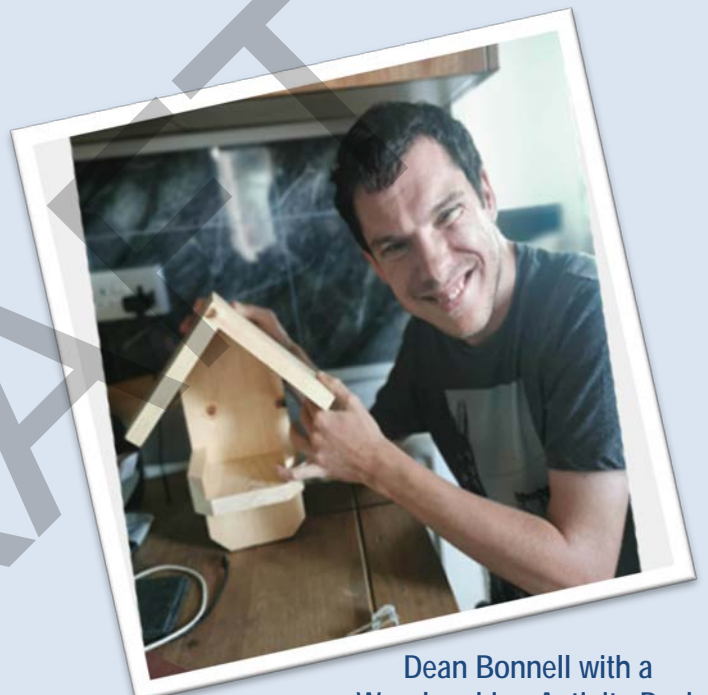
These services were severely reduced at the start of lockdown period. To mitigate the impact of this on service users, services were provided virtually according to individual plans and interests such as cooking, gardening, bingo, karaoke etc. Targeted support was also provided for those with the greatest needs via an overnight support at home and emergency respite care.

- Service Users have been able to access a broader range of virtual sessions and engage with a wider number of participants, which has resulted in new peer groups being formed.
- Carers have been able to participate alongside service users in the online activities, which has allowed them to see how their dependant engages and responds to the sessions, engage with other carers, and strengthen links with support staff and, likewise, form peer groups.
- Staff have been given the opportunity to be innovative in developing and delivering online sessions, engage with a broader range of services users and their carers.

Activities have been expanded to provide service users with additional “life skills. For example, virtual cooking lessons also factored in elements of menu planning, how to shop for ingredients, food preparation, cooking and cleaning up.



Chris Boner  
Baking



Dean Bonnell with a  
Woodworking Activity Pack

With reduced capacity in our building-based service as we need to develop more community-based options to ensure everyone gets the support they need.

The transformational journey for service delivery has always aspired to make better use of facilities and services available in local communities. The service is working closely with colleagues in leisure and third sector partners to provide service users with access to a cohesive range of community-based services. This will also have a positive impact on travel costs and support the net zero-carbon agenda as we reduce the number of service users who have to travel [some distance] to building based activities.

**Supporting adults to grow, develop and feel safe, belonging to their community**

### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain within the updated Corporate Strategy for 2021/22 and will be renamed:

**Better Governance**



View our [detailed progress here](#) against this objective

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## Well-being Objective 15b - Making Better Use of Resources

The financial position faced by Local Authorities across Wales has been greatly impacted by the COVID-19 pandemic with Welsh Government Funding and Grants to support our community during this pandemic

### Why it is important

- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering *'more (or even the same) for less'*.
- The general purpose of the Well-being of Future Generations Act (Wales) 2015, 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. To make this work there are **7 key areas** of corporate change that are required by the Act.

- 4 Financial Planning
  - 5 Assets
  - 6 Procurement
  - 7 Risk
- Making Better Use of Resources**

### Success Measures

**'Do it online' payments** - See infographic and comments below

**Organisational 'running costs'** - See infographic and comments below

**People agree that the Council asks for their views and as part of Carmarthenshire County Council budget consultation we sort views of members and public before setting the budget** - updated data is unavailable due to COVID-19



**16.09%** increase of *'Do it online'* payments (From 46,044 to 53,454 transactions)



**Financial impact of the pandemic was £30m**

(£20m extra costs and £10m lost income). This will be claimed back from Welsh Government.



**£72m** of Grants paid to support local business.

**£308K** of Self Isolation Grants were paid.

**410 person weeks** of targeted recruitment & training

### Explaining the Results

- Due to the COVID-19 Pandemic and with increased access to online services, this has created a natural shift with many customers contacting us, submitting forms and documents and paying for our services electronically with a 16% increase in the number of online payments from 46,044 in 2019/20 to 53,454 transactions increasing customer satisfaction and efficiency of service.
- There is a forecasted underspend of £1.98 million of which £1.7 million relates to Capital charges not incurred during the year due to capital schemes being delayed due to the pandemic.
- The 2019/20 National Survey for Wales showed the number of participants agreed that *we ask for their views before setting our budget* was 9% (Welsh average 9.2%), this is a decline on the previous year of 11.3% and in 9<sup>th</sup> position (previously 7<sup>th</sup>). Due to COVID-19 there is no updated data available for the measure, although we continued to hold our annual budget consultation and engaged with councillors and members of the public.



- ⊙ We have supported local businesses and town centres with payments to the sum of £72 million being paid from the 1<sup>st</sup> April 2020 in Discretionary and Non-Discretionary grants to ensure the survival of local businesses.
- ⊙ £308K of financial support has been paid to eligible claimants who have been contacted by NHS Wales, Test, Trace, Protect Scheme to isolate on or after 23<sup>rd</sup> October 2020 via the Self Isolation Payment Scheme.
- ⊙ Through our delivery of Community Benefits over 410 person weeks of targeted recruitment and training was delivered in 2020/21 through the Council's 21<sup>st</sup> Century Schools project across the County.

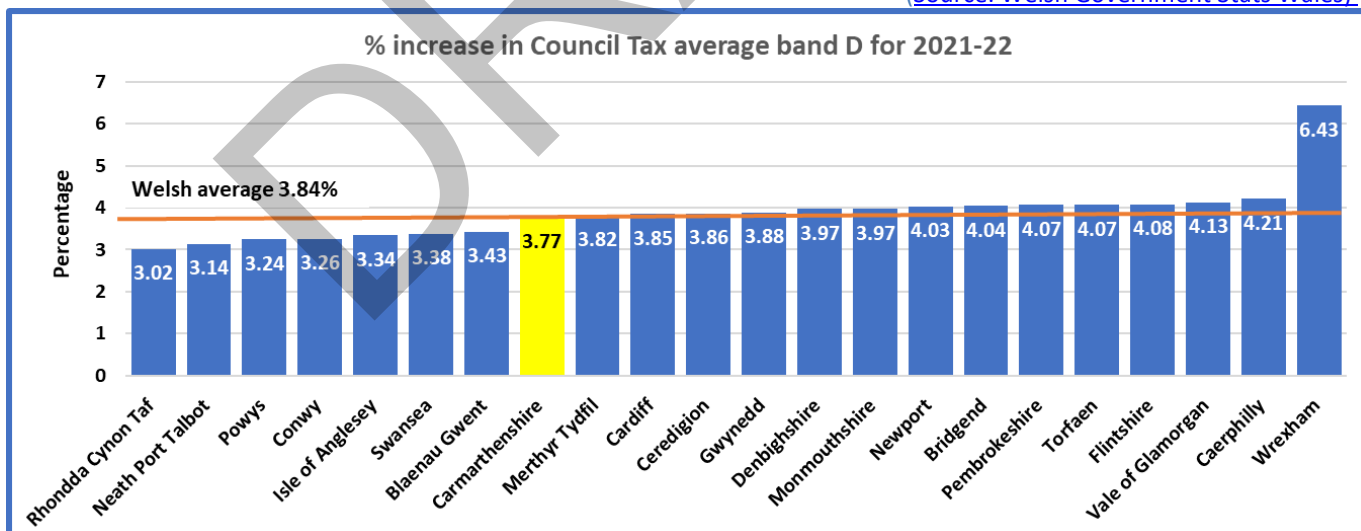


## Progress on this Well-being Objective taking account the effect of COVID19

### Financial Planning:

- ⊙ It was agreed at full Council in March 2021 that the Council Tax increase for 2021/22 will be set at 3.45%, for County Council services. The table below illustrates the average increase to be paid for residents in Carmarthenshire including Town and Community and Police and Crime Commissioner. This is the 8<sup>th</sup> lowest increase in Wales and below the Welsh average of 3.84%.

(Source: [Welsh Government Stats Wales](#))



- ⊙ Our financial reporting arrangements have been adapted throughout the year with consideration given to address any underlying pressures with the ongoing impact of the COVID-19 pandemic as well as the emerging impact of the post Brexit trading arrangements.
- ⊙ A mixed method approach to ascertain views of the 2021-24 budget took place including Councillor involvement and Public Consultation. The survey was advertised via social media, local and regional press and radio and via various groups including Equality Carmarthenshire, Ageing Well Network, the Carmarthenshire Disability Coalition for Action and via Town and Community Councils. All responses received were considered as part of the budget setting process.

## Assets:

### Asset Management

- ⊙ Recent examples of where we've reduced accommodation and generated revenue from lettings or capital from sales are:
  - Nant Y Ci, Carmarthen
  - Parc Dewi Sant (Block 14 and part of Block 3 and 8), Carmarthen
  - 5-8 Spilman Street, Carmarthen
  - 2-4 Coleshill Terrace, Llanelli
- ⊙ We have continued to support local ownership of assets through our *Community Asset Transfer* work with most of Council playing fields and playgrounds transferred to Town and Community Councils and community groups enabling new sources of funding and safeguarding these assets for future generations.
- ⊙ We have also supported our business tenants in meeting the challenges faced over the last 12 months with rent concessions and flexible terms.

### Facilities Management

- ⊙ As a result of continued office accommodation rationalisation and the ongoing working from home strategy, two buildings were able to be closed and several others had restricted opening hours or days. Our Property team carried out additional legislative checks on these sites, such as Legionella flushing, which was needed due to the increased risk due to the reduced number of staff.

*Agile working areas were created* in various offices - Tŷ Elwyn, Llanelli; 3 Spilman St / St David's Park, Parc Myrddin and County Hall, Carmarthen; and Town Hall / Tŷ Parcyrhun, Ammanford.

### Cleaning Services

- ⊙ As infection control and cleaning in schools played a significant role in enabling schools to reopen at the end of June, we launched a significant recruitment drive in May and June. Within a short window of 4 weeks, we employed and trained over 150 new employees to increase the team of cleaners from around 550 to 700.

The revised cleaning regimes and recruitment required a huge retraining programme which was supported by redeployment of additional staff from other services including Public Protection, Highways and Planning Services. Cleaning arrangements were enhanced across all our buildings to ensure the safety of our staff and the public.

## Risks:

- ⊙ The Corporate Risk Register is reviewed by the Corporate Management Team every 2 months and by Audit Committee every 6 months. Corporate, Departmental and Service Risks are updated in line with the Risk Management and Contingency Planning strategy 2018-22 and the Well-being of Future Generations Act.

## Procurement:

- ⊙ We had some difficulties in sourcing high demand products such as Personal Protective Equipment (PPE), so we were actively engaging with partner organisations such as Welsh Government, NHS and other Local Authorities within Wales to source these products from specialist suppliers.

Through the Environment Directorate we set up a PPE, hygiene and cleaning store, that has been operating for all non-social care settings across the Authority.

- ⊙ We have undertaken a considerable piece of work with the *Centre for Local Strategies (CLES)* with the Council being key partners in the PSB foundational economy challenge fund project. The project looked at the Council's current approach, our Procurement Spend, engagement with key stakeholders and suppliers to develop an advanced progressive procurement action plan that will further support opportunities for the Council to build community wealth into our procurement activity. Embedding this approach will be central to the County's wider Economic Recovery Plan.

## The way we work

### Making Better Use of our Resources by Supporting our Suppliers and Providers virtually



Due to COVID-19 and the restrictions placed on Supplier Engagement, we have adapted our ways of working and have held virtual Procurement Surgery Sessions and Webinars to further enhance procurement support available. Procurement support is now offered virtually to suppliers and providers and we have worked with Business Wales to hold 'Live Tender Workshops'.

The aim of the Workshops initiative managed by our Corporate Procurement team and delivered by Business Wales Tender Advisers is to pro-actively engage with suppliers who require this level of assistance with submitting their tenders via the electronic tender portal, Bravo; an example being a Virtual Market Engagement Event for the Flying Start Programme tender whereby 25 providers attended. Due to the nature of the business of the organisations who had an interest in this tender, the event was held on a Saturday allowing childcare providers the opportunity to attend the virtual session.

A briefing paper was drawn up for the event summarising the requirements and specification of the tender which provided as much information as possible to providers prior to the tender advertisement. This allowed opportunity for providers to ask more relevant/pertinent questions at the virtual event. This was followed by a Live Tender Workshop for the Flying Start Childcare Programme organised by us and run in conjunction with Business Wales Tender Support Team whereby 7 Providers attended



### Going forward...

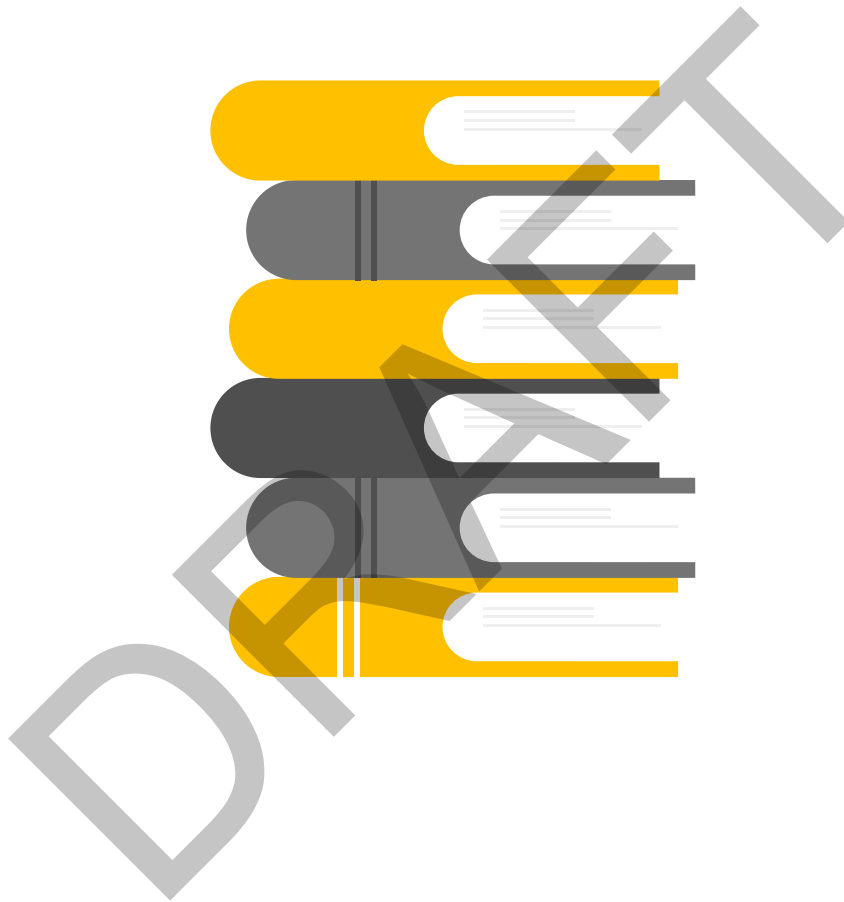
During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22 and will be renamed:

**Better Use of Resources**



View our [detailed progress here](#) against this objective

# APPENDICES



## Local Government (Wales) Measure 2009 and Well-being of Future Generations Act (Wales) 2015

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations. Our Well-being Plan combined both requirements and this Annual Report does the same.

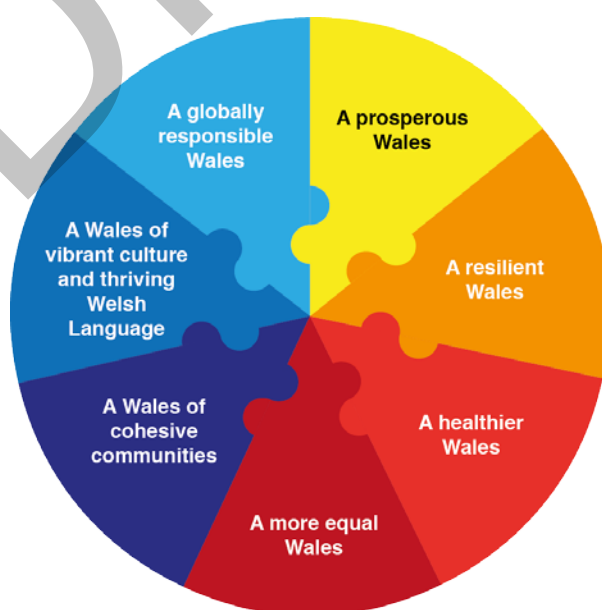
### The Local Government (Wales) Measure 2009

- The Local Government (Wales) Measure 2009 requires the Council to set Improvement Objectives every year. They do not have to change every year or be deliverable within one year.
- Our Improvement Objectives are essentially the same as our Well-being Objectives as they are based on a thorough evidence-based understanding of the communities we serve and local needs. We compare our Service performance and satisfaction results with all Councils in Wales to make sure we improve where we most need to.
- We have a duty to improve, often delivering 'more (or even the same) for less'.

### Well-being of Future Generations Act (Wales) 2015

This is an 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. 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.'**
- We must demonstrate 5 ways of working:  
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we were required to set and publish Well-being Objectives that maximised our Contribution to the Well-being Goals.

## How our Well-being Objectives contribute to the 7 National Well-being Goals

Carmarthenshire's 2019/20 Well-being Objectives			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
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, 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 & obesity)	✓	✓	✓	✓	✓	✓	
Age Well	9	Support good connections with friends, family & safer communities	✓	✓	✓	✓	✓		✓
	10	Support the growing numbers of older people to maintain dignity & independence in their later years	✓	✓	✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓	✓	✓	✓	✓	✓	
In a Healthy, Safe & Prosperous 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	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓

# Success measures for our Well-being Objectives


Well-being Objective		Success measures	Updated for 2020/21	
			YES	NO
1	Best Start in Life	Children in care who had to move 3 or more times (PAM/029)	YES	
2	Children - Healthy Lifestyles	Childhood obesity (Child Measurement Programme NHS)		NO
3	Improve Learner Attainment for all	Educational attainment - Average Capped 9 points score (Year 11 pupils) (PAM/032)		NO
		School attendance rates (Primary) (PAM/007) (Secondary) (PAM/008)		NO
		Satisfaction with child's primary school (NSW)		NO
4	Reduce NEETs (Not in Education, Employment, Training)	Number of leavers Not in Education, Employment or Training (NEETs) (PAM/009) Year 11 & Year 13 (5.1.0.2)	YES	
5	Tackle Poverty	Gap in the Average Capped 9 points score (Year 11 pupils) for those eligible for Free School Meals and those who are not eligible (NWBI)		NO
		Households successfully prevented from becoming homeless (PAM/012) (NWBI)	YES	
		Households in material deprivation (NWBI)		NO
		Households Living in Poverty (CACI's 'PayCheck' Data)	YES	
6	Creating Jobs and Growth	Employment figures (ONS – Annual Population Survey) (NWBI)	YES	
		Average Gross weekly pay (ONS – Annual Survey of hours and earnings)	YES	
		Number qualified to NVQ Level 4 or above (Stats Wales) (NWBI)	YES	
		People moderately or very satisfied with their jobs (NSW) (NWBI)		NO
7	Affordable Homes	Number of affordable homes in the County (7.3.2.24)	YES	
8	Healthy Lives	Adults who say their general health is Good or Very Good (NSW)	YES	
		Adults who say they have a longstanding illness (NSW)	YES	
		Adult mental well-being score (NSW) (NWBI)		NO
		Adults who have fewer than two healthy lifestyle behaviours (NSW) (NWBI) (Not smoking, drinking > 14 units or lower, eating 5 portions fruit & veg the previous day, having a healthy body mass index, being physically active at least 150 minutes the previous week).		NO
9	Supporting Good Connections	% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect'.)		NO
		People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)		NO
10	Independent Lives	Agree there's a good Social Care Service available in the area (NSW)	YES	
		Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)	YES	
11	Ageing Well	People who are lonely (NSW)(NWBI)		NO
12	Healthy and Safe Environment	Renewable energy generated (kWh)	YES	
		Council's Energy Consumption (kWh)	YES	
		Rates of recycling (PAM/030)	YES	
13	Highways & Transport	Road conditions (PAM/020, PAM/021 & PAM/022)	YES	
		Road casualties (5.5.2.21)	YES	
14	Welsh Language & Culture	Can speak Welsh (NSW)(NWBI)		NO
		People attended arts events in Wales in last year (NSW)		NO
		People visited historic places in Wales in last year (NSW)		NO
		People visited museums in Wales in last year (NSW)		NO
15	Building a Better Council and Making Better Use of Resources	'Do it online' payments	YES	
		People agree that they can access information about the Authority in the way they would like to. (NSW)		NO
		People know how to find what services the Council provides (NSW)		NO
		People agree they have an opportunity to participate in making decisions about the running of local authority services. (NSW)		NO
		Staff sickness absence levels (PAM/001)	YES	
		Organisational 'running costs'	YES	
		People agree that the Council asks for their views before setting its budget. (NSW)		NO

Key: PAM – Public Accountability, National Measures; ONS – Office for National Statistics; NSW - National Survey for Wales; NWBI – National Well-being Indicator.



## Public Accountability Measures (PAM)

Public Accountability Measures (PAM) - is a National suite of measures that all councils in Wales have to collect, but due to COVID-19, DataCymru who centrally collect the data on behalf of Welsh Local Government Association decided not to collect data for 2019/20 or 2020/21. Therefore, we cannot measure how we perform against other authorities for 2020/21.		Our 2019/20 result	Our 2020/21 result
<b>WBO1 - Help to give every child the best start in life and improve their early life experiences</b>			
<b>1</b>	% Children in care with 3 or more placements in the year (PAM/029)	<b>8.6%</b>	<b>4.7%</b>
<b>2</b>	Percentage of child assessments completed in time (PAM/028)	Change in definition	<b>93.6%</b>
<b>WBO3 - Support and improve progress and achievement for all learners</b>			
<b>3</b>	% Pupil attendance in primary schools (PAM/007)	<b>93.9%</b>	Not available
<b>4</b>	% Pupil attendance in secondary schools (PAM/008)	<b>93.5%</b>	Not available
<b>5</b>	Average Capped 9 score for pupils in year 11 (PAM/032)	<b>367.2 score</b>	Not available
<b>WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)</b>			
<b>6</b>	% of Year 11 Leavers not in education, employment or training (NEETS) (PAM/046)	Not available	<b>1.8%</b>
<b>WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty</b>			
<b>7</b>	% of households successfully prevented from becoming homeless (PAM/012)	<b>46.4%</b>	<b>46.4%</b>
<b>WBO7 - Increase the availability of rented and affordable homes</b>			
<b>8</b>	% Private sector dwellings returned to occupation (PAM/013)	<b>7.72%</b>	<b>6.99%</b>
<b>9</b>	Number of new homes created as a result of bringing empty properties back into use (PAM/045)	<b>0</b>	<b>0</b>
<b>10</b>	Number of additional affordable housing units delivered per 10,000 households (PAM/036)	<b>22</b>	<b>11</b>
<b>11</b>	Average number of calendar days taken to complete all housing repairs (PAM/037)	<b>13.8 days</b>	<b>10.5 days</b>
<b>12</b>	% of homes that meet the Welsh Housing Quality Standard (WHQS) (PAM/038)	<b>100%</b>	<b>100%</b>
<b>13</b>	% of rent lost due to properties being empty (PAM/039)	<b>3.4%</b>	<b>4.3%</b>
<b>WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)</b>			
<b>14</b>	% of Quality Indicators (with targets) achieved by the library service (PAM/040)	<b>97.5%</b>	<b>86.1%</b>
<b>15</b>	Visits to Sport & Leisure facilities per 1,000 population (PAM/017)	<b>7,768</b>	<b>673</b>
<b>16</b>	% of people referred to the National Exercise Referral scheme that complete the 16-week programme (PAM/041)	<b>57.4%</b>	<b>0.00%</b>
<b>17</b>	% of NERS clients whose health had improved on completion of the exercise programme (PAM/042)	<b>78.4%</b>	<b>68.4%</b>
<b>18</b>	% Food establishments that meet food hygiene standards (PAM/023)	<b>96.02%</b>	<b>88.65%</b>

Public Accountability Measures (PAM)		Our 2019/20 result	Our 2020/21 result
<b>WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years</b>			
<b>19</b>	Days taken to deliver a Disabled Facilities Grant <i>(PAM/015)</i>	<b>176 days</b>	<b>347 days</b>
<b>WBO12 - Looking after the environment now and for the future</b>			
<b>20</b>	% of all planning applications determined in time <i>(PAM/018)</i>	<b>71.6%</b>	<b>60.3%</b>
<b>21</b>	% of planning appeals dismissed <i>(PAM/019)</i>	<b>80.0%</b>	<b>53.8%</b>
<b>22</b>	% of streets that are clean <i>(PAM/010)</i>	<b>98.0%</b>	<b>97.7%</b>
<b>23</b>	Average number of working days taken to clear fly-tipping incidents <i>(PAM/035)</i>	<b>2.5 days</b>	<b>10.5 days</b>
<b>24</b>	Kilograms of municipal waste that is not reused, recycled or composted during the year per person <i>(PAM/043)</i>	<b>156.3Kg</b>	<b>155.8Kg</b>
<b>25</b>	% Municipal waste reused, recycled or composted <i>(PAM/030)</i>	<b>64.66%</b>	<b>66.08%</b>
<b>WBO13 - Improve the highway and transport infrastructure and connectivity</b>			
<b>26</b>	% A roads that are in poor condition <i>(PAM/020)</i>	<b>5.4%</b>	<b>4.1%</b>
<b>27</b>	% B roads that are in poor condition <i>(PAM/021)</i>	<b>4.7%</b>	<b>3.4%</b>
<b>28</b>	% C roads that are in poor condition <i>(PAM/022)</i>	<b>12.5%</b>	<b>12.0%</b>
<b>WBO15 - Building a Better Council and Making Better Use of Resources</b>			
<b>29</b>	Number days lost due to sickness absence. <i>(PAM/001)</i>	<b>10.7 days</b>	<b>7.7 days</b>
<b>30</b>	Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees <i>(PAM044)</i>	<b>34.4</b>	<b>27.0</b>
 <p><b>Some measures are not fully comparable year on year because of disruption in service due to COVID-19. Full result details and comments are available in the Commitment updates link at the bottom of each Well-being Objective</b></p> <p><b>Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)</b></p>			

## Regulatory Reports 2020/21

### Several regulatory reports were issued during the last twelve months.

- ⊙ Local reports, specific to Carmarthenshire are highlighted below.
- ⊙ National/Thematic reports are undertaken by regulators to look at all Councils in Wales (in an integrated programme of work consulted and agreed upon with local government) to identify best practice.
  - Most of these reports contain recommendations. Sometimes the recommendations are for Welsh Government only or and/or local government.
  - Not all recommendations contained in reports may apply to Carmarthenshire as in some instances we could be the area of best practice proposed, be already doing what is identified or it may be, just not be applicable.
- ⊙ All these report recommendations are entered onto the Council's monitoring system and any reasons for discounting recommendations are explained and recorded. Progress against relevant recommendations is monitored and reported.
- ⊙ COVID-19 has seriously disrupted agreed regulatory work during 2020/21.

### The following list of regulatory reports were issued during the last twelve months:



July 2020	Rough Sleeping in Wales- Everyone's Problem; No One's Responsibility
August 2020	Financial Sustainability Assessment Carmarthenshire County Council
September 2020	Better Law Making
October 2020	National Fraud Initiative Commercialisation in Local Government
January 2021	Carmarthenshire County Council Annual audit summary 2020



March 2020	National review of the use of Deprivation of Liberty Safeguards (DoLS) in Wales
July 2020	<b>Local authority annual performance review letter 2019/20</b> This letter summarizes the evaluation of performance of social services (adults and children's services) during 2019/20.
September 2020	Prevention and promotion of independence for older adults National review of care homes for people living with dementia
August 2020	Deprivation of Liberty Safeguards Annual Monitoring Report for Health and Social Care 2018-19
April 2021	Care Inspectorate Wales (CIW) Assurance Check 2021: Carmarthenshire County Council

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June 2020	A level Welsh First Language
July 2020	Community schools: families and communities at the heart of school life
July 2020	Learner resilience - building resilience in primary schools, secondary schools and pupil referral units
August 2020	Business and social studies subjects at A level
October 2020	The Value of Youth Work Training
October 2020	Celebrating diversity and promoting inclusion
November 2020	Preparing for the Curriculum for Wales
January 2021	Post-16 partnerships
January 2021	Local authority and regional consortia support for schools and PRUs in response to COVID-19
March 2021	Developments in remote and blended learning practice
March 2021	Support for learners' mental health and emotional well-being
March 2021	English language and literacy in settings and primary schools
March 2021	Welsh language acquisition

DRAFT



In May 2020, the Future Generations Commissioner published the **Future Generations Report 2020** on the progress of the Act over the last 5 years and made a number of recommendations for public bodies, which we will consider as part of our future service planning and development.

In addition, the *Commissioner* has also made some post pandemic recommendations for public bodies in Wales to consider as noted below. We will take account of these as part of our recovery planning:

1	Develop an economic stimulus package that leads to job creation and supports the decarbonisation of homes, through building new low carbon affordable housing and investing in a national programme to improve the energy efficiency of existing homes.
2	Invest in better ways to connect and move people through improving digital connectivity, active travel and public transport.
3	Invest in skills and training to support the transition to a better future, creating new greener jobs.
4	Invest in nature and prioritise funding and support for large-scale habitat and wildlife restoration, creation and connectivity throughout Wales – including for natural flood defences, to implement the new national forest, and to ensure land use management and agriculture supports secure local food chains and distribution.
5	Invest in the industries and technologies of the future, and support for businesses that will help Wales to lead the low carbon revolution and lock wealth and jobs into local areas with investment in the foundational economy

Mae'r dudalen hon yn wag yn fwriadol

## Pwyllgor Craffu Polisi ac Adnoddau 21 Gorffennaf 2021

### ADRODDIAD BLYNYDDOL CYNLLUN CYDRADDOLDEB STRATEGOL 2020-21 A CHYNLLUN GWEITHREDU 2021-24

#### Y Pwrpas:

I drafod y chytuno yr Adroddiad Blynyddol ar weithrediad y Cynllun Cydraddoldeb Strategol 2020-21

#### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

I ystyried yr Adroddiad Blynyddol 2020-21 a'r Cynllun Gweithredu ar gyfer 2021-24

#### Y Rhesymau:

Mae'r Ddeddf Cydraddoldeb 2010 yn cyfuno deddfwriaethau gan gryfhau a mireinio'r Gyfraith gan ei gwneud hi'n haws i bobl ddeall a chydymffurfio. Daeth y mwyafrif o'r Ddeddf i rym ar 1 Hydref 2010.

Mae Adroddiadau Blynyddol yn gyfle da i fonitro, adolygu a myfyrio ac yn gyfle i'r awdurdod i nodi ei weithgarwch parhaus ynghylch cyflawni'r dyletswyddau cyffredinol a phenodol. Mae hyn yn cynnwys ystyried a ydy'r trefniadau a chamau gweithredu yn effeithiol ac yn parhau'n briodol. Bydd adroddiadau blynyddol yn cynorthwyo awdurdodau i fonitro eu gwaith eu hunain, yn ogystal â darparu tryloywder ar gyfer rhanddeiliaid.

Disgwylir i Adroddiadau Blynyddol gynnwys gwybodaeth ynghylch y gweithlu, hyfforddiant a thâl. Paratoir yr Adroddiad Gwybodaeth am y Gweithlu gan yr is-adran Rheoli Pobl.

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

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

**Cyng. Ann Davies, Aelod y Bwrdd Gweithredol dros Gymunedau a Materion Gwledig**

Y Gyfarwyddiaeth: Prif  
Weithredwr

Enw Pennaeth y Gwasanaeth:  
Noelwyn Daniel

Awdur yr Adroddiad:  
Llinos Evans

Swyddi:

Pennaeth TGCh a Pholisi  
Corfforaethol

Swyddog Polisi

Rhifau ffôn:

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[LlinEvans@sirgar.gov.uk](mailto:LlinEvans@sirgar.gov.uk)

**EXECUTIVE SUMMARY**  
**POLICY & RESOURCES SCRUTINY COMMITTEE**  
**21 JULY 2021**

**Strategic Equality Plan Annual Report 2020-21 and Action Plan 2021-24**

The Equality Act 2010 includes a public sector equality duty, replacing the separate duties on race, disability and gender equality.

The new general duty covers the following protected characteristics:

- Age
- Gender reassignment
- Sex
- Race – including ethnic or national origin, colour or nationality
- Religion and belief – including lack of belief
- Disability
- Marriage and Civil Partnership
- Pregnancy and maternity
- Sexual Orientation.

The aim of the general duty is to ensure that public authorities and those carrying out a public function consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities.

Public bodies are required to have due regard to:

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

Annual Reporting as a Specific Duty

The Wales specific equality duties set out the requirement to report annually under the heading *Reports by authorities on compliance with the general duty*. This is a useful reminder that the essential purpose of the specific duties is to help authorities to have better due regard to the need to achieve the 3 aims of the General Duty. The Regulations invite authorities to produce an annual report covering *any matter* that is relevant to the authority fulfilling the general and specific equality duties.

**DETAILED REPORT ATTACHED?**

**YES**  
**Annual Report 2020-21**  
**Action Plan 2021-24**



## 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: Noelwyn Daniel

Head of ICT & Corporate Policy

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

### 1. Policy, Crime & Disorder and Equalities

The development and publication of a Strategic Equality Plan is a Statutory responsibility under the Equality Act 2010.

Equality and Diversity issues are considered alongside the Well-being of Future Generations Act responsibilities.

### 2. Legal

There are legal obligations to non-compliance with the Equality Act 2010.

### 3. Staffing Implications

The publication of a Workforce monitoring report is a statutory duty. This report is published separately, due to its detailed nature.

## CONSULTATIONS

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

Signed: Noelwyn Daniel, Head of ICT & Corporate Policy

1. Local Member(s) – N/A

2. Community / Town Council – N/A

3. Relevant Partners – A variety of organisations and individuals have been consulted with to collect data and opinions.

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
Equality and Human Rights Commission Guidance for the Public Sector in Wales	<a href="http://www.equalityhumanrights.com/wales/publications/guidance-on-the-equality-duty-for-the-welsh-public-sector/">http://www.equalityhumanrights.com/wales/publications/guidance-on-the-equality-duty-for-the-welsh-public-sector/</a> or through Llinos Evans ( <a href="mailto:LlinEvans@carmarthenshire.gov.uk">LlinEvans@carmarthenshire.gov.uk</a> / 01267 224914)
Carmarthenshire County Council's Strategic Equality Plan 2020-24	<a href="http://www.carmarthenshire.gov.uk/english/council/pages/equalitydiversity.aspx">http://www.carmarthenshire.gov.uk/english/council/pages/equalitydiversity.aspx</a> or through Llinos Evans ( <a href="mailto:LlinEvans@carmarthenshire.gov.uk">LlinEvans@carmarthenshire.gov.uk</a> / 01267 224914)

Mae'r dudalen hon yn wag yn fwriadol

# Strategic Equality Plan

## Annual Report

2020-21

[carmarthenshire.gov.wales](http://carmarthenshire.gov.wales)

Cyngor **Sir Gâr**  
**Carmarthenshire**  
County Council



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## Foreword to the Strategic Equality Plan Annual Report 2020-21

We are pleased to present Carmarthenshire County Council's Annual Report for 2020-21 detailing the implementation of our Strategic Equality Plan and our Strategic Equality Objectives. This report outlines our work to implement the first year of our revised SEP and our new Strategic Equality Objectives for 2020-24, which are –

1. Being a leading employer
2. The needs and rights of people with Protected Characteristics shape the design of services
3. Safe and Cohesive communities that are resilient, fair, and equal
4. Improving access to our services and access to our environment.

**Strategic Equality Plans** (SEPs) are important documents that set out how public bodies will consider the needs of groups with 'protected characteristics', as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation.

Carmarthenshire County Council is a Proud Employer, through the **Stonewall Diversity Champions** programme and during the year, we have worked closely with Stonewall to address key areas noted in the soft audit that we completed in 2019-20. This includes work led by our People Management Team on thorough policy reviews to ensure that we use inclusive language and discussion on learning and development opportunities for our staff. Through our previous membership, we learnt so much as an employer and provider of services and we are now ready to build upon that good work as we prepare to formally submit in 2021-22.

Councillor Cefin Campbell has been the Chair of the **Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic)** during the year. Members are fully committed to listening to and understanding the key challenges and barriers for the Black, Asian, and Minority Ethnic community and both Cefin and I would like to thank the guest speakers and various organisations for their time and feedback.

Our first focus was to consult on our county memorials with a specific focus on Sir Thomas Picton and to prepare recommendations for the Executive Board to consider. I would personally like to thank everyone who took part in the consultation and gave us as a group further evidence to consider.

Our discussions continue and we are looking forward to presenting our further recommendations on areas such as education and employment, to the Executive Board, during 2021. We will of course be reflecting on the work undertaken by the Welsh Government in preparing a national Race Equality Action Plan as part of our discussions.

2020-21 is our first year of implementing our **Diversity and Equality Promotion Calendar and the Flag and illumination protocol**. The aim of the calendar is to provide a standardised

and authorised timetable of key equality and diversity celebratory / designated days. It provides a platform for both internal and external communication, across all the protected characteristics, as noted in the Equality Act 2010. Further details and examples can be seen as part our Strategic Equality Objectives section. We have ensured that our work within the national Community Cohesion programme also links in with the calendar and we will continue to review the dates and events included, to ensure that a wide range of events, days and groups are reflected.

2020-21 has been an unprecedented year, and as a council, we have had to adapt, realign, and recover our services due to the **Covid-19 pandemic**. Carmarthenshire has always had a strong sense of community and this became even more apparent during the lockdown as a number of community groups were established, mainly online through social media platforms, with the aim of supporting vulnerable people in their communities. As we reflect on the impact of the pandemic on our communities and our citizens, we will ensure that due regard is given to our responsibilities under the Equality Act and the Public Sector Duties and that are protected groups are involved in rebuilding and recovering our services.

To close, I would like to extend a sincere thank you to Cllr. Cefin Campbell for his work and leadership as the Executive Board Member for Communities and Rural Affairs, with specific responsibility for Equality and Diversity. As a local authority, we recognise that there is more work to be done and we look forward to developing partnerships with our communities and with the protected groups to learn more.

**Councillor Ann Davies**

**Executive Board Member (Equalities)**

## Section 1 - Introduction

### Introduction and background

#### Public Sector Equality Duties

##### The General Duty

The aim of the General Duty is to ensure that public authorities and those who carry out a public function consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities.

##### Public bodies are required to have due regard to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
3. Foster good relations between people who share a protected characteristic and those who do not.

##### Specific duties in Wales

The Equality Act 2010 made provision for Welsh Ministers to be able to make regulations that place specific public sector equality duties on relevant Welsh public authorities listed in Part 2 of Schedule 19 of the Act.

The duties have been developed to be proportionate in design, relevant to need, transparent in approach and tailored to guide relevant Welsh public authorities towards better performance of the general duty. The ambition is to better meet the needs of the citizens of Wales relying on the services provided to them by the public sector.

The Specific Duties in Wales are set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and came into force on 6 April 2011 and note that the listed bodies will undertake and develop the following requirements:

- Objectives
- Strategic Equality Plans
- Engagement
- Assessing Impact
- Equality information
- Employment information
- Pay differences
- Staff training
- Procurement
- Annual reporting (by Public Authorities and Welsh Ministers)
- Publishing
- Review
- Accessibility

## Section 2 - Identifying, collecting, and using relevant information

### 2.1 Our communities

#### Statistical background

Carmarthenshire has an estimated population of 186,452 and a population density (population count/area in sq. km) of 77 people per square km. The County is very diverse and rural. It consists of 58 Electoral Wards with 74 Elected Members. Demographic Profiles have been produced of each of the Electoral Wards and for the County which provides a picture of life in the individual communities as well as valuable local information. The profiles will give you information such as:

- Population Statistics
- Population density
- Birth and Death rate
- 2011 Census Data
- Housing Information

The [Ward Profiles](#) can be accessed through the Council's corporate website.

Statistical information provides us with a useful baseline of information; however, the Census results do not provide information on all protected characteristics.

As a local authority, we can access a wealth of data. Our key aim during the preparation of the evidence report was to identify data to support the General Duty in:

1. Eliminating unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. Advancing equality of opportunity between people who share a relevant protected characteristic and those who do not
3. Fostering good relations between people who share a protected characteristic and those who do not.

### 2.2 Our staff

Carmarthenshire County Council has been collecting employment data for several years and has developed specific resources to explain to staff why the information is collected and how the data can influence our workplace policies and support for staff. Our detailed Workplace Profile Report can be viewed on our corporate website. Following the publication of the Equality Act 2010, the People Management division have been working to improve the collection of workforce data and we recognise that this is a continuous process.



## **Section 3 – Equality Impact Assessments**

Equality Impact Assessments are a key element of the Strategic Equality Plan and objectives and are integral to all budgetary, policy and strategic decisions. Heads of Service and Budget Managers are required to complete an assessment of all policy decisions as part of the budget setting process. It is also key that assessments are undertaken as part of all policy and strategy developments and that the Organisational Change template is completed when there are HR considerations.

The Policy and Partnership Team are leading on the introduction of an Integrated Assessment. This is due to the fact that the Council has a statutory requirement to complete impact assessments under a number of new and existing legislation.

These requirements are legal obligations for the Council and failure to meet these duties may result in the Council being exposed to legal challenge.

This integrated assessment incorporates the requirements of the following Acts into one Impact Assessment:

- Well-being of Future Generations (Wales) Act 2015
- Public Sector Equality Duty and the Equality Act 2010
- Welsh Language Measure 2011 and Welsh Language Standards
- United Nations Convention on the Rights of the Child (UNCRC) & Rights of Children and Young Persons (Wales) Measure 2011
- Environment (Wales) Act 2016 – Biodiversity and Resilience of Ecosystems Duty
- General Data Protection Regulation
- Socio-economic Duty (which came into force on 31 March 2021).

## **Section 4 – Training**

The Council's Learning and Development Team prepare an annual Learning & Development Plan which outlines all the training and development opportunities available - including Equality and Diversity opportunities. Line Managers are required to discuss learning and development opportunities as part of staff appraisal and ensure that staff have opportunities to develop professionally.

All new members of staff are required to complete “Engaging Diversity”, an on-line learning module within six months of appointment. All Managers and Senior Managers are required to attend the Behavioural Standards in the Workplace training and, if involved in recruitment activities, Recruitment and Selection Training.

## **Section 5 – Procurement arrangements**

The Policy and Partnership Team work closely with the Procurement Unit to ensure compliance. One of the key documents is the Supplier Qualification Information Database (SQuID). This Information is a template provided by the Value Wales Division of the Welsh Government.

The SQuID has been designed to simplify and standardise the selection stage of procurement whilst improving transparency. This approach also makes it easier for small businesses to tender for public sector contracts. Information in relation to Equalities is included in the SQuID documents and all potential suppliers must complete the section. The SQuID template specifically asks prospective suppliers for information in relation to any findings of unlawful discrimination by an Employment Tribunal, an Employee Appeal Tribunal, or any other court and/or any complaints upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or comparable body in any jurisdiction other than the UK) on grounds of alleged unlawful discrimination. The guidance clearly notes that any prospective suppliers, who hold any findings against them, will not be selected to tender, unless they have provided adequate evidence that they have taken appropriate action to stop it happening again.

Colleagues from Stonewall held a tailored session with our Procurement Team to discuss opportunities to promote equality and diversity within our tender documents and contracts. Pre-tender documents include questions regarding whether a supplier has an equality and diversity policy in place that explicitly bans bullying and harassment on all protected characteristics in the Equality Act.

### **Welsh Government Code of Practice – Ethical Employment in Supply Chains**

The Ethical Employment in Supply Chains Code of Practice has been established by the Welsh Government to support the development of more ethical supply chains to deliver contracts for the Welsh Public Sector.

The Executive Board have also nominated an Ethical Employment Elected Champion, Cllr. David Jenkins.

### Case Study 1: Employee Well-being Advice and Support Centre

Following the lockdown on 23<sup>rd</sup> March 2020, all our employee's roles were adjusted to accommodate the situation at hand. Some were redeployed into areas of need, others were required to work from home whilst adjusting to working, living, and schooling in some cases and there were also staff who weren't able to attend work in any capacity. These significant changes brought challenges and disruption for all staff and in turn heightened levels of anxiety and stress. However, worryingly this was not reflected in the level of referrals we were seeing to the Occupational Health Department in particular management referrals requesting Well-being support.

Following analysis of Occupational Health referrals, Authority sickness figures and through discussion, we identified the requirement for the Employee Well-being Advice and Support Centre (EWA&SC) a self-referral form accessible to all to ensure that all employees, whether working from home, furloughed, redeployed, or shielding could access support when they needed it and without delay. This self-referral service was officially launched on 17 April 2020 and could be accessed via the internal and external intranet, whether in work or at home. The launch was communicated via the Staff news and manager bulletins were also sent to all heads of service and schools. EWA&SC communications were also distributed to all business partners, health and wellbeing champions and publicised widely during DMT'S and various meetings throughout the authority.

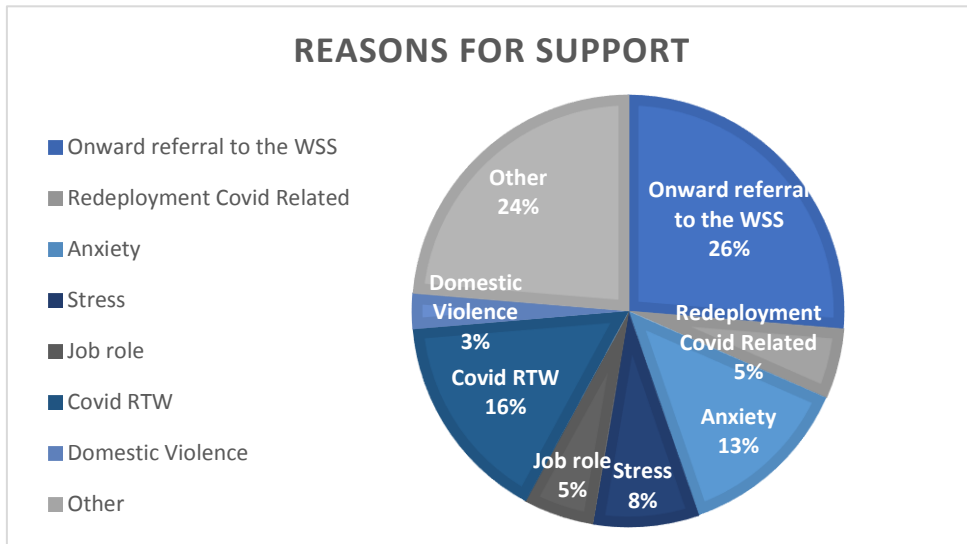
The EWA&SC was accessed via a short Microsoft form, where employees could request support for a variety of reasons. When submissions were received, one of our Clinical team reviewed and contacted the employee to provide: advice and guidance, signposting to relevant support/ external services and/ or onward referral email to manager for further Well-being Support via the Well-being Support Service or Occupational Health Practitioner.

#### Statistics

81% of responses were submitted by **females**.

The service was accessed by all departments but primarily **Education and Children**. With 66% of referrals being submitted by the department

As can be seen from the below table the service was utilised for a plethora of reasons. We used this knowledge to continually improve the information, support links and articles provided to staff on our Health and Wellbeing, Occupational Health and Coronavirus pages.



*\*Other refers to: Pain, Lack of Support, Life after lockdown*

#### Feedback

Feedback was obtained a couple of months after launch to pick up on any areas we were overlooking and to learn ways to improve. However, all feedback from employees was very positive at every stage. Please see outcomes below:

Ease of Use:

**4.6** out of  
**5**

*Ability to listen  
and respond to  
the concerns of  
the employee:  
5 out of 5*

Politeness and  
Professionalism  
of Practitioner:  
**100%**

Satisfied with  
Support, Advice  
and Guidance  
received:  
**100%**

*“She was lovely, easy to talk to, listened and responded to my concerns.”*

*“Helpful service. Have received help in the past by person, but a telephone consultation was very helpful in reducing my anxiety slightly.”*

## Case Study 2: Organisational Development

During the year, the Organisational Development team have led and supported several initiatives to support our services and staff in our response to the pandemic. In terms of online delivery and addressing physical issues,

- Our Graduate Certificate Programme for Social Workers involved 1 day and 4-day workshops for learners. These workshops were previously held in accessible training rooms, but were moved online during the pandemic, delivered through Microsoft Teams. One of our participants in 2020 who was a wheelchair user, told us that the move to online learning removed the difficulty involved with travelling and physically attending courses, and that this helped them to focus on the learning.
- Research carried out in consultation with our Research in Practice Group, revealed that several participants expressed that online learning helped support their mental health, in situations where physically attending training sessions may have otherwise exacerbated their anxiety conditions.

In our work to support Disabilities

- During 2020, Organisational Development worked with the Wales Union Learning Fund who provided training to our Domiciliary Care Practitioners in developing their digital skills so that they could better support their clients, especially during the pandemic.
- Learners with dyslexia on our All-Wales Induction Framework (delivered by Carmarthenshire County Council) are provided with extra sessions to be able to catch up. We have supported two candidates in this way during 2020. The feedback received, is that the online 1:1 nature of this additional support, has supported these candidates in a private and supportive way, enabling them to meet their learning goals.
- An extensive range of learning and development was provided digitally and made freely available online, to support Care skills and services during the pandemic. This work was recognised by Social Care Wales and included: dementia, autism, positive behavioural support, personal resilience, and wellbeing

As a bilingual employer, we encourage and support our staff to learn and improve their Welsh Language skills

- Carmarthenshire County Council won 'Welsh Employer of the Year 2020' in the Learn Welsh Awards, awarded by Aberystwyth University



- A Welsh language learning area on the intranet was published, providing easy access to an extended range of Welsh language support and formal language courses for learners (compared to 2019/20), which correlates with an increased uptake in the registration of learners onto Welsh language courses during 2020/21. We also link to resources from the National Centre and Say Something in Welsh, where audio resources are used to support visually impaired learners. The online provision of courses has facilitated courses to start at different times throughout the year, resulting in learners having quicker and easier access to courses, without needing to wait for the start of the academic year in September.
- We supported candidates on the All-Wales Induction Framework (for Care) who have English as their second language; providing extra sessions and extra resources so that learners felt supported and equal with the other candidates in the cohorts. When referrals, especially for Welsh Language speakers were required, we liaised with other Welsh speaking Tutors to give tailored guidance.
- Our short learning videos created by Organisational Development and available on the Council’s internet, include bilingual subtitles for Welsh and English participants.

**YOU AND YOUR TEAM**

People are facing a range of new challenges. This may mean that they need different support, or the same support provided in a different way.

This section helps you think about what staff might need from you and explore ways in which you can support them to perform.



**Appraisals (Recognise. Grow. Together)**

Effective 1-1 meets are vital to high performing teams. This new tool will support you to hold successful appraisals.



**Managing a Remote Team: A short video to help you to avoid being “remote” as a remote manager. Tips that offer an immediate impact when managing a remote team.**



**Team Wellbeing**

Information and advice to support the wellbeing of you and your team.

### Case study 3: The impact of the Covid-19 pandemic

As a council, we have continued to **monitor the impact of the pandemic** across our communities and have ensured that we conveyed key communication messages to our seldom heard groups by sharing information in a wide range of Languages and formats.

Throughout the pandemic, we were aware of analysis published by the Office of National Statistics which showed that **the risk of deaths involving COVID-19** among some ethnic groups, in England and Wales, is significantly higher than that of those of White ethnicity. This difference is partly explained by socio-economic factors, geographical location, and other circumstances, but part of the difference remains unexplained.

This data is on an all-Wales basis and is not available at Carmarthenshire level; however, it shows that people from all minority ethnic groups, with the exception of Chinese and Mixed, are at a **greater risk of death from COVID-19**. In particular, black people are nearly twice as likely to experience a COVID-19 related death, taking into account different social and geographical factors. They are followed by the Bangladeshi/Pakistani community who are more than one and a half times more likely to die from coronavirus. Gypsies and Travellers are also an ethnicity and also have a relatively high risk of coronavirus in terms of underlying health issues and cultural factors.

### Impact of Covid-19



From the onset of the pandemic, the authority established a Gold and Silver command structure to oversee and prioritise strategic decisions. Clear direction was given in terms of the impact of service closure on our protected groups and our employees. Also, as part of the re-starting of services that stopped when we went into lockdown, Gold Command established a robust four stage process, with clear guidance that no service would be asked to re-start

until the four stages had been completed.

Our Leader and Chief Executive gave a clear vision that re-starting services needed to be done in a safe and planned way. We needed to make sure that our services were safe for the public to use and safe for our staff whilst working.

A Service Recovery Planning page was published on the intranet, including key information and a step-by-step guide for managers who are asked to plan the recovery of their service. As part of this template, managers were required to complete information on supporting the workforce, disability, and Equalities.

<b>Disability</b>	
When recovering your service, you must take steps to remove, reduce or prevent the obstacles a disabled worker might face. You must ensure that a disabled worker has the same access to everything that is involved in doing and keeping a job as a non-disabled person.	
	<i>Applicable (click box)</i>
Have you considered any obstacles which have arisen during closure of service? E.g. revision of office location or layout	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you reviewed any reasonable workplace adjustments that are already in place and discussed with employees and workers whether these need to be updated as part of any new working arrangements? (Ideally this would form part of ongoing updates you have been having with your staff).	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you considered how you can, as far as possible, remove or reduce any substantial disadvantage faced by your disabled workers, which would not be faced by a non-disabled worker? E.g. specialised equipment and technology-based support.	Yes <input type="checkbox"/> No <input type="checkbox"/>

<b>Equalities</b>	
Within the Equality Act 2010, public bodies have an additional responsibility to meet the Public Sector Equality Duty, as outlined below. When making decisions and delivering services, we must have due regard to:	
	<i>Applicable (click box)</i>
Eliminating discrimination, harassment, victimisation and any other conduct that is prohibited under the Act	Yes <input type="checkbox"/> No <input type="checkbox"/>
Advancing equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	Yes <input type="checkbox"/> No <input type="checkbox"/>
Fostering good relations between persons who share a relevant protected characteristic and persons who do not share it.	Yes <input type="checkbox"/> No <input type="checkbox"/>
When recovering your service, please ensure that you consider the following in context of the Protected Groups (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation):	
The impact of your decisions on the Protected Groups e.g. look at the profile of service users and who could be affected by changes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Ensuring the recovery of services does not unlawfully discriminate e.g. accessibility of the service and information	Yes <input type="checkbox"/> No <input type="checkbox"/>



Strategic Equality Objective - The needs and rights of people with Protected Characteristics shape the design of services

#### **Case study 4: Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic)**

The death of George Floyd in May 2020 drew the world's attention to racial inequality; subsequent marches, protests, and campaigning marked a global response and brought racism to the forefront of many agendas. In light of these events the council considered two Notices of Motions during 2020 and as a result a Task and Finish Group was established to review the referred matters.

Notices of Motion received by Council

**The first Notice of Motion was received by Council at its meeting held on 12 February 2020. Council referred the following Notice of Motion to the Executive Board:**

**(Minute 7.1 refers)**

*That Carmarthenshire County Council –*

- *Believe that more needs to be done to improve diversity within our workforce*
- *Commits to working with community groups to understand the barriers that exist for individuals BAME (Black Asian and Minority Ethnic)*
- *Calls on the Executive Board to create an Advisory Panel to consider what actions can be taken to increase diversity in the workplace*

**The second Notice of Motion was received by Council at its meeting on 8 July 2020 Council referred the following notice of motion to the Executive Board: -**

**(Minute 7.1 refers)**

*The harrowing death of George Floyd in the USA and the weeks of protest and debate that have followed has given us all an opportunity to reflect on the harsh reality of racism across the world. We pride ourselves on being a caring, open, and inclusive County, but it has to be openly acknowledged that sadly elements of racism and intolerance remain within our society today. It is therefore incumbent on this Council to formally recognise these failings, reach out to the BAME community, formulate proactive educational programmes, and undertake a re-evaluation of our historical monuments in the light of recent events.*

*Therefore, this Council*

- *Makes a clear and unequivocal statement that it abhors racism, prejudice, and discrimination in all its forms – past and present.*
- *Supports the message of 'Black Lives Matter' and believes in the right of citizens to protest peacefully in a safe environment.*

- *Recognises the importance of BAME communities in our county and commits to working with them. We aim to educate, identify, and eradicate racism in Carmarthenshire.*

*The council will:*

- *Listen to the voice of BAME communities in our county and will set up a Cross Party Task and Finish group to take evidence to ensure that their concerns, fears, and proposals are fully heard and informs future policy, with the group completing the work within six months.*
- *Work with the Dyfed Powys Police and Crime Commissioner to deal with racism, prejudice, and discrimination within the judicial system.*
- *Continue to learn from historical events in a factually balanced approach*
- *Commit to working with our schools to include the themes of colonialism, exploitation, discrimination, and racism in the new National Curriculum and in lifelong learning*
- *Welcome the First Minister's announcement to undertake a national review of public monuments, including the one to Thomas Picton in Carmarthen, as well as street names and report upon their appropriateness in 21st century Wales.*
- *Embrace Black History Month (October) by holding public events to highlight the reality of the negative impact of racial inequality and celebrate the contribution made by BAME communities to our local and national life*

The Executive Board gave due regard to both Notices of Motion and as a result decided that they should be addressed in conjunction with each other and proposed that a Cross Party Task & Finish Group should be established.

#### Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic)

The first meeting was held on 3 August 2020, whereby terms of reference were agreed, and a work plan for the following six months was initiated. One of the first areas of discussion for the Group was a review of public monuments and street names and the Wales-based review being undertaken via Welsh Government. Members of the Group were aware of public comment and discussion about monuments and memorials across Wales and in Carmarthenshire, noting that the Picton Monument in Carmarthen Town had drawn particular attention. The Group considered all aspects of their work and agreed that the matter of the interpretation and history of Sir Thomas Picton and the monument in Carmarthen Town should be dealt with at the outset. This decision was made considering the great public and media interest. The Group also agreed at an early stage that to move forward and focus on the more significant areas of review, including equality and diversity in the workplace, education and the broader issues effecting BAME communities in Carmarthenshire, this matter should be dealt with first.

## Strategic Equality Objective - Safe and Cohesive communities that are resilient, fair, and equal

### Case study 4: Diversity Calendar

The aim of the Equality & Diversity Promotion Calendar is to provide a standardised and authorised timetable of key Equality and Diversity celebratory / designated days. The calendar aims to provide a platform for both internal and external communication, across all protected characteristics, as noted in the Equality Act 2010.

Teams from the council have worked on the Equality and Diversity Calendar to promote awareness, celebrate diversity, and commemorate certain historical events. During 2020/21 the Community Cohesion team promoted and supported a number of campaigns including Hate Crime Awareness Week, Black History Month sharing social media on an ITV documentary exploring what it is to be Welsh and Black. Also, Holocaust Memorial Day, LGBT History Month, International Womens Day, Refugee Week and Gypsy Traveller History Month.

A few examples are noted below -

### White Ribbon campaign

#### How you can support this year's White Ribbon campaign

186 days ago



There's just a couple of days to go until this year's White Ribbon Day on November 25 which aims to raise awareness and work towards ending male violence against women.

As part of the campaign the day is followed by 16 Days of Action.

Last year in Carmarthenshire over 2,800 victims reported to the police, with a significant increase in referrals to specialist services reported in the last couple of months.

Unfortunately, due to Covid-19, a number of events to mark White Ribbon Day will not be able to take place such as the White Ribbon Walk in Carmarthen. During the pandemic it's more important than ever that residents continue to show their support. This can be done in a number of ways, including by making the [promise online](#) to 'never commit, excuse or remain silent about male violence against women.'

While domestic abuse affects both sexes, the largest number of violent incidents involve men against women. But ultimately male violence against women is everyone's issue, not just women's.

Men can sign up to become a White Ribbon [Ambassador](#) and women a [Champion](#) and help promote awareness of the campaign and engage with men and boys to step up and call out violent behaviour among their 'peers.'

Once again this year Carmarthenshire County Council will be showing its support by flying the White Ribbon flags at its council buildings in Carmarthen (County Hall), and town halls in Llanelli and Ammanford on November 25.

Cllr Cefin Campbell, Carmarthenshire County Council's Executive Board Member for Community Safety and a White Ribbon Ambassador, said: "As a council we have supported the White Ribbon campaign for a number of years and I'm proud to say we're doing so again. This year due to Covid-19 it's more important than ever that we not only support but we raise awareness of the support that's out there locally and nationally to those who need it. If you or someone you know is affected by domestic abuse please don't suffer in silence there is help out there. We can all play our part, from signing the pledge to becoming an ambassador or champion."

Support and advice for anyone affected by domestic abuse is available by calling Live Fear Free on 0808 80 10 800. For local advice or how you can donate to their services you can contact [Llanelli](#) (Llanelli) on 01554 752 422; [Calan DVS](#) (Ammanford) on 01269 597 474 and [Carmarthen Domestic Abuse Service \(CarmDAS\)](#) on 01267 238 410.

### Trans day of Visibility

Trans day of Visibility gave us an opportunity to reinforce key workplace messages and underline our commitment to equality of opportunity and promoting diversity. We value all staff regardless of their sexual orientation or gender identity. As a key employer, we aim to create an environment in which all staff, whatever their sexuality or sexual identity are equally welcomed and valued, and in which homophobic, bi-phobic, trans phobic and other discriminatory behaviour is not tolerated.

Over the last 12 months we have developed guidance to support employees who are LGBT and managers who have LGBT staff in their teams. The aim is to support managers with their responsibility for developing an inclusive culture in their workplace and providing the appropriate support to their LGBT team members. Also, to ensure that all staff feel supported to be themselves in the workplace and understanding their own responsibilities for maintaining appropriate behaviour and upholding the Authority's core values. This guidance supplements the Authority's Equality & Diversity policy and Behavioural Standards guidance.

#### TRANS DAY OF VISIBILITY

🕒 56 days ago

Wednesday, March 31 2021 marks Trans Day of Visibility (TDoV), which takes place every year to celebrate trans and non-binary people.

We want to make sure that trans people, and individuals undergoing the transition process, are treated fairly and have the support they need whilst working for us.

So, we have developed [Transgender Guidance](#) for our staff and managers to help them understand the experience and process of transitioning, as well as the potential barriers that may inhibit a trans person in reaching their potential in the workplace.

It also provides helpful guidance on supporting trans applicants and employees, creating an inclusive working environment and what a trans person can expect in terms of support.

Staff and managers are being encouraged to learn more by accessing our e-learning modules.

The 'Trans and non-binary awareness' e-learning module for staff and the 'Supporting trans and non-binary people at work: a guide for managers' can be found at [Course: Traws ac Anneuaidd \(wales.nhs.uk\)](#)

Guidance on how to login can be found on the [Learning and Development pages](#) on the intranet

Find out more by visiting our [Supporting Transgender Staff](#) pages on the intranet.

Strategic Equality Objective - Safe and Cohesive communities that are resilient, fair, and equal

### Case study 5: Zero Tolerance to Racism



The council has pledged to take a zero-tolerance approach to racism within the authority.

Council members agreed the motion, which includes a pledge to ‘take a stand against racism and promote a more inclusive and equal workplace and society that gives every individual in Wales the right to feel safe, valued and included.’

The council joins other organisations and individuals who have signed the policy Zero Racism Wales campaign which has been launched by Race Council Cymru.

Alongside the organisation’s pledge, which was signed by Chief Executive Wendy Walters; Leader of the Council, Cllr Emlyn Dole and Cllr Cefin Campbell, Executive Board Member responsible for Communities and Rural Affairs and Chair of the Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic) have also made individual pledges, and we would encourage you all to make the pledge.

By signing the pledge, the council commits to promoting a zero tolerance to racism throughout the organisation, this means that:

- We will take a stand against racism and promote a more inclusive and equal society for all.
- We will not tolerate racial prejudice, discrimination, harassment, victimisation, abuse, or violence against any individual.
- We will stand in solidarity, come together, and say no to racism, in all its forms.
- We will promote good race relations between people from diverse ethnic backgrounds in organisation.
- We will promote equal and fair opportunities for people from diverse ethnic backgrounds to attain promotion.
- We will eliminate unlawful race discrimination, harassment, victimisation, and abuse.

Staff were also encouraged to show their support by signing the pledge, by going to the Zero Racism Wales website where you can also see the names of all those organisations and individuals who have signed.

Strategic Equality Objective - Safe and Cohesive communities that are resilient, fair, and equal

### **Case study 7: Community Cohesion**

The Mid and South West Wales Community Cohesion team are one of 8 regional teams, funded by the Welsh Government. The team covers Carmarthenshire, Ceredigion, Pembrokeshire, and Powys and consists of a Coordinator and 2 Officers.

Community Cohesion has a wide brief including Hate Crime, Cohesion Campaigns, Work with minority groups such as Refugees and the Gypsy Traveller Community, Community Tensions and work looking at the impact that Brexit may be having upon our communities. In relation to this area of work, the team are tasked with ensuring that as many EU Citizens in the County have applied to the EU Settlement Scheme.

#### **Hate Crime**

During Hate Crime Awareness Week which took place between 10<sup>th</sup> and 17<sup>th</sup> of October this year the Cohesion Team took part in a Regional working group to ensure initiatives were coordinated and mapped onto a local calendar. Partners included OPCC, Dyfed Powys Police, Victim Support, Race Council Cymru and the Cohesion Team. The Cohesion Team took the lead on several regional initiatives:

- An Art Competition for Primary School Children. Schools across the region were invited to design a flag celebrating diversity. The details were shared on Yr Hwb as part of an online learning resource put together by Victim Support.
- A short Hate Crime Awareness Film. The film was shared widely on social media. Members of the public were invited to watch the film, then take part in a short Hate Crime Quiz – for a chance to win an iPad and shopping vouchers. The project was developed by the Mid and West Wales team and rolled out across Wales by all Cohesion teams. 516 people responded to the quiz.

The team promoted the Welsh Government's Hate Hurts Wales, campaign to help raise awareness and understanding of hate crime and encourage people to report it. The campaign has been developed with input from stakeholders and real experiences of prosecuted hate crime to show the harmful impact that hate crime has on individuals and our wider society. The campaign includes advertising on TV as well as digital and social media channels. See [gov.wales/hate-hurts-wales](https://gov.wales/hate-hurts-wales) for further information.

The Community cohesion team were asked by Welsh Government to work with the 4 local authorities we support to consider signing up to Race Council Cymru's Zero Tolerance to Racism Campaign. Carmarthenshire County council have signed up and the launch event took place on Sunday 21 March 2021 to celebrate UN [International Day for the Elimination of Racial Discrimination](#).

Hate Crime Schools Training - WLGA are rolling out Welsh Government funded training within Schools. The training will be delivered across Wales to schools to develop critical thinking skills in relation to Hate Crime. Having been paused since Covid, the training will

now take place between June 2021 – March 2022. 6 schools have been identified in Carmarthenshire to be in receipt of this training with potential for a further 2 to join due to additional resources received by WLGA.

### **Monitor and respond to community tensions relating to the Brexit process**

The Cohesion team established weekly multi agency Tension Monitoring meetings in March 2020. This is useful for understanding issues and hotspots of tensions within our communities, and where appropriate develop mitigation. Partners include Dyfed Powys Police, Mid and West Wales Fire Service, Victim Support, Race Council Cymru, Travelling Ahead, University of Wales Trinity St David's, various departments within the Local Authority attend including the Community Safety manager, housing among others.

The Cohesion team commissioned research which was undertaken on the impact of Brexit (and first covid lockdown) to identify issues affecting communities. The purpose of this was to provide an evidence base, identifying potential community hotspots, tensions and issues particularly arising from the Brexit referendum in 2016 and its subsequent impact on community cohesion in the following years. The methodology involved a literature and data review, an online survey with key organisations and agencies, in-depth telephone interviews with key stakeholders, focus groups with communities of interest such as BAME, Refugees, LGBTQ+, people with Disabilities, GT community, EU Citizens, First language Welsh speakers and some mixed groups. Recommendations are being incorporated into the Community Cohesion Action plan for 2021/22.

### **EU Settlement Scheme**

The Community Cohesion team have been working to promote the EU Settlement Scheme across the region. Specifically, we have:

- Run a nine-month radio campaigns across 4 radio stations
- Have regular meetings with the third sector partners involved in promoting and supporting the EUSS. From this, online training has been developed to support front line staff in signposting and promoting the Scheme. Training ran from November 2020 – March 2021.
- Regular social media messages
- direct email contact with local employers (care homes, retail, tourism, agriculture etc)
- setting up follow up correspondence with Schools (parents) through tools such as Parent Mail.
- Work with Hywel Dda Health Board, Dyfed Powys Police including the Rural Crime Team delivering EUSS briefing via skype, resulting in key messaging being sent via their FB and Twitter networks to specific farming-based Communities who employ EU workers.

## **Small Grant funding for Cohesion Projects**

The team made available a second round of grant funding to develop projects which support cohesion principles. Work included supporting Community Groups to open (adhering to current guidance); the development of online events, resource materials or other initiatives which improve relations within our communities.

We encouraged applications which carried out activities to bring together communities who may otherwise never get to meet online or (if appropriate) in person – for example new arrivals in neighbourhoods getting to know people who have lived in the area for a long time, twinning projects with other communities in different parts of Wales where areas have a different diversity profile, or intergenerational work.

### **Example project - Loud and Proud Project**

This project, run by CETMA/Carmarthenshire LGBTQ+ Project was the Mid & West Wales LOUD & PROUD Day. This online event on 27th February 2021, featured a series of workshops/contributions from LGBTQ+ and affiliated organisations/groups/services from across the region for the benefit of members of the community and to mark LGBTQ+ History Month 2021.

Workshops and contributions included: Hate Crime Awareness, Hate Crime Conversation, Inclusive Education, Reaching Out, Psychological First Aid and Stress Management, COVID-19 Awareness, LGBTQ+ Historical Collections, Interview with Adoptive Parents, Art as Therapy, Places & Faces Project, Gentle Yoga, Drag Artist Entertainment.

Contributors included: Victim Support, Mid & West Wales Community Cohesion Team, Dyfed-Powys Police, LGBT+ Cymru Helpline, Trans Pride, Rivki Rose Training, Nia Griffith MP, Fay Jones MP, St Fagans National History Museum, Carmarthenshire LGBTQ+ Project, Adoption Mid & West Wales, Carmarthenshire Adult Community Learning, Diana D Drag Artist, Lola Lemont Drag Artist, RED Total Wellness and Pride Cymru.

The project raised awareness of Hate Crime and highlighted how members of the public can help tackle incidents by reporting to Victim Support and Dyfed-Powys Police. The event featured an informative video from Dyfed-Powys Police and a Hate Crime Conversation video between the Carmarthenshire LGBTQ+ Project and Victim Support. Highlighting the Hate Crime Charter featured heavily, and organisations were encouraged to adopt it.

The project overcame community tensions by creating a welcoming and inclusive space. Education is a powerful tool for combating social tensions, with workshops educating on the importance of using correct pronouns and Transgender & Non-Binary identities being particularly powerful in this regard. These workshops along with the advocacy of inclusive education from Members of Parliament Nia Griffith and Fay Jones, help spread the message that diversity in our societies and communities is a positive thing and should be celebrated together and not a force to push people apart.



Also, the event celebrated LGBTQ+ history. Learning of the struggles many LGBTQ+ people have faced to ensure we have the rights we enjoy today, can be incredibly humbling but also enlightening as to the discrimination and social injustices which have existed, and in some cases still exist. Learning about the past efforts of many in the community can bring people together in a desire to secure greater social equality. The project benefitted from support from St Fagans National Museum of History and Pride Cymru for their contributions of the LGBTQ+ Collections and Icons & Allies lectures, respectively.

The event also tackled the negative mental health of many as a result of the ensuing social restrictions, with a strong emphasis on including workshops from a registered mental health and counselling charity (LGBT+ Cymru Helpline), Art as Therapy workshop from a qualified 'Art as Therapy Practitioner' and a gentle exercise class from RED Total Wellness. These were all workshops which viewers could interact with both in real time and by watching back over the event after it had finished.

At the time of hosting, the event was noted as reaching 2,421 people/profiles on Facebook and 2,703 people/profiles on Twitter. This resulted in a combined reach of 5,124 people/profiles across both social network platforms.

As the event was pre-recorded, it is still available to watch on the Carmarthenshire LGBTQ+ Project Facebook page. The current reach stands at 2,896 people/profiles on Facebook and 3,438 people/profiles on Twitter

Feedback was overwhelmingly positive. Examples of feedback include:

*"What an innovative event! No prides again this year, this is great."*

*"Excellent content so glad there are so many groups and organisations that support our community."*

*"I love the range today."*

*"Great event thanks for organising"*

*"What a diverse event - loved it!"*

### **Example project - Faces and Places**

The 'Faces & Places' project celebrated diversity across Mid & West Wales and brought together people's stories from all walks of life, including age, geographical spread, cultural background, colour, refugees, religion, disability, transgender, sexual orientation and language. By highlighting the stories from groups that often experience Hate Crime the project will help to demystify myths that cause misconceptions and prejudice.

The project overcame community tensions by bringing diverse groups together either virtually and/or face to face that don't usually meet; highlighting what communities have in

common rather than what sets them apart and demystifying myths around minority groups, in turn promoting cohesion and understanding, and reducing hate crime occurrence

### **Community Cohesion Films**

Community Cohesion developing two short films to raise awareness of key cohesion issues. A Hate Crime Awareness Film was released during Hate Crime Awareness week 2020. The team also developed a film showcasing the positive stories of Syrian Refugees who have settled in Mid and South West Wales.

Strategic Equality Objective – Improving access to our services and access to our environment

### **Case Study 8: Carmarthenshire Disability Coalition and Partnership**

The overall aim of the Carmarthenshire Disability Partnership (CDP) is to make sure services delivered by the Council meet the needs of disabled people throughout Carmarthenshire. The Council continues to support the work of the Coalition and benefits from its feedback and advice. One key example which we reported on in 2019-20 was the Partnership's involvement with the Pentre Awel development. This involvement has continued in 2020-21.

During the design development of Pentre Awel, the Project Team engaged with the Disability Coalition to obtain specialist feedback on a wide range of design matters, including accessibility, hydrotherapy, public transport, and car parking. Further to the case study featured in last year's report, some of the points raised by the Coalition have been reflected in the Stage 3 designs issued in May 2020, including greater provision of disabled car parking. As the project embarks on the next stage of detailed design (Stage 4) in Q3 2021, accessibility will be given due consideration. It is anticipated that there will be opportunities for further engagement and dialogue.

The Partnership have also advised us as a council when we proposed changes in terms of the public realm in Carmarthen, Llanelli and Ammanford, due to the Covid-19 pandemic. Measures were put in place to ensure the safety of our pedestrians as they accessed our high streets and essential services during the pandemic.

Since the measures were implemented the covid situation has changed with movement and business restrictions being implemented and eased in accordance with changing circumstances. During this period continuous monitoring has been undertaken to ensure the measures remain appropriate with an on-line consultation exercise undertaken between November 2020 and January 2021 with businesses and members of the public and regular town centres surveys of footfall and air quality. Disability Partnership members have also been liaising with local businesses and individuals to ask for their feedback in terms of accessibility and any issues that may have arisen for the disabled community. Following a further period of consultation, the Equality Impact Assessment was updated, with additional comments in terms of accessibility.

During 2020-21, the partnership has also looked at the reallocation of disabled parking bays in Llanelli, the accessibility statement, and attractions available at Pembrey Country Park and volunteering opportunities.

Our aim for 2021-22 is to widen the membership of the partnership to ensure pan-disability representation and to ensure that other public sector organisations can engage with members.

## Contact details

For further information on Carmarthenshire County Council's Strategic Equality Plan, please contact:

Policy and Partnership Team

County Hall

Carmarthen

SA31 1JP

01267 224914

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## Appendix 2: Action Plan (2021-2024)

Objective 1: Being a leading employer				
Action		Division	Outcome	Timescale
1.	Promote our commitment to the Disability Confident Employer scheme and act to improve how we recruit, retain, and develop disabled people	People Management	Drawing employees from the widest possible pool of talent	2021-24
2.	Continue to close and monitor pay differences and continue to publish an annual Workforce Pay Gap report	People Management	Workforce Pay gaps continues to close	2021-24
3.	Improve our workforce equality information and Welsh language skills data from current and new staff	People Management / IT & Corporate Policy	Increased number of staff disclosing equality and Welsh language data	2021-24
4.	Mainstream Equality and Diversity in our Learning & Development opportunities	People Management	Increased number of staff completing E&D opportunities	2021-24
5.	Ensure that staff involved in recruitment and management receive effective training around unconscious bias	People Management	Increased number of staff completing opportunities  Increased awareness of unconscious bias	2021-24
6.	Continue to support and promote our staff Well-being through various initiatives such as the 'Time to Change' pledge	People Management	Improved staff well-being	2021-24

7.	Review existing policies (e.g. adoption, maternity, paternity, and parental leave) to ensure that they use gender neutral language throughout	People Management	Drawing employees from the widest possible pool of talent	COMPLETED
8.	Promote and monitor our workplace policies, such as Flexible Working, Equality and Diversity and Behavioural Standards	People Management	Drawing employees from the widest possible pool of talent	2021-24
9.	Promote and enact our membership with the Stonewall Diversity Champions programme	People Management / IT & Corporate Policy	Drawing employees from the widest possible pool of talent	COMPLETED Formal submission to Stonewall Cymru in September 2021
10.	Develop Transgender guidance to support our employees and managers in understanding the experience and process of transitioning and the potential barriers that may inhibit a trans person in reaching their potential in the workplace	People Management	Improved support for Transgender employees	COMPLETED
11.	Promote key workplace messages based on the Carmarthenshire Equalities and Diversity Calendar	People Management	Improved awareness of protected groups Improved involvement of protected groups	2021-24
12.	Support the EHRC pledge 'Working Forward' which supports pregnant women and new parents	People Management	Improved support for new parents	2021-24
13.	Introduce a diversity mentoring scheme to enable staff from under-represented groups to reach their full potential	People Management	Improved involvement of protected groups Improved workplace participation	2021-22

14.	Reflect and consider the impact of the Covid-19 pandemic on our workforce and workplace	People Management	<p>Improved understanding of the impact on our workforce and workplace</p> <p>Key actions to promote the support available to our staff</p>	<p>2021-22</p> <p>Evidence of initial reflection as part of the SEP Annual Report for 2021-21</p>
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## Objective 2: The needs and rights of people with Protected Characteristics shape the design of services

Action	Division	Outcome	Timescale
15. Ensure that 'due regard' is given to all Protected Groups through our Integrated Assessment process and that support / challenge is provided on key managerial and policy-based decisions	IT & Corporate Policy	Improved information for Elected Members on which to base their decisions  Improved decisions, with a clear evidence base of consideration across key pieces of legislation	2021-24
16. Ensure that our Elected Members have the best possible evidence and information, on which to base their decisions	IT & Corporate Policy / Democratic Services	Improved information for Elected Members on which to base their decisions	2021-24
17. Implement the Socio-Economic Duty for Wales across all departments (The socio-economic duty is a duty on public authorities to address the inequality that arises from socio-economic disadvantage, and to place this objective at the core of their policies and programmes)	IT & Corporate Policy	Improved outcomes for those who experience socio-economic disadvantage	2021-24
18. Strengthen our relationship with Protected Groups through forums such as Equality Carmarthenshire, the Carmarthenshire Disability Partnership, and the 50+ Forum	IT & Corporate Policy	Improved involvement of protected groups	2021-24
19. Enable the Carmarthenshire Disability Coalition to influence policy decisions and key developments, in partnership with other public sector bodies	IT & Corporate Policy	Improved involvement of protected groups	2021-24  Case study included within the SEP Annual Report



20.	Encourage and support age-friendly communities	Integrated Services / IT & Corporate Policy	Communities where age is not a barrier to living well and where the environment, activities and services support and enable older people	2021-24  Initial discussions held with the Older People's Commissioner's Office
21.	Encourage and support Dementia friendly communities	Integrated Services	Communities where people with dementia are understood, respected, and supported	2021-24  Dementia Friendly Communities led by Community Connector
22.	Review and develop our Involvement Policy to establish a range of consultation and involvement methods	IT & Corporate Policy	Improved involvement across all communities and protected groups	2021-22
23.	Support County Youth Council/Youth Forum structures to be as inclusive as possible and informed by and linked to their local democratic structures	Curriculum & Well-being	Improved involvement with young people	2021-24
24.	Identify and address any gaps in the groups / forums of young people engaged for consultation and engagement to ensure they are fully inclusive	Curriculum & Well-being	Improved involvement with young people	2021-24
25.	Create and implement a new Children and Young Peoples Participation & Children's Rights Strategy to ensure the Council delivers on its statutory and moral obligations for ensuring children and young people have their say on decisions that affect them	Curriculum & Well-being	Improved involvement with young people in the council's decision-making processes	2021-24
26.	Revisit and review the 2015 Children's Rights Promise that sets out a clear commitment to children's rights	Curriculum & Well-being	Children's Rights are considered in our decision-making processes	2021-24

27.	Adopt the National Standards for Children and Young People's Participation and work with 5 services to complete National Standards Self-Assessments	Curriculum & Well-being	Improved involvement with young people	2021-24
28.	Reflect and consider the impact of the Covid-19 pandemic on our communities, building on the information on our Community Impact Assessment and national research	IT & Corporate Policy	Improved understanding of the impact on our communities  Involvement across all protected groups in the redesign of services  Key actions to promote the support available to our communities	2021-22

**Objective 3: Safe and Cohesive communities that are resilient, fair, and equal**

Action		Division	Outcome	Timescale
29.	Continue to raise awareness of hate crime and to signpost potential victims to report and support services	Homes & Safer Communities	Increased awareness of hate crime and ways of reporting  Potential increase in number of hate crime cases	2021-22  Hate Crime awareness is part of the Equality & Diversity Calendar and the Community Cohesion Team workplan
30.	Monitor and respond to community tensions relating to the Brexit process	Homes & Safer Communities	Increased number of interventions and de-escalations	Constant Tension monitoring held throughout the Covid-19 pandemic
31.	Signpost EU citizens living in Carmarthenshire to the Home Office EU Settlement Scheme and provide the appropriate level of local authority support	Homes & Safer Communities	Increased number of EU citizens resident in Carmarthenshire who apply to the scheme	Clear communication of the EUSS through various channels
32.	Implement the Carmarthenshire Equality and Diversity Calendar and review the focus on an annual basis. Examples will include Black History Month, Hate Crime Awareness Week, the International Day Against Homophobia, Transphobia and Biphobia and White Ribbon Day	Homes & Safer Communities / IT & Corporate Policy	Increased awareness of protected groups and significant events / days  Increased number of campaigns	2021-24  Good progress made during the first year of implementation; however, further work to be done on consistency of messaging
33.	Implement and promote the 'Every Learner Matters' strategy, to promote equity, Well-being, Inclusion and Excellence in our learning communities	Curriculum & Well-being	Diversity amongst learners is valued and supported  Barriers within learning environments are reduced	2021-24

34.	Support Carmarthenshire Schools to develop and monitor their Strategic Equality Plans and Objectives	Education & Inclusion	Strategic Equality Plans are promoted and monitored across all schools	2021-24
35.	Support Carmarthenshire Schools to monitor and address Identity Based Bullying	Curriculum & well-being	Improved monitoring of identity-based bullying  Improved consistency and support across schools in relation to identity-based bullying	2021-24  Specific task & finish group established to support Transgender young people within schools and to lead on the development of a clear policy and resources

### Objective 4: Improving access to our services and access to our environment

Action		Division	Outcome	Timescale
36.	Work within the ethos of the Social Services and Well-being Act to ensure that people have received the right information and advice when needed	Integrated Services	Improved information and advice  Increase in number of referrals	2021-24
37.	Work with individuals and organisations from the sensory loss community to embed the All Wales Standards for Accessible Communication and information	Marketing & Media / IT & Corporate Policy	Improved accessibility across all forms of communication	2021-22  Accessibility guidance published on the corporate intranet site. Constant monitoring of information being published
38.	Identify a consistent approach to diversity monitoring of service users and citizens	IT & Corporate Policy	Consistent approach across all services in monitoring questions  Increased returns from citizens across Carmarthenshire  Improved use of data in influencing policy decisions	2021-22
39.	Work with key stakeholders to ensure inclusive design principles for all new premises and developments	Property Services	Increased involvement of protected groups  Access considerations across all new premises and developments	2021-24

40.	Reflect and consider the impact of the Covid-19 pandemic on our communities and how are services are being accessed	Across departments	<p>Involvement across all protected groups in the redesign of services</p> <p>Key actions to promote the support available to our communities</p>	2021-22
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**Pwyllgor Craffu Polisi ac Adnoddau**  
**21 Gorffennaf 2021**

**ADRODDIAD BLYNYDDOL AR YR IAITH GYMRAEG**  
**2020-21**

**Y Pwrpas:**

Bod y Pwyllgor Craffu Polisi ac Adnoddau yn derbyn yr adroddiad blynyddol o ran yr iaith Gymraeg a chydymffurfiaeth â'r Safonau iaith yn ystod 2020-21.

**Ystyried y materion canlynol a chyflwyno sylwadau arnynt:**

1. Derbyn diweddariad ar gydymffurfiaeth y Cyngor Sir o ran Safonau'r Gymraeg
2. Derbyn diweddariad ar waith y Cyngor Sir o ran Hybu'r Gymraeg o fewn ein gweithle a'n cymunedau

**Y Rhesymau:**

I lunio barn ar gyfer ystyriaeth gan y Bwrdd Gweithredol / Cyngor.

Mae paratoi Adroddiad Blynyddol yn un o'r Safonau penodol y mae'r Cyngor yn ddarostyngedig iddo.

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

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-  
Cyng. Peter Hughes Griffiths (Diwylliant, Chwaraeon, Twristiaeth a'r Iaith Gymraeg)

**Y Gyfarwyddiaeth:** Prif  
Weithredwr

**Enw Pennaeth y Gwasanaeth:**  
Noelwyn Daniel

**Awdur yr Adroddiad:**  
Llinos Evans & Myfanwy Jones

**Swyddi:**

Pennaeth TGCh a Pholisi  
Corfforaethol

Swyddog Polisi a Phartneriaeth  
Swyddog Polisi Iaith

**Cyfeiriadau E-bost:**

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**EXECUTIVE SUMMARY**  
**POLICY & RESOURCES SCRUTINY COMMITTEE**  
**21 JULY 2021**

**Welsh Language Annual Report 2020-21**

This Annual Report has been produced in order to comply with the Welsh Language Commissioner's monitoring arrangements. The Welsh Language Commissioner gave Carmarthenshire County Council a compliance notice regarding the Welsh Language Standards Regulations on 30 September 2015 which required CCC to comply with most of the standards by 31 March 2016.

The Standards mean that the Welsh language must not be treated less favourably than the English language and must also promote or facilitate the use of the Welsh language. This is in accordance with the two principles that form the basis of the Welsh Language Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language
- persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

The Welsh language Standards have replaced the Welsh language schemes and will:

- provide greater clarity to organisations on their duties on the Welsh language.
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- Ensure more consistency of Welsh language services and improve their quality.
- The Welsh Language Commissioner's Assurance Report 2019-20 notes that our performance was excellent in the provision of services through the medium of Welsh, with the only exception being self-service machines. With the county's parking payment machines currently being upgraded, this issue will soon be resolved.
- Areas sampled include correspondence, telephone calls, reception areas, forms, press releases, social media, website, jobs advertised and signage. Of the sample undertaken, the areas noted above were fully compliant.

**DETAILED REPORT ATTACHED ?**

**YES - Annual Report 2020-21**



# 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: **Noelwyn Daniel, Head of ICT & Corporate Policy**

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

## 1. Policy, Crime & Disorder and Equalities

The Compliance Notice received from the Welsh Language Commissioner on 30 September 2015 required the Authority to comply with a new set of Standards by 31 March 2016.

## 2. Legal

The Welsh Language Standards Regulations 2015 came into force on 31 March 2015. These Regulations replace the responsibilities placed on Carmarthenshire County Council under the Welsh Language Act 1993 and were imposed on the Authority on 31 March 2016.

# CONSULTATIONS

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

Signed: **Noelwyn Daniel**

**Head of ICT & Corporate Policy**

1. Local Member(s) N/A

2. Community / Town Council N/A

3. Relevant Partners Name(s) and individual comments to be included, if appropriate  
N/A

4. Staff Side Representatives and other Organisations N/A

**EXECUTIVE BOARD PORTFOLIO  
HOLDER(S) AWARE/CONSULTED**  
YES

Include any observations here

**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
Welsh Language (Wales) Measure 2011		Welsh version <a href="http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_we.pdf">http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_we.pdf</a> English version <a href="http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_en.pdf">http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_en.pdf</a>
Carmarthenshire County Council's Welsh Language Standards – Compliance Notice		Welsh version <a href="http://www.sirgar.llyw.cymru/media/1885671/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-cy-.pdf">http://www.sirgar.llyw.cymru/media/1885671/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-cy-.pdf</a> English version <a href="http://www.carmarthenshire.gov.wales/media/1885670/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-en-.pdf">http://www.carmarthenshire.gov.wales/media/1885670/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-en-.pdf</a>
Closing the Gap: The Welsh Language Commissioner's Assurance Report 2019-20		Welsh Version <a href="http://www.comisiynyddygydraeg.cymru/Cymraeg/Rhestr%20Cyhoeddiadau/20200911%20Adroddiad%20sicrwydd%202019-20.pdf">http://www.comisiynyddygydraeg.cymru/Cymraeg/Rhestr%20Cyhoeddiadau/20200911%20Adroddiad%20sicrwydd%202019-20.pdf</a> English version <a href="http://www.comisiynyddygydraeg.cymru/English/Publications%20List/20200911%20Assurance%20report%202019-20.pdf">http://www.comisiynyddygydraeg.cymru/English/Publications%20List/20200911%20Assurance%20report%202019-20.pdf</a>

# Adroddiad Blynyddol y Gymraeg

2020-2021

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Cyngor **Sir Gâr**  
**Carmarthenshire**  
County Council



Tudalen 139

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## Cyflwyniad

Dyma Adroddiad Blynyddol o waith Cyngor Sir Gâr ar gyfer 2020/21. Mae'r adroddiad yn canolbwyntio ar y bumed flwyddyn o weithredu Safonau'r Iaith Gymraeg a honno'n flwyddyn wahanol iawn i'r arfer. Mae'r adroddiad hwn yn adlewyrchu'r gwahaniaeth a ddaeth o ganlyniad i Covid 19. Rydym wedi adrodd ar y modd yr ymatebwyd i'r pandemig mewn perthynas â'r Gymraeg a'r modd y parhawyd i gydymffurfio â'r Safonau yn wyneb ffordd gwbl newydd o weithio gyda nifer helaeth o staff y Cyngor Sir yn trosglwyddo i weithio o gartref a hynny am gyfnod maith.

Rydym wedi canolbwyntio, yn yr adroddiad hwn, ar yr hyn rydyn ni wedi ei gyflawni er gwaetha'r *rhwystrau* ymarferol a ddaeth o ganlyniad i'r cyfnodau clo, ond hefyd wedi cynnwys astudiaethau achos i dynnu sylw at y prosiectau newydd a weithredwyd o'r *cyfleoedd* newydd a ddaeth o ganlyniad i'r pandemig. Rydym yn falch iawn o'r ffaith ein bod wedi parhau i weithredu'n ddwyieithog a hyrwyddo'r Gymraeg drwy gydol y cyfnod clo ac wedi cefnogi ein partneriaid i wneud hynny yn ogystal. Mae'r Mentrau iaith er enghraifft, a'n Tîm Datblygu'r Gymraeg wedi creu deunyddiau newydd a chyfleoedd arloesol digidol di-ri i annog defnydd o'r Gymraeg. Gwnaed y mwyaf hefyd o'r cyfleoedd newydd a ddaeth i'n rhan i ddysgu Cymraeg i'n staff ar lein a gwnaed yn siŵr eu bod yn medru elwa o'r amgylchiadau gweithio newydd i ddilyn cyrsiau i ddatblygu eu sgiliau Cymraeg.

Cafodd y trosglwyddo o weithio mewn swyddfeydd i weithio o gartref ei lyfnhau'n sylweddol gan ledaeniad cyflym a thrwyadl y platfform *Microsoft Teams* o fewn y Cyngor ac fe gymerwyd pob cyfle posib i hyrwyddo defnydd o'r Gymraeg ar y cyfrwng hwn. Mae ymdrechion mawr wedi eu gwneud yn ogystal i greu cyfleoedd i staff i ddefnyddio'r Gymraeg yn gymdeithasol, yn rhithiol, ond mae'r lleihad yn y cyswllt wyneb yn wyneb yn parhau yn ofid i ni yn hyn o beth ac erys llawer o waith i'w wneud yn y maes hwn i'r dyfodol.

Fel ar draws holl adrannau'r Cyngor sir, cafodd rhai o'r staff sydd fel arfer yn gweithio'n benodol ar hyrwyddo'r Gymraeg eu trosglwyddo i gefnogi ymdrechion i gefnogi ein trigolion bregus yn ystod y cyfnod clo cyntaf. Ni chafodd y seibiant hwn yn y gwaith ar y Gymraeg effaith ar ein gwasanaethau ac mae hyn yn brawf o'n gwytnwch i ddarparu drwy gyfrwng y Gymraeg ar draws ein hadrannau oll.

Wrth i'r cyfnodau clo ddirwyn i ben, ac wrth ailgynllunio gwasanaethau, rhoddwyd y Gymraeg yn ganolog i gynllunio strategol ar draws holl feysydd gwaith y Cyngor. Rhoddwyd atebolrwydd ar y lefel uchaf i gyfarwyddwyr a rheolwyr i ystyried effaith ail-gyflwyno gwasanaethau ar y Gymraeg.

Wrth edrych ymlaen at 2021/22, a'r flwyddyn ar ôl hynny, edrychwn ymlaen at ddatblygu cyfleoedd cyfrwng Cymraeg gwell i'n prentisiaid. Gobeithiwn wneud gwaith pellach i gynyddu defnydd mewnol o'r Gymraeg ac fe fyddwn hefyd yn gweithio'n galed i fesur effaith ein Strategaeth Hybu a Lluo Strategaeth newydd ar gyfer y bum llynedd nesaf, a hynny gan gymryd i ystyriaeth canlyniadau Cyfrifiad 2021. Gobeithiwn fedru parhau i ddatblygu ein gwaith o hyrwyddo'r Gymraeg o fewn y Cyngor ac o fewn y sir i gyd gan gymryd hyder o'r newydd yn ein gallu i weithredu'n ddwyieithog yn wyneb unrhyw rwystredaw i'n rhan.

**Cynghorydd Peter Hughes-Griffiths**

Aelod Bwrdd Gweithredol

## Cydymffurfio â'r Safonau Cyflenwi Gwasanaethau

Rydym yn hynod o falch o'r ffaith i ni lwyddo i barhau i gyfathrebu'n gwbl ddwyieithog yn ystod y cyfnod o newid mawr a gyflwynwyd gan y pandemig. Er gwaetha'r newidiadau sylweddol yn y gwasanaethau roedd angen i ni flaenoriaethu a'r ffaith bod y cyfnodau clo'n golygu bod ein staff yn gweithio'n hyblyg, llwyddasom i gyfathrebu'n gwbl ddwyieithog ar bob un o'n platfformau cyfathrebu. Cyrhaeddwyd yr un safon pan ddaeth argyfyngau i'n rhan yn ystod y cyfnod hwn gan gynnwys y tywydd eithafol a thân yn un o'n Canolfannau Gwastraff.

Yn ein hymdrechion cyson i gyrraedd y safonau gorau posib o safbwynt darpariaeth ddwyieithog, cychwynwyd arfer newydd ar ein platfform Facebook o osod sylw o dan pob postiad Saesneg yn darparu doler i'r postiad Cymraeg. Mae hyn yn fodd o adfer y sefyllfa sydd y tu allan i'n rheolaeth o ran pa bostiad sy'n ymddangos i rywun yn gyntaf ac yn golygu y gall y cwsmer wneud dewis iaith ar unwaith wrth weld y neges ym mha bynnag iaith.

Gwnaed ymdrechion clodwiw i barhau i gynnal cyfarfodydd y Cyngor yn ddwyieithog er gwaetha'r ffaith nad oedd modd defnyddio adeilad y Siambr. Datblygwyd system o ddefnyddio ffonau symudol ar gyfer darparu cyfieithiad i Gyngorwyr Di-Gymraeg ar blatfform *Teams* tra bod platfform *Zoom* yn ormod o beryg diogelwch ar gyfer cyfarfodydd ffurfiol. Wrth i'r sefyllfa newid o safbwynt diogelwch y platfform hwnnw, symudwyd cyfarfodydd y Cyngor ato gan ei fod yn darparu'r gallu i gynnal cyfieithu ar y pryd yn uniongyrchol, gan ei wneud yn haws i ddarparu'r gwasanaeth.

Gweinyddwyd y grantiau busnes newydd o ganlyniad i Covid-19 yn ddwyieithog ac fe dderbyniwyd ambell i gais drwy gyfrwng y Gymraeg. Gweinyddwyd y ceisiadau hynny yr un mor gyflym a'r rhai cyfatebol, Saesneg, gyda'r system ddigidol yn weithredol yn gwbl ddwyieithog.

Yn ogystal â pharhau i ddarparu ein gwasanaethau yn unol â'r Safonau yn wyneb y pandemig, fe ddefnyddiwyd y cyfnod clo fel cyfle i gyflwyno gwell gwasanaethau dwyieithog a rhai newydd hefyd. Cyflwynwyd system archebu lle yn y Canolfannau Ailgylchu er mwyn sicrhau pellter cymdeithasol. Lluniwyd y system yn gwbl ddwyieithog o'r cychwyn cyntaf ac mae'r gwasanaeth Cymraeg yn dal i gael ei ddefnyddio'n gyson. Aildrefnwyd a newidiwyd diwyg ein tudalennau Cymraeg (gw. astudiaeth achos 1) a defnyddiwyd y sefyllfa newydd i gyflwyno gwasanaeth newydd sbon o gyngherddau Cymraeg Cyfoes ar-lein o'n Theatrau (gw. Astudiaeth achos 2).

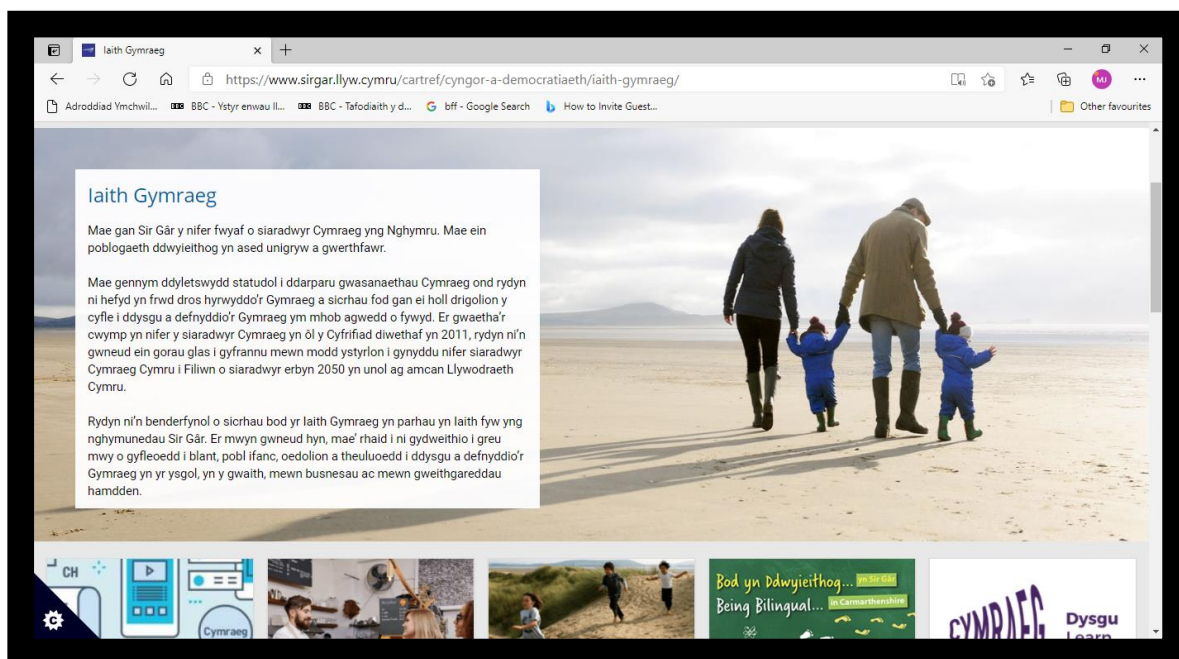
## Astudiaeth Achos 1: Gwefan y Gymraeg

Cefndir.

Wrth i'r pandemig ein taflu fwyfwy i mewn i fyd technolegol, teimlwyd ei fod bellach yn flaenoriaeth i ni allu rhoi'r wybodaeth a'r ymwybyddiaeth orau i drigolion y sir am y Gymraeg, yn enwedig i rieni di-Gymraeg gyda phlant mewn addysg Gymraeg, a hynny'n gyflawn yn ddigidol. Gyda'r cyfleoedd i ddsbarthu deunyddiau hyrwyddo'r Gymraeg yn uniongyrchol i bobl gyda chopïau caled ar stop, roedd angen sicrhau mynediad i bopeth Cymraeg ar ein gwefan corfforaethol.




Datrysiad.

Ailwampwyd ein tudalen Gymraeg ar wefan gorfforaethol y Cyngor Sir felly er mwyn trosglwyddo negeseuon gadarnhaol am y Gymraeg i'r trigolion. Casglwyd cyngor a chymorth am y Gymraeg at ei gilydd mewn un man a sicrhau ei fod yn gwbl hygyrch gyda dolenni at elfennau eraill o'r wefan oedd yn gysylltiedig â'r Gymraeg i greu llwybr di-dor i'r defnyddiwr.



Roedd gosod lleoliad ar ein gwefan i'n llyfrynnau hyrwyddo ar gyfer mewnfudwyr, rheini a busnesau'n golygu bod modd i ni hyrwyddo'r taflenni drwy ddsbarthu dolen ato ar ein gwefan er mwyn lleihau'r effaith negyddol o beidio allu dosbarthu'r copïau caled.



	<p><b>Bod yn Ddwylieithog... yn Sir Gâr</b>  <b>Being Bilingual... in Carmarthenshire</b></p> 	
<p><b>Croeso i Sir Gaerfyrddin - Croeso i'r Gymraeg</b>  Darganfyddwch pa mor bwysig yw'r Gymraeg yn Sir Gaerfyrddin, yn ogystal â darganfod i ble y gallwch fynd i helpu i wella neu i ddefnyddio'ch Cymraeg yn ein sir.</p> <p><a href="#">Croeso i Sir Gaerfyrddin - Croeso i'r Gymraeg</a></p>	<p><b>Bod yn Ddwylieithog yn Sir Gaerfyrddin</b>  Gall pob plentyn yn Sir Gaerfyrddin ddod yn ddwyieithog drwy fanteisio ar addysg cyfrwng Cymraeg yn y Sir. Dyma sut...</p> <p>ADDYSG AC YSGOLION</p>	<p><b>Y Gymraeg mewn Busnes</b>  Lawrlwythwch ein canllaw i ddefnyddio'r Gymraeg yn eich busnes.</p> <p><a href="#">Y Gymraeg mewn Busnes</a></p>

Canlyniad.

Gwelwyd cynnydd sylweddol yn nefnydd y tudalennau gwe gyda nifer y sesiynau ar y tudalennau hyn eleni yn fwy na dyblu o gymharu â'r un cyfnod llynedd.

I'r dyfodol.

Crëwyd ardal newydd o'r enw 'proffil laith y sir' gydag adroddiad ar y Gymraeg yn sir Gâr ynddi, a'r bwriad yw i boblogeiddio'r ardal hon wrth i wybodaeth y Cyfrifiad 2021 gael ei gyhoeddi. Bydd gosod gwybodaeth hygyrch yn y man yma'n hwyluso ein gwaith codi ymwybyddiaeth a hyrwyddo pan ddaw'r wybodaeth drwodd yn ogystal.

## Astudiaeth Achos 2: Gigs Cymraeg Theatrau Sir Gâr

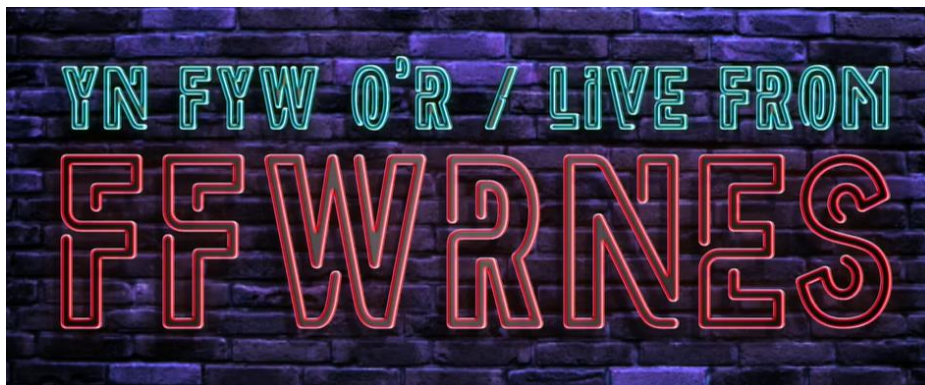
### Cefndir

Yn amlwg, roedd y cyfnod clo yn gorfodi cau pob math o weithgarwch celfyddydol, byw i lawr yn sydyn ac am gyfnod hir. Caeodd drysau ein theatrau ar unwaith. Golygai hyn wacter mewn cynnwys diwylliannol a chymdeithasol, a hynny yn dilyn datblygiadau mawr yn ein darpariaeth a chynnydd aruthrol yn ein cynnwys a'n cynulleidfa oedd Cymraeg yn ystod y blynyddoedd diwethaf.

### Datrysiad

Perodd y cyfnod clo gyfle i weithredu ar lein mewn modd arloesol a fyddai nid yn unig yn cynnig parhad i gynulleidfa oedd y celfyddydau mewn cyfnod lle nad oedd modd mynychu dim digwyddiadau byw, ond hefyd yn cefnogi llesiant trigolion sir Gâr yn ystod y cyfnod anodd. Penderfynwyd cynnal gigs byw Cymraeg a fyddai'n apelio at gynulleidfa ifanc ac yn darparu gwaith prin i fandiau Cymraeg ifanc ar yr un pryd.

Lluniwyd frand newydd a buddsoddwyd mewn cyfres o gigs byw a ryddhawyd yn fisol ar YouTube a Facebook. Roeddent yn cael eu recordio o flaen llaw ac yn cael eu rhyddhau fel petai'n fyw.



Gwnaethom yn siŵr bod safonau'r cynrychiadau yn uchel trwy ddefnyddio criw proffesiynol er mwyn ffilmio a golygu, ac roedd yr adborth yn adlewyrchu hwn i gyd.

Gwnaed gwaith marchnata trylwyr yn fewnol i staff y Cyngor sir yn ogystal ag yn allanol gan sicrhau ei fod yn cyflwyno'r cyfle gorau i drigolion glywed y Gymraeg ac ymgysylltu gyda cherddoriaeth Gymraeg o safon uchel.



**Nos Wener yma, bydd Theatr y Ffwrnes yn croesawu pum bachgen o Ynys Môn a Gwynedd i lwyfan yn Llanelli – Gwilym!**

Byddant yn perfformio'u caneuon poblogaidd megis Fyny Ac Yn Ôl, Cwin a Gwalia a llawer mwy! Mae Gwilym yn boblogaidd iawn mewn gwyliau ledled Cymru ac mae eu 'indie-pop' bob amser yn plesio'r gynulleidfa.

Dyma'ch cyfle i fwynhau profiad y gig o'ch cartref. Bydd y sioe'n cael ei ffynio ar Facebook a Youtube am 8pm a gallwch ei gwilyo am ddim.

**Cofrestrwch ar wefan y Theatr i gael eich tocyn am ddim**

**ALFFA**



Bydd y band roc a biws Cymraeg, Alffa, yn dod â'u brand unigryw o gerddoriaeth i lwyfan y Ffwrnes ar nos Wener, 4 Rhagfyr fel rhan o gyfres o sioeau digidol, Yn Fyw o'r Ffwrnes gan Theatrau Sir Gâr.

Gall cynulleidfaoedd wilyo gartref am ddim gan y bydd y gig yn cael ei ffynio ar draws sawl platform ar-lein gan gynnwys YouTube, AM a Facebook.

**Cofrestrwch ar wefan y Theatr i gael eich tocyn am ddim i wilyo gig Alffa**

### Canlyniad

Cafwyd ymateb gwych i'r gigs yma. Roedd y ffigurau gwilyo'n hynod o uchel.

		Gwilywyr Youtube	Gwilywyr Facebook	Holl wilywyr
04/12/2020	Alffa yn Fyw o'r Ffwrnes	189	3566	3755
18/12/2020	Gwilym yn Fyw o'r Ffwrnes	423	2894	3317
22/01/2021	Mellit yn Fyw o'r ffwrnes	265	944	1209
05/02/2021	Eadyth yn fyw o'r Ffwrnes	76	1920	1996
	<b>Holl Ddigwyddiadau</b>	<b>953</b>	<b>9324</b>	<b>10277</b>

Roedd yr adborth yn wych - y sylwadau ar YouTube a Facebook, pawb wedi mwynhau ac yn colli gigiau fyw. Cafwyd sylw ar raglen Heno, a oedd yn gyfle gwych i hybu'r digwyddiadau ac i dynnu sylw at yr hyn oeddem ni'n ei wneud.

### I'r Dyfodol

Mae'n wir fod y gigs yma wedi cyrraedd cynulleidfa llawer mwy eang nac y byddent wedi gwneud yn fyw, ac mae hyn yn rywbeth i'w gofio. Mae'n rhaid cydnabod yn ogystal, fodd bynnag, nad oedd incwm ynghlwm wrth y gyfres hon o gigs ac felly nid yw'n gwbl gynaliadwy i'r dyfodol. Mae angen ystyried i ba raddau byddai pobl yn dal i wilyo gigs ar lein unwaith y bydd yn bosib i fynd nol i ddigwyddiadau byw, ac mae'n bwysig hefyd cofio fod profiad byw yn dod â dimensiwn ychwanegol o gymdeithasu drwy gyfrwng y Gymraeg yn ogystal. Fodd bynnag, bydd potensial ar gyfer ymgysylltu digidol pellach mewn tirwedd ôl-pandemig, a byddwn yn archwilio'r posibilrwydd o ddigwyddiadau hybrid a allai gynnwys cynulleidfaoedd byw a chynnig digidol gyda'r opsiwn i wilyo gartref. Gallai hyn helpu i

wneud y mwyaf o gynulleidfaoedd (yn enwedig wrth i ni geisio adfer y rhaglen o dan gyfyngiadau ymbellhau cymdeithasol). Byddwn hefyd yn ystyried a oes modd gwneud defnydd pellach o'r deunyddiau a recordiwyd er mwyn codi ymwybyddiaeth bobl ifanc o gerddoriaeth Cymraeg.

## Cydymffurfio â'r Safonau Gweithredu

Rydym wedi parhau i gyfathrebu'n fewnol gyda staff yn gwbl ddwyieithog drwy gydol y pandemig gydag byst a chylchlythyron dwyieithog o'r Prif weithredwr yn diweddarau staff ar sefyllfa'r pandemig. Cynhaliwyd arolwg cynhwysfawr o staff oedd yn barod i wirfoddoli mewn meysydd newydd am gyfnod ac fe'u cynhaliwyd, ynghyd â'r cyfweiliadau ffôn, gydag opsiwn iaith cyfatebol yn Gymraeg a Saesneg. Cynhaliwyd arolwg ynglŷn a sefyllfaoedd gweithio'n hyblyg yn ddwyieithog hefyd.

Yn ogystal â pharhau i weithredu'n ddwyieithog gyda'n staff, gwnaed ymdrechion penodol i gadw golwg ar ddefnydd y Gymraeg y staff yn wyneb y pandemig. Yn hytrach na chynnal arolwg ein hunain, cefnogwyd a hyrwyddwyd arolwg ARFer gan Brifysgol Bangor er mwyn cael gwybodaeth ddefnyddiol ar y newid mewn arferion iaith staff wrth weithio o gartref.

### Y Gymraeg a gweithio gartref

Tybed ydych chi wedi sylwi os ydych chi'n siarad mwy neu lai o Gymraeg ers i chi ddechrau gweithio o adref?

Mae Prifysgol Bangor yn cynnal ymchwil ar sut mae gweithio o adref wedi effeithio ar ddefnydd staff o'r Gymraeg.

A fydech gystal â llenwi'r holiadur yma mewn os gwelwch yn dda?

Byddai cael darlun o effaith Covid ar ein defnydd o'r Gymraeg yn ein cynorthwyo i ymateb ar sail tystiolaeth. Ond yn y cyfamser, os oes yna rywbeth hoffech chi i ni wneud i gynyddu eich defnydd o'r Gymraeg, rhowch wybod i [iaithgymraeg@sirgar.gov.uk](mailto:iaithgymraeg@sirgar.gov.uk)

**Llenwch yr holiadur**

O ganlyniad i'n gwaith cyfathrebu mewn ôl ar y mater hwn, roedd 66 aelod o staff wedi cyfrannu i arolwg ARFer.

Wrth drosglwyddo i weithio ar *Teams*, cadwyd ar ben y nodweddion oedd yn hwyluso gweithio drwy'r Gymraeg ac ailwampwyd y Canllaw 'Y Gymraeg a'r Cyfrifiadur' i gynnwys cyfieithu peirianyddol Microsoft yn ogystal â'r botwm cyfieithu yn y 'sgwrs' yn *Teams*. Hyrwyddwyd y cyngor newydd yng nghylchlythyron staff y Cyngor nifer o weithiau er mwyn annog defnydd y Gymraeg ar y cyfrifiadur.



### Ysgrifennu yn Gymraeg gyda'ch Cyfrifiadur

Gallwn ddefnyddio technoleg i'n helpu i ysgrifennu yn Gymraeg yn ein gwaith. Mae modd gwirio sillafu yn Gymraeg. Mae geiriaduron ar gael ar-lein ac mae templedi y gallwn eu rhoi ar waith i'n helpu i sicrhau bod pethau'n gywir.

**Dyma sut...**

## Meithrin mwy o hyder i ysgrifennu yn Gymraeg

Mae nifer o offer ar gael ar y cyfrifiadur sy'n gallu eich helpu i ddod yn fwy hyderus i ysgrifennu yn Gymraeg.

- Oeddech chi'n gwybod bod gwirydd sillafu Gymraeg?
- Ydych chi'n gwybod y ffordd hawsaf o roi 'w' ar lythren?
- Oeddech chi'n gwybod bod botwm cyfieithu ar Teams sy'n golygu y gallwch ddeall negeseuon Gymraeg eich cydweithwyr?

Mae cyfarwyddiadau newydd ar y fewnwyd sy'n gallu dysgu hyn a mwy i chi.

Ewch i [Ysgrifennu'n Gymraeg a'ch Cyfrifiadur](#) a byddwch yn gweld sut i newid eich rhyngwyneb i'r Gymraeg, sut i ddefnyddio Microsoft Translate a llawer mwy. Os hoffech gael fersiwn pdf neu ragor o gymorth, anfonwch e-bost at [iaithgymraeg@sirgar.gov.uk](mailto:iaithgymraeg@sirgar.gov.uk)

Gwnaed camau breision i uwch oleuo sgiliau iaith staff ar ein systemau mewnol er mwyn annog defnydd y Gymraeg yn fewnol. Llwyddwyd cynnwys y swigen oren ar broffil staff sydd â sgiliau o lefel 3 ac uwch sydd bellach yn ymddangos ar *Teams* ac ar gofnod e-bost, ac mae gwaith yn parhau i weithredu'r logo ar draws yr holl Gyngor.

### Iaith i Gwaith



Yn yr un wythnos ag y mae logo cenedlaethol iaith Gwaith (swigen oren) yn dathlu ei ben-blwydd yn 15 oed (ar 18 Tachwedd), rydym yn lansio ffordd newydd o'ch helpu i weld yn hawdd a yw aelod o staff yn siarad Gymraeg.

Bydd swigen oren newydd yn ymddangos yn awtomatig ar broffiliau'r staff sydd â sgiliau Gymraeg lefel 3 ac uwch. Caiff hyn ei wneud yn raddol dros yr wythnosau nesaf.

[Darlennwch fwy](#)

Yn olaf, gwnaed ymdrechion benodol yn ystod y pandemig i ymgysylltu gyda staff i'w hannog i ddefnyddio'i Gymraeg yn anffurfiol yn y gwaith. Cynhaliwyd cwis ar ddydd Miwsig Cymru ac fe gynhaliwyd digwyddiadau ar lein ar ddydd Gŵyl Dewi (gw. astudiaeth achos 3).

## Astudiaeth Achos 3: Digwyddiad mewnol Gŵyl Dewi

Cefndir

Ar Fawrth 1af 2020, cynhaliwyd digwyddiad mawr yn Neuadd y Sir i ddathlu Gŵyl Dewi, gan ddefnyddio'r digwyddiad i gyfathrebu gyda staff y gweithle am y Safonau, am y cyfleoedd dysgu Cymraeg ac i hyrwyddo'r Gymraeg yn gyffredinol. Dros y blynedd diwethaf, mae Arweinwyr Iaith ein hadran amgylchedd wedi cynnal digwyddiadau tebyg yn rhai o leoliadau eraill y Cyngor. Mae'r digwyddiadau yma'n rhoi cyfle i ni wneud gwaith cyfathrebu mewnol pwysig am y Gymraeg ond hefyd mae'n rhoi cyfle i staff i gyfathrebu'n Gymraeg mewn sefyllfa anffurfiol ac mae hynny'n cynyddu defnydd y Gymraeg yn y gweithle. Eleni, roeddwn dal mewn cyfnod clo pan ddaeth dydd Gŵyl Dewi felly doedd cynnal digwyddiad tebyg ddim yn bosibl.

Gan ddysgu o ymchwil Arfer ac o sgysiau anffurfiol, daeth yn amlwg bod llai o'n staff yn defnyddio'u Cymraeg ers dechrau gweithio'n hyblyg. Wrth i'r cyfleoedd i ddefnyddio Cymraeg anffurfiol ar hap mewn lleoliadau cyffredin yn adeiladau'r Cyngor ddiplannu dros nos, ni roddodd ein sianeli gyfathrebu *Teams* gyfleoedd tebyg i staff i ddefnyddio'u Cymraeg. Tra bod staff oedd arfer gweithio yn Gymraeg yn dal i wneud hynny mewn cyfarfodydd ar *Teams*, mae rhan fwyaf o sefyllfaoedd gwaith yn cynnwys o leiaf un aelod o staff di-Gymraeg felly lleihaodd y cyfleoedd i ddefnyddio'r Gymraeg yn y gwaith yn fawr.

Datrysiaid

Cynhaliwyd digwyddiadau Gŵyl Dewi ar lein gyda'r prif fwriad o roi cyfle i staff i glywed y Gymraeg yn anffurfiol mewn sefyllfaoedd amrywiol drwy gydol y dydd. Roedd modd cymryd rhan mewn un neu ddiwrnod cyfan o ddiwyddiadau. Roedd rhai o'r digwyddiadau'n rhai rhyngweithiol ac eraill yn cael eu recordio o flaen llaw a'u rhyddhau ar amser penodol.

Rhodddwyd yr amserlen ar 'screensavers' pawb ar y diwrnod.

**Ymunwch â'n dathliadau Dydd Gŵyl Dewi, 1 Mawrth**

- 9:30 Cystadleuaeth ysgrifennu limerig y Cynghorydd Peter Hughes Griffiths
- 10:00 Fideo dysgu sut i wneud Pice ar y Maen
- 11:00 Sesiwn llesiant gyda Canna Consulting  
\*Cynhelir y sesiwn hon yn Gymraeg
- 12:00 Canu'r anthem 'Hen Wlad Fy Nhadau'
- 12:15 Cwís byw gyda Marci G  
\*Cynhelir y sesiwn hon yn Gymraeg
- 1:30 Cyfle i gael rhagor o wybodaeth am ddysgu Cymraeg neu wella eich sgiliau Cymraeg
- 2:30 Sesiwn holi ac ateb gyda Jonny Clayton, pencampwr dartiau (recordiwyd ymlaen llaw)
- 4:00 Sesiwn Clocffit

Gallwch weld rhagor o wybodaeth a'r dolenni i ymuno â'r sesiynau ar [mewnrwyd/beth-sy-mlaen](#)

**Join in with our St David's Day celebrations on March 1**

- 9:30 Cllr Peter Hughes Griffiths' Limerick Competition
- 10:00 Welshcakes cookery demo video
- 11:00 Wellbeing session with Canna Consulting  
Session will be held in Welsh
- 12:15 Live quiz with Marci G  
\*This session will be held in Welsh
- 1:30 Find out more about learning or improving your Welsh language skills
- 2:30 Q&A session with darts champ Jonny Clayton (pre recorded)
- 4:00 Clocffit session

More info and the links to join in can be found at [intranet/whats-on](#)

Cyngor Sir Gâr  
Carmarthenshire  
County Council

## Dathliadau Dydd Gŵyl Dewi



Mae llawer yn digwydd i ddathlu Dydd Gŵyl Dewi heddiw (dydd Llun, 1 Mawrth) – felly dewch i gymryd rhan!

Mae llu o wahanol ddigwyddiadau'n cael eu cynnal drwy gydol y dydd ar Teams – rhai sesiynau byw ac eraill wedi recordio ymlaen llaw.

Does dim angen cofrestru ymlaen llaw, y cyfan sydd angen ei wneud yw clicio ar y dolenni isod ar gyfer pob sesiwn.

Gall y teulu cyfan gymryd rhan hefyd - bydd cystadleuaeth am y ffenestr sydd wedi'i haddurno orau ar thema Cymru. Anfonwch eich lluniau i [iaithgymraeg@sirgar.gov.uk](mailto:iaithgymraeg@sirgar.gov.uk) erbyn canol dydd, **ddydd Gwener, 5 Mawrth** i gael cyfle i ennill gwobr.

I gael rhagor o wybodaeth a'r holl ddolenni i ymuno â'r sesiynau ewch i'r tudalennau Beth Sydd Mlaen ar y [fewnrwyd](#).

Mae llu o wahanol ddigwyddiadau rhithwir yn cael eu cynnal o amgylch y sir yn y cyfnod cyn Dydd Gŵyl Dewi a thrwy gydol y dydd. I gael rhagor o wybodaeth ewch i dudalen [Facebook Darganfod Sir Gâr](#).

Rhannwyd y wybodaeth i gyd ar y fewnrwyd a thrwy gylch lythyr staff holl staff y Cyngor



Canlyniad

Yn dilyn y digwyddiad, gweinyddwyd holiadur SNAP i gasglu adborth ar y digwyddiad. Roedd modd deall sut roedd y staff wedi clywed am y digwyddiad a pha adrannau roeddent yn gweithio, yn ogystal a pha weithgareddau roeddent nhw'n awgrymu i'r dyfodol. Nododd pawb, namyn un, y byddent yn hoffi gweld digwyddiadau tebyg y flwyddyn nesaf.



Yn dilyn y digwyddiad, rhoddwyd y fideos ar y fewnwyd gydag is-deitlau ac anogwyd pawb i wrando arnynt yn ei hamser eu hunain.

## Staff yn ymuno â dathliadau Dydd Gŵyl Dewi

Ymunodd staff ar draws yr holl adrannau yn nathliadau Dydd Gŵyl Dewi ar-lein eleni, ar ddydd Llun (1 Mawrth).

Cafwyd sesiynau byw yn ystod y dydd gan gynnwys sesiwn lles, cwis byw a sesiwn ffitrwydd 'Cloccffit' yn ogystal â chyfle i ddarganfod mwy am sut y gall staff ddysgu neu wella eu sgiliau Cymraeg yn y gweithle.

Peidiwch â phoeni os gwnaethoch chi fethu unrhyw un o'r sesiynau, byddant ar gael i'w gwyllo eto'n fuan - daliwch ati i wirio [tudalennau gweithio'n ddwyieithog](#) ar y fewnwyd.

[Darllenwch fwy](#)

I'r dyfodol

Ers cynnal y digwyddiadau, mae adborth pellach wedi ein cyrraedd fod angen cyfleoedd anffurfiol ar gyfer clywed a defnyddio'r Gymraeg. Roedd y niferoedd a fynychodd y digwyddiadau'n llai na'r disgwyl eleni ond rydyn ni'n bwriadu ei osod yn sefydlog yng nghalendr y staff. Wrth iddynt ddod yn gyfarwydd gyda'r drefn, a'r drefn o fynychu digwyddiadau ar-lein, fe fydd mwy yn cymryd y cyfle i glywed ac i ymarfer eu Cymraeg yn y modd hwn.

Rydym wedi sefydlu trefn bellach o ddefnyddio 5 dyddiad ar gyfer hyrwyddo'r Gymraeg yn y Cyngor, sef Santes Dwynwen, Dydd Miwsig Cymru, Dydd Gŵyl Dewi, Diwrnod Shwmae a Diwrnod Mae gen i Hawl. Weithiau, byddwn yn hyrwyddo'r Gymraeg yn fewnol ac weithiau i'r cyhoedd ar y dyddiadau hyn, ac fe fydd yr Arweinwyr iaith yn allweddol yn eu cynnal.

Rhannwyd cwis ar gerddoriaeth Cymraeg gyda'r staff ar ddydd miwsig Cymru a defnyddiwyd y cyfle o dynnu sylw at ffyrdd o ganfod cerddoriaeth Gymraeg.

## Cydymffurfio â'r Safonau Hybu

Rydym wedi parhau gyda'r gwaith o hybu'r Gymraeg yn sir Gâr er gwaetha'r newidiadau mawr ddaeth i waith y Cyngor yn dilyn y pandemig. Symudodd Cyfarfodydd Fforwm Strategol Y Gymraeg yn syth ar-lein. Yn wir, yn unol â dymuniadau'r Fforwm, cynhaliwyd 5 o gyfarfodydd yn hytrach na 4 gyda tua 20 sefydliad yn cael eu cynrychioli ym mhob cyfarfod. Trafodwyd y meysydd canlynol:

- Mehefin 2020 – Heriau hyrwyddo'r Gymraeg mewn cyfnod clo
- Medi 2020 – Prentisiaethau ac addysg ôl 16
- Tachwedd 2020 – Tai a gwerthiant ers y cyfnod clo
- Chwefror 2021 – Gwerthusiad o brosiect yr Ardaloedd Blaenoriaeth
- Mawrth 2021 – Cynllunio a'r Cynllun Datblygu Lleol

Law yn llaw â'r trafodaethau hyn, comisiynwyd *laith* i gasglu mesuryddion posib i greu fframwaith i fesur effaith y Strategaeth Hybu 5 mlynedd. Mae'r gwaith hwn wedi ei gwblhau ac er fod yna wendidau yn y dangosyddion a gwaith i'w wneud ar wella'r ffynonellau data i'w gwneud yn fwy dibynadwy, mae gennym fframwaith ar gyfer sefydlu gwaelodlin o ddata ar gyfer mesur effaith y Strategaeth Hybu a fydd yn gwella fesul pum mlynedd, gobeithio.

Defnyddiwyd y cyfnod clo cynnar i gydweithio'n agos gyda swyddogion *Helo Blod* i greu llyfryn newydd i hybu'r Gymraeg yn y byd busnes. Roedd y saib yng ngwaith wyneb-yn-wyneb y staff Helo Blod yn gyfle da i ni gydweithio ar yr adnodd hwn. (Gweler Astudiaeth achos 5).

Gwnaed gwaith pellach i hyrwyddo gwasanaethau Cymraeg y Cyngor eleni, er mai yn electronig y digwyddodd hyn werth reswm. Rhyddhawyd datganiad i'r wasg ac ar ein gwefan ar ddiwrnod 'Mae gen i Hawl' ac mae staff Dechrau'n deg a Chanolfan Gwybodaeth i deuluoedd wedi parhau i ddsbarthu deunyddiau i hyrwyddo addysg Gymraeg a dwyieithog gyda deunyddiau hyrwyddo a luniwyd gennym, gan gynnwys 'Gwaith Cartref. Dim Problem' (Gweler Astudiaeth achos 6).

## Astudiaeth Achos 4: Llyfryn hyrwyddo'r Gymraeg i Fusnesau

Cefndir.

Roedd gan Y Cyngor llyfryn i hyrwyddo'r Gymraeg ymysg busnesau a luniwyd yn 2015 mewn partneriaeth â'r Fforwm Strategol Sirol. Roedd y llyfryn bellach wedi dyddio. Yn dilyn y gwaith a wnaed gyda'r grŵp aml-asiantaeth ar hyrwyddo'r Gymraeg mewn busnesau, nodwyd bod angen adnodd mwy cyfredol i ddsbarthu ymysg ein cysylltiadau. Gan fod strwythur y cymorth i fusnesau bellach wedi ei sefydlu, gyda'r llywodraeth yn ariannu cefnogaeth i fusnesau bach a chanolig a Comisiynydd y Gymraeg yn darparu cefnogaeth i fusnesau mawr, roedd modd cynnig cymorth clir i fusnesau bellach ac roedd angen cyfathrebu hyn ar lefel sirol yn Sir Gâr.

Datrysiaid.

Cydweithiwyd gyda swyddogion Busnes Helo Blod i greu llyfryn electroneg newydd sbon a fyddai'n berthnasol ac o ddefnydd ymarferol i fusnesau'r sir. Penderfynwyd canolbwyntio ar y neges bod modd i bawb ddefnyddio Cymraeg yn eu busnes. Rhannwyd y llyfryn yn dair rhan i gyflwyno'r 'Camau bach ond pwysig', sy'n gydnabyddiaeth o ddwyieithrwydd y sir ac o fewn cyrraedd i bawb, adran i 'adeiladu' ar y camau bach ac yn olaf 'Gweithio'n gwbl ddwyieithog: y Camau Breision'.



Cynhwyswyd 2 astudiaeth achos leol o dan pob adran gan swyddogion helo Blod o fusnesau yr oeddynt wedi gweithio gyda nhw, i roi blas leol i'r cyfan ac i roi hyder i fusnesau bod gweithredu'n ddwyieithog yn bosib.


**Astudiaeth Achos 5, Jin Talog**

**Cefndir:**  
Sefydlwyd y cwmni yn 2018 ac o'r cychwyn cyntaf roedd y perchnogion yn awyddus i gynnwys y Gymraeg yn eu busnes. Roedd y ddau wedi symud yn ôl i gefn gwlad o'r ddinas. Roedd un o'r perchnogion yn siarad Cymraeg iaith gyntaf a'r llall yn ddysgw. Mae'r elfen gymunedol yn bwysig iawn iddynt fel busnes ac mae'r Gymraeg yn rhan fawr o hwnnw.

**Camau:**  
Wrth adeiladu eu gwefan, label i'r cynnyrch ac unrhyw nwyddau marchnata, roeddant yn meddwl am y Gymraeg ar bob adeg ac felly wedi safydlu hunaniaeth Gymreig a Chymreig i'r busnes o'r cychwyn. Wrth i chi ymweld â gwefan y cwmni, mae ganddynt ddeis i newid rhwng y ddwy iaith. Mae'r mwyafrif o'r postïadau ar eu cyfryngau cymdeithasol hwnnw hefyd yn ddwyieithog.

**“ Mae defnyddio'r Gymraeg wedi bod yn sylfaenol i lwyddiant ein busnes cychwynol. Mae wedi rhoi hunaniaeth glir inni ac wedi ein helpu i sefyll allan. Cawsom ymateb arhygoel gan siaradwyr Cymraeg sy'n gwerthfawrogi cyfathrebu â ni yn y Gymraeg, ac maent wedi dod yn gwsmeriaid ffyddlon arbyn hyn. Mae defnyddio Cymraeg wedi helpu ni i gryfhau ein brand a'n safle mewn marchnad orlawn. ”**

**Llwyddiannau:**  
Mae Jin Talog wedi datblygu mewn adeg cymharol fyr i fod yn frand adnabyddus gan ennyn sylw cylchgrawn Vogue yn ystod cyfnod y Nadolig 2019. Maent hefyd wedi ennill amryw o wobrau am ei jin.



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Rhoddwyd dolenni byw yn y ddogfen i gyfeirio busnesau yn uniongyrchol at y cymorth sydd ar gael a defnyddiwyd ymchwil ddiweddaraf Comisiynydd y Gymraeg, 'Y Gymraeg yn y fased Siopa' i ddwyn perswâd fod defnyddio'r Gymraeg o fudd i fusnesau yn sir Gâr.

Canlyniad.

Roedd creu'r adnodd electroneg newydd hon yn golygu bod modd i ni ddatblygu partneriaethau newydd a dylanwadu ar sefydliadau eraill i hyrwyddo'r Gymraeg mewn busnesau. O gynnig dogfen yn cynnwys yr holl gefnogaeth mewn un lle, roedd modd cydweithio gyda Menter a Busnes, Antur Cymru a Chanolfannau Siopa. Dosbarthwyd hefyd drwy gysylltiadau datblygu economaidd, safonau masnach y cyngor a thrwy gylchlythron busnesau a chynghorau tref a chymuned.

07/01/2021 Llywbrau amgen i'r farchnad ar Gymraeg mewn busnes / Alternative routes to market and the Welsh language in business

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**The Welsh language within your business**



**Pam defnyddio'r Gymraeg yn eich busnes?**  
**Why use Welsh in your business?**

**Beth yw'r manteision o ddefnyddio'r Gymraeg?**  
**What are the benefits of using the Welsh language?**

Mae'r ddogfen hon yn cynnig yr atebion ac hefyd yn cyflwyno awgrymiadau er mwyn gwneud mwy o ddefnydd o'r Gymraeg.  
This [document](#) provides the answers and also provides suggestions for making more use of the Welsh language.

Dyma gyhoeddiad sydd yn rhan o gefnogaeth Heio Blod a Comisiynydd y Gymraeg er mwyn cymorthwyo  
This publication is part of the support of Heio Blod and the Welsh Language Commissioner to help businesses with bilingualism in

Nododd Swyddog Marchnata prosiect Cywain yr 'Anfonwyd at 860 o gyfeiriadau e-bost sy'n cynnwys cleientiaid Cywain a rhanddeiliaid yn cynnwys Llywodraeth Cymru' (7.1.2021). Dosbarthodd Menter a Busnes y llyfryn drwy e-bost i aelodau 'cyswllt ffermio' i gyd hefyd

Cafwyd cais gan Fenter Môn i ail-greu ein dogfen ac fe gytunom y gallent ddefnyddio'r holl ddeunyddiau oedd o ddefnydd iddynt ond eu bod yn cydnabod y Cyngor Sir fel ffynhonnell wreiddiol y deunyddiau.

I'r Dyfodol

Fe fyddwn yn archwilio'r posibiliad o wneud gwaith pellach yn dosbarthu'r ddogfen hon gyda datblygiadau'r prosiectau datblygu economaidd y bydd y Cyngor Sir yn gweithredu yn ystod y cyfnod nesaf, fel prosiect 'Y Deg tref farchnad' . Byddwn hefyd yn ceisio sicrhau ei fod o ddefnydd hefyd i'r prosiect LocalMotion yn nhref Caerfyrddin.

[Welsh \(llyw.cymru\)](http://Welsh (llyw.cymru))

## Astudiaeth Achos 5: Gwaith Cartref. Dim Problem

### Cefndir

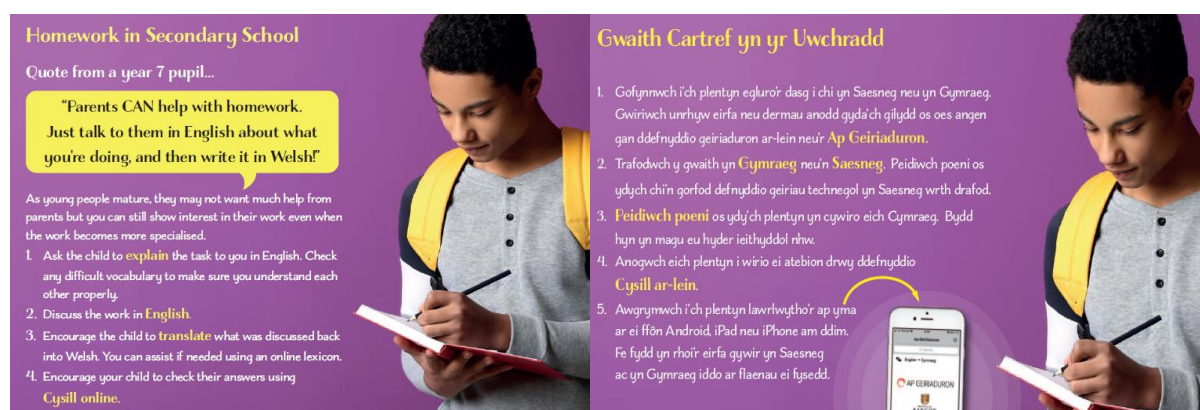
Ar ddiwedd 2020, lluniwyd llyfryn a oedd a'i brif fwriad o leddfu gofidiau rhieni di-Gymraeg am fethu a helpu eu plant gyda gwaith cartref wrth iddynt fynychu addysg Gymraeg. Wedi gwaith ymgynghori, penderfynwyd greu fersiwn Gymraeg oedd ychydig yn wahanol, a fyddai'n rhoi cyngor i rieni ar sut i gynorthwyo plant gyda gwaith cartref ac yn eu hannog i ddefnyddio'u Cymraeg gyda'r plant yn y cartref. Llwyddwyd dosbarthu copïau caled o'r llyfryn cyn diwedd 2020 i benaethiaid ysgolion ond rhwystrodd y cyfnod clo unrhyw ddatblygiadau i ddsbarthu copïau caled a ninnau megis dechrau ar y gwaith.

### Datrysiad

Roedd yn rhaid creu cynllun dosbarthu fersiynau electroneg o'r ddogfen a'i weithredu yn ystod y flwyddyn.

Gosodwyd y ddogfen ar dudalennau addysg y Cyngor Sir gan sicrhau dolen at fersiwn electroneg ar gyfer gohebu gyda sefydliadau'n haws. Fe'i osodwyd ar wefan a Facebook Gwasanaethau Gwybodaeth i deuluoedd yn ogystal. E-bostiwyd holl benaethiaid y sir i rannu fersiwn electroneg gyda nhw ac argymhell eu bod yn ei rannu gyda rhieni drwy ap yr ysgol cyn diwedd tymor yr haf. Atgoffwyd hwy eto drwy e-bost ar ddechrau Medi rhag ofn y byddai wedi mynd yn angof gyda threfniadau ail-agor ar ôl y cyfnod clo mawr.

Rhannwyd y ddogfen gyda phenaethiaid gwasanaethau plant y Cyngor a chyda swyddogion Meithrin a Cymraeg i Blant. Fe'i rannwyd gan y Tîm datblygu'r Gymraeg sydd hefyd yn gyfrifol am gefnogi hwyrddyfodiaid. Yn olaf, fe'i rannwyd i holl ddarparwyr gofal cofrestredig y sir.



**Homework in Secondary School**

Quote from a year 7 pupil...

**"Parents CAN help with homework. Just talk to them in English about what you're doing, and then write it in Welsh!"**

As young people mature, they may not want much help from parents but you can still show interest in their work even when the work becomes more specialised.

1. Ask the child to **explain** the task to you in English. Check any difficult vocabulary to make sure you understand each other properly.
2. Discuss the work in **English**.
3. Encourage the child to **translate** what was discussed back into Welsh. You can assist if needed using an online lexicon.
4. Encourage your child to check their answers using **Cysill online**.

**Gwaith Cartref yn yr Uwchradd**

1. Gofynnwch i'ch plentyn egluro'r dasg i chi yn Saesneg neu yn Gymraeg. Gwirwch unrhyw eirfa neu dermau anodd gyda'ch gilydd os oes angen gan ddefnyddio geiriaduron ar-lein neu'r **Ap Geiriaduron**.
2. Trafodwch y gwaith yn **Gymraeg** neu'n **Saesneg**. Peidiwch poeni os ydych chi'n gorfod defnyddio geiriau technegol yn Saesneg wrth drafod.
3. **Peidiwch poeni** os ydych chi plentyn yn cywiro eich Cymraeg. Bydd hyn yn magu eu hyder iethyddol nhw.
4. Anogwch eich plentyn i wirio ei atebion drwy ddefnyddio **Cysill ar-lein**.
5. Awgrymwch i'ch plentyn lawrlwytho'r ap yma ar ei ffôn Android, iPad neu iPhone am ddim. Fe fydd yn rhoi'r eirfa gywir yn Saesneg ac yn Gymraeg iddo ar flaenau ei fisedd.

Negeseuon gwahanol yn y fersiynau Cymraeg a Saesneg.

## Canlyniad

Cafwyd adborth gadarnhaol ar yr adnodd ac fe ofynnodd Cronfa Glydwr, a oedd wedi cyfrannu tuag at y gwaith argraffu cychwynnol, i ni eu rannu gyda'r holl gynghorau sir eraill. Gofynnwyd y WLGA wneud hyn ar ein rhan ac fe rannodd WLGA yr adnodd gyda Rheolwyr y Consortia Gwella Ysgolion yn ogystal. Yn dilyn hyn, cysylltodd Sir Fflint a Chastell Nedd Port Talbot gyda ni i gael caniatâd i ail-greu'r ddogfen ar gyfer eu defnydd sirol nhw. Aeth ein adran graffeg ni, felly, ati i osod logos y ddwy sir ar fersiynau newydd o'r ddogfen fel eu bod yn gallu efelychu ein gwaith heb unrhyw gost o gwbl iddynt hwy.

## I'r Dyfodol

Y cam nesaf yw i ailgydio mewn dosbarthu copïau caled o'r llyfryn hwn ac archwilio posibiliadau o'u rannu ymhellach yn enwedig wrth symud yr ysgolion ar hyd y continwmm iaith yn unol â'r CSGA. Ni ddatryswyd chwaith y mater o gynnig mynediad i'r ddogfen hon ac eraill wrth i aelodau o'r cyhoedd geisio am le mewn ysgol ar lein. Bydd angen archwilio'r posibiliadau hyn yn ystod 21-22.

## Cydymffurfio â'r Safonau Llunio Polisi

Yn gyffredinol, parhaodd y Gymraeg yn flaenoriaeth strategol i'r Cyngor Sir yn ystod y flwyddyn er gwaetha'r newid cyfeiriad mawr ym mlaenoriaethau'r gwasanaethau a ddarparwyd. O safbwynt corfforaethol, gwnaed gwaith ymarferol i sicrhau fod y broses o ystyried effaith y Gymraeg ar benderfyniadau polisi a phrosiectau newydd yn glir i reolwyr drwy gynnwys yr ystyriaethau hyn yn Nheclyn Asesu Effaith newydd y Cyngor.

Rhodddwyd sylw penodol i'r Gymraeg ac i'r Safonau mewn templed i reolwyr oedd i'w gwblhau wrth i wasanaethau ddod nol yn fyw yn dilyn y cyfnodau clo. Roedd yn rhaid i bob Rheolwr Gwasanaeth gwblhau'r templed er cymeradwyaeth y pwyllgor aur a oedd yn cael ei gadeirio gan y Prif weithredwr.

Rhodddwyd pwyslais penodol a chadarn ar gael effaith gadarnhaol ar ddefnydd y Gymraeg yn y ddogfen bolisi datblygu economaidd, 'Symud Sir Gâr wledig ymlaen' gan wneud yn siŵr fod y nod o ddatblygu'r economi law yn llaw â'r Gymraeg yn flaenoriaeth ar gyfer ein hardaloedd gwledig. Mae'r adroddiad y cydnabod, ein 'diwylliant unigryw sy'n gysylltiedig â'r Gymraeg, sydd wedi cybblethu â bywyd cymunedol yn y rhan hon o Gymru ers canrifoedd'. Ac mae'n nodi y bydd yn 'rhoi pwyslais ar greu swyddi a chyfleoedd busnes wrth wraidd y strategaeth adfywio hon fel y gallwn gadw ein pobl ifanc yn Sir Gaerfyrddin ac annog y rhai sydd wedi gadael y sir i ddatblygu eu doniau mewn mannau eraill i ddychwelyd a'n helpu i dyfu ein heconomi'.

Rhodddwyd sylw o'r newydd i'r Gymraeg wrth baratoi dogfennau tendro newydd *Dechrau'n Deg* ar gyfer caffael gofal plant ar gyfer y cyfnod nesaf. Gosodwyd amodau mwy amlwg a mwy clir i ganolfannau gofal plant ar yr angen i fedru darparu'n Gymraeg. Dilëwyd yr amwysedd oedd yn yr hen fanyleb tendro gan ddisodli'r term 'darpariaeth dwyieithog' gyda'r termau 'darpariaeth Gymraeg' a 'darpariaeth Gymraeg a Saesneg'. Golyga hyn fod pob darparwr yn gorfod dangos y gallu naill ai ddarparu gofal yn Gymraeg neu yn Gymraeg a Saesneg yn gyfochrog yn hytrach na bod modd darparu gofal cyfrwng Saesneg gydag elfennau o Gymraeg a'i glustnodi'n 'ddwyieithog'. Nodwyd y byddai'n rhaid i bob lleoliad;

- Darparu gofal plant drwy gyfrwng y Gymraeg a chael digon o staff â sgiliau Cymraeg i ddarparu gweithwyr allweddol cyfrwng Cymraeg i blant sy'n dymuno eu cael. Dylai lleoliadau ystyried Cymraeg Lefel 3 man lleiaf, yn feincnod ar gyfer sgiliau Cymraeg digonol,
- Bod â'r modd i gyfathrebu â theuluoedd drwy gyfrwng y Gymraeg os dymunant,
- Bod â deunyddiau dwyieithog ar gyfer hyrwyddo diwylliant a thraddodiadau Cymreig a gallu darparu ysgogiad gweledol cyfrwng Cymraeg yn y lleoliad yn ogystal â chyfarwyddiadau/ arwyddion Cymraeg,
- Datblygu sgiliau Cymraeg pob plentyn sy'n derbyn gofal plant,
- Meddu ar ddeunyddiau addas ynghylch dewisiadau iaith ysgolion cynradd lleol fel y gall plant barhau i ddatblygu eu sgiliau Cymraeg pan fyddant yn dechrau addysg ffurfiol.



Gwnaed gwaith blaengar a thrwyadl i sicrhau ystyriaethau digonol o'r Gymraeg wrth ddatblygu' Cynllun Datblygu Lleol newydd. (Gweler astudiaeth achos 6).

## Astudiaeth Achos 6: Cynllun Datblygu Lleol

### Cefndir

Ar hyn o bryd mae Cyngor Sir Caerfyrddin yn paratoi ei Gynllun Datblygu Lleol Diwygiedig (CDLI) a fydd, o'i fabwysiadu, yn ddogfen y bydd yr holl gynigion defnydd tir a datblygu yn cael ei hasesu yn ei herbyn tan ei ddyddiad gorffen yn 2033. Wrth baratoi'r CDLI, rhaid ei asesu ar gyfer yr effeithiau a ragwelir ar y Gymraeg, gan gynnwys y polisïau a'r safleoedd a ddyrannir i'w datblygu oddi mewn iddo.

Wrth baratoi'r CDLI, rhaid sicrhau cydbwysedd rhwng sicrhau bod digon o dir ar gael yn y manau cywir i ddiwallu anghenion tai a chyflogaeth ei drigolion ac i gynnal y cymunedau lleol heb ddyrannu i'r fath raddau fel y byddai'n cael effaith andwyol ar hyfywedd y Gymraeg yn Sir Gaerfyrddin.

Nid oes dull safonol o gynnal asesiad o'r fath ac roedd pryderon ynghylch cadernid a chywirdeb y fethodoleg presennol a'r risgiau y byddai'r rhain yn eu cyflwyno. Ar ben hynny, mae dealltwriaeth o'r berthynas rhwng y Gymraeg a chynllunio defnydd tir yn gyffredinol yn wan, gyda chyfran sylweddol o'r dystiolaeth sydd ar gael yn anecdotaid ac yn amhendant.

### Datrysiad

Aeth Cyngor Sir Gâr ati i ddod o hyd i fethodoleg addas y gellid ei defnyddio i asesu effeithiau disgwylidig y CDLI ar y Gymraeg, a fyddai'n cydymffurfio â gofynion polisi deddfwriaethol a cenedlaethol. Byddai angen i'r asesiad hefyd ddefnyddio ffynonellau gwybodaeth a fyddai'n ddigon cadarn i wrthsefyll archwiliad gan arolygydd cynllunio annibynnol ac unrhyw heriau gan drydydd partïon.

Comisiynodd y Tîm Blaengynllunio, gan gydweithio â Swyddogion Polisi Corfforaethol, yr ymgynghorwyr *laith* a *Burum* i baratoi methodoleg addas ac i asesu effaith disgwylidig y CDLI drwy gydol y broses o'i baratoi, gan asesu'r elfennau canlynol: lefel y twf a nodwyd gan y CDLI; dosbarthiad gofodol y datblygiad; pholisïau'r Cynllun; a'r safleoedd a ddyrannir i'w datblygu.

### Canlyniad

Gan uno eu harbenigedd mewn cynllunio ieithyddol a chynllunio defnydd tir, cynhyrchodd *laith* / *Burum* fethodoleg addas ar gyfer asesu'r CDLI. Mae'r gwaith a wnaed hyd yma wedi cynhyrchu asesiad o fersiwn Adneuo'r CDLI ac mae ar gael ar dudalen we'r CDLI:

[Datblygu sylfaen o dystiolaeth \(llyw.cymru\)](#).

Daeth yr asesiad a gynhaliwyd i'r canlyniad fod y Strategaeth dwf yn debygol o gael effaith 'negyddol fach' ar y Gymraeg a'r Strategaeth Ofodol yn debygol o gael effaith 'gadarnhaol fach'. Gwnaeth yr ymgynghorwyr argymhellion ar sut i gyfyngu ar yr effeithiau negyddol, a oedd yn cynnwys adolygiad a diwygiadau i bolisïau *laith* Gymraeg y CDLI. Ymgorfforwyd y diwygiadau a awgrymwyd yn y Cynllun Adneuo cyn ei gyhoeddi.

Cyflwynwyd y gwaith a wnaed hyd yma a chynnwys yr Aseiad o'r Effaith ar y Gymraeg i Fforwm Strategol Sirol y Gymraeg er eu gwybodaeth, a rhagwelir y bydd cyfleoedd pellach i ymgysylltu â grwpiau Cymraeg.

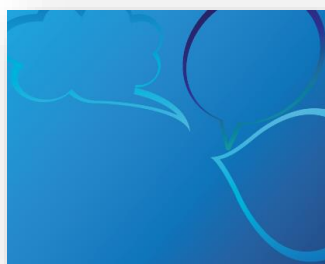
#### I'r Dyfodol

Wrth i'r CDLI barhau i esblygu, bydd ei effeithiau'n parhau i gael eu hasesu i sicrhau bod y Cynllun yn manteisio i'r eithaf ar y cyfleoedd i gyfrannu'n gadarnhaol at fywiogrwydd a hyfywedd y Gymraeg.

Bydd y ffocws yn awr yn symud tuag at fynd i'r afael yn gyntaf ag unrhyw fylchau yn y dystiolaeth sy'n parhau i fod yn aseiad y CDLI, ac yn ail, gweithredu'r CDLI. Mae hyn yn debygol o gynnwys dull cydweithredol o gynhyrchu Canllawiau Cynllunio Atodol. Bydd y CCA yn rhoi canllawiau pellach i ddatblygwyr ar sut i fodloni gofynion polisi'r CDLI ac yn gosod y fframwaith ar gyfer sut y dylid ystyried yr iaith yn ystod y cam o gyflwyno ceisiadau cynllunio.

Er bod cryn dipyn o waith arloesol a blaengar wedi'i wneud, mae nifer o heriau'n parhau, a bydd y Gymraeg yn parhau i fod yn ystyriaeth yn y system cynllunio defnydd tir yn Sir Gaerfyrddin yn y dyfodol agos.

## Cwynion a dderbyniwyd 2020/21



Isod ceir rhestr o'r cwynion a dderbyniwyd yn ystod 2020/21 ynghyd â chrynodeb o'r gweithredu yn dilyn eu derbyn.

Derbyniwyd cwynion yn uniongyrchol i'r Cyngor a thrwy Swyddfa Comisiynydd y Gymraeg. Ymdriniwyd â'r cwynion uniongyrchol yn unol â gweithdrefn gwynion y cyngor.

<b>Cwyn</b> <b>Safonau Cyflenwi Gwasanaethau</b>	<b>Ymateb a gweithredu</b>
<b>1.</b> Cwyn ynglŷn ag arwyddion ffordd ar y B4317 rhwng Trimsaran a Phen-bre	<ul style="list-style-type: none"><li>• Cynhaliwyd Ymchwiliad gan Swyddfa Comisiynydd y Gymraeg</li><li>• Nodwyd bod yr arwyddion yn rhai hanesyddol (mewn lle cyn y Safonau) ond gwnaed trefniadau er mwyn gosod arwyddion newydd</li></ul>
<b>2.</b> Cwyn ynglŷn ag amlen dychwelyd rhagdaledig uniaith Saesneg gan y Tîm Budd-daliadau	<ul style="list-style-type: none"><li>• Esboniwyd nad oes modd i ni fel cyngor ddefnyddio cyfeiriad dwyieithog gan nad yw'r Post Brenhinol yn ein caniatáu i'w cynnwys. Nifer gyfyngedig o eiriau y gellir eu defnyddio wrth osod y cyfeiriad</li><li>• Derbyniwyd arweiniad gan Swyddfa Comisiynydd y Gymraeg y dylid defnyddio cyfeiriadau cyfrwng Cymraeg yn unig at y dyfodol</li></ul>
<b>3.</b> Cwyn ynglŷn â gohebiaeth uniaith Saesneg gan gartref gofal 'Barchester'. Honnai'r achwynydd fod y cyngor yn rhoi cyfeiriadau cartrefi ei drigolion i gwmnïau preifat megis 'Barchester', ac felly fod perthynas rhwng y cwmnïau a'r cyngor sy'n creu amheuaeth fod y cwmnïau yn cyflenwi gwasanaeth ar ran y cyngor.	<ul style="list-style-type: none"><li>• Esboniwyd nad oes gan y cyngor berthynas waith ffurfiol neu drefniant rhannu gwybodaeth gyda chartrefi gofal 'Barchester'.</li><li>• Yr unig bosibilrwydd a nodwyd yw ein bod yn ymwybodol bod rhai sefydliadau sy'n prynu'r gofrestr Etholiadol wrth y cyngor yn gwerthu'r manylion ymlaen at gyrff trydydd parti eraill – does gennym ni ddim rheolaeth o gwbl o hyn fel cyngor a does dim modd i ni osod amodau na thelerau ar unrhyw werthiant o'r gofrestr.</li></ul>
<b>4.</b> Cwyn gan aelod o'r cyhoedd ynglŷn â'r ffaith iddo ddanfôn llythyr at yr Adran Dai ym mis Chwefror eleni, ond iddo dderbyn galwad nôl gan aelod staff o'r adran yn y Saesneg	<ul style="list-style-type: none"><li>• Mae Ymchwiliad ar waith gan Swyddfa Comisiynydd y Gymraeg</li></ul>

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- |    |   |  |
|----|---|--|
| 5. | Cwyn yn ymwneud â e-bost Saesneg gan a dogfen Saesneg "Housing Options Plan".   | <ul style="list-style-type: none"> <li>• Esboniwyd bod y tîm wedi methu cysylltu â'r unigolyn dros y ffôn ac wedi danfon gohebiaeth ddwyieithog ato.</li> <li>• Wrth i'r unigolyn gysylltu nol, cynigiwyd cyswllt Cymraeg iddo, ond fe barhaodd â'r sgwrs yn Saesneg.</li> <li>• Cynhaliwyd Ymchwiliad gan Swyddfa Comisiynydd y Gymraeg.</li> <li>• Dyfarnwyd bod y Cyngor wedi torri'r Safonau o ran darparu gwasanaethau a gofynnwyd i'r Cyngor gymryd camau pwrpasol er mwyn datrys hyn.</li> <li>• Mae'r camau gweithredu yn cynnwys atgoffa holl staff y cyngor o'r Safonau ynghylch gohebu a ffurflenni safonol y cyngor</li> </ul> |
| 6. | Cwyn gan unigolyn ynglŷn â'r ffaith iddo dderbyn e-bost uniaith Saesneg 'Council Tax Breakdown' gan Adain Treth y Cyngor, Cyngor Sir Gaerfyrddin trwy law gweithiwr cymorth tenantiaeth Y Wallich         | <ul style="list-style-type: none"> <li>• Cyflwynwyd y gwyn drwy Swyddfa Comisiynydd y Gymraeg.</li> <li>• Esboniwyd bod y cyngor yn darparu copi cwbl ddwyieithog o fanylion Treth y Cyngor i bob aelwyd.</li> <li>• Yn sgil y ffaith bod yr unigolion yn derbyn cymorth tenantiaeth, roedd yr e-bost a gyfeiriodd ato yn y gwyn yn sgwrs rhwng dau swyddog, nid neges gyhoeddus.</li> <li>• Penderfynodd Swyddfa Comisiynydd y Gymraeg i beidio parhau gyda'r achos.</li> </ul>   |
| 7. | Cwyn gan aelod o'r cyhoedd am y ffaith iddo dderbyn llythyr uniaith Saesneg gan y Cyngor yn ymwneud â 'Prevention of Damage by Pests Act 1949, Section 4/ Environmental Protection Act 1990, Section 80'. | <ul style="list-style-type: none"> <li>• Nodwyd bod yr achwynydd wedi bod mewn cyswllt â'r swyddog priodol / y tîm Diogelu'r Amgylchedd i gwyno, ac wedi derbyn ein ymddiheuriad diffuant am y camgymeriad wrth ddanfon llythyr uniaith Saesneg ato.</li> <li>• Darparwyd copi cyfrwng Cymraeg o'r llythyr a crëwyd cofnod penodol o ddewis ieithyddol yr unigolyn ar system y tîm Diogelu'r Amgylchedd.</li> <li>• Cyflwynwyd y gwyn i Swyddfa Comisiynydd y Gymraeg. Cynhaliwyd Ymchwiliad a gosodwyd camau gweithredu i gyd-fynd ag achos arall o ran y Safonau Darparu Gwasanaethau.</li> </ul>  |
| 8. | Cwyn gan unigolyn ynglŷn â'r ffaith iddo dderbyn e-bost uniaith Saesneg o gyfeiriad <a href="mailto:BlueBadge@carmarthenshire.gov.uk">BlueBadge@carmarthenshire.gov.uk</a>                                | <ul style="list-style-type: none"> <li>• Cyflwynwyd y gwyn gan Swyddfa Comisiynydd y Gymraeg. Cadarnhawyd y byddent yn ymchwilio i'r gwyn hon law yn llaw a'r gwyn isod o ran Tocynnau Teithio.</li> </ul>   |
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<p>Roedd yr e-bost yn ymwneud a chofrestru am fathodyn glas.</p>	<ul style="list-style-type: none"> <li>• Mae'r Ymchwiliad yn parhau</li> </ul>
<p><b>9.</b> Cwyn gan unigolyn ynglŷn â'r ffaith iddo dderbyn llythyr uniaith Saesneg 'Concessionary Travel Pass' a ffurflen uniaith Saesneg 'Disabled Eligibility Assessment Form'</p>	<ul style="list-style-type: none"> <li>• Cyflwynwyd y gwyn gan Swyddfa Comisiynydd y Gymraeg a penderfynwyd ymchwilio i'r achos.</li> <li>• Mae'r cyngor wedi darparu tystiolaeth ynglŷn a'r gwyn a'r camau a oedd mewn lle i gefnogi'r unigolyn</li> <li>• Mae'r Ymchwiliad yn parhau</li> </ul>
<p><b>10.</b> Cwyn gan unigolyn ymwneud â llythyr uniaith Saesneg a dderbyniwyd gan unigolyn drwy Llesiant Delta Wellbeing</p>	<ul style="list-style-type: none"> <li>• Cyflwynwyd y gwyn gan Swyddfa Comisiynydd y Gymraeg a penderfynwyd ymchwilio i'r achos.</li> <li>• Dyfarnwyd bod y Cyngor wedi torri'r Safonau o ran darparu gwasanaethau a gofynnwyd i'r Cyngor gymryd camau pwrpasol er mwyn datrys hyn.</li> <li>• Yn dilyn derbyn yr adroddiad terfynol gan Swyddfa'r Comisiynydd, bydd y tîm Polisi a Phartneriaeth yn cydweithio gydag Llesiant Delta Wellbeing er mwyn cwblhau'r camau gweithredu</li> </ul>

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## Trosolwg o Ddysgu Cymraeg a Dysgu trwy gyfrwng y Gymraeg

Ar y cyfan, rhoddodd y cyfnod clo fwy o gyfleoedd nag o rwystrau i ni ddatblygu sgiliau Cymraeg ein staff. Gyda'r gallu i ddarparu gymaint mwy ar-lein a'r ffaith bod staff oedd yn methu cyflawni eu gwaith arferol yn defnyddio'r amser i ddatblygu eu sgiliau, roedd yn galonogol iawn i weld y ffigurau eleni mor iach o safbwynt dysgu Cymraeg, gyda thraean yn fwy o'n staff yn ymrwymo i gynyddu eu sgiliau Cymraeg a mil yn fwy o staff yn dilyn cyrsiau eraill trwy gyfrwng y Gymraeg. Adlewyrchwyd ein gwaith caled yn hyn o beth gan wobwr a ddyrannwyd i Gyngor Sir Gâr gan *Dysgu Cymraeg Ceredigion Powys Sir Gâr*, sef 'Cyflogwr Dysgu Cymraeg y flwyddyn', am y gefnogaeth a'r cyfleoedd rydyn yn cynnig ein staff i ddatblygu eu sgiliau iaith Gymraeg.

### **Dysgu Cymraeg:**

Yn fras, mae ein staff yn mynychu un o'r tri math isod o gyrsiau ffurfiol:

- Cyrsiau traddodiadol, sef cyrsiau dysgu Cymraeg y gymuned gyda'r *Ganolfan Dysgu Cymraeg*
- Cyrsiau Cymraeg Gwaith a ariennir gan y llywodraeth drwy'r *Ganolfan Dysgu Cymraeg*
- *Say Something in Welsh*

Ac o fewn y mathau yma o gyrsiau, ceir nifer o gyfleoedd amrywiol ar bob lefel o 0-5 i weddu patrymau dysgu amrywiol, gyda rhai'n dysgu mewn gwersi wythnosol o 2 i 4 awr ac eraill yn ymrwymo i wythnos ddwys er enghraifft.

O dan yr amgylchiadau eleni, darparwyd pob cwrs ar-lein. Mae ein staff wedi ymdopi yn rhagorol ag yn nodi eu bod yn hoffi'r ffordd yma o ddysgu, er eu bod yn colli'r elfen o glywed yr iaith mewn amgylchedd gwaith. Mewn ymdrech i'w cefnogi gydag ymarfer y Gymraeg yn y gwaith, cynyddwyd y nifer o staff ar gael i fod yn fentoriaid.

Daeth cyfleoedd ar gyfer cyrsiau 'Gwella'ch Cymraeg' ar gael yn chwarter olaf y flwyddyn wrth i'r ddarpariaeth hon gael ei ddatblygu o fod yn gyrsiau traddodiadol preswyl i fod yn gyrsiau rhithiol.

Yn newydd eleni, darparwyd sesiwn i reolwyr ynghlwm wrth y rhaglen Cymraeg Gwaith. Cynhaliwyd sesiwn i egluro iddynt beth oedd yn ddisgwyliedig oddi wrth y staff yr oeddent yn eu rhyddhau i ddysgu ac hefyd sut y gallen nhw gefnogi'r staff hynny gyda'u hymdrechion. Nid ydy'r staff yma wedi eu cynnwys yn y ffigurau isod gan y byddant yn cael eu cynnwys y flwyddyn nesaf wrth iddynt gwblhau'r cwrs.

Dyma ffigyrau o'n staff sydd wedi cwblhau hyfforddiant Cymraeg 2020-2021:

Cwrs Dysgu Cymraeg	Y lefel y disgwylir ei gyrraedd ar ôl y cwrs	Nifer sydd wedi cwblhau
Croeso a Chroeso Nôl	Lefel 1	96
Cymraeg Dechreuwyr 1 -2 (mynediad)	Lefel 2	177
Cymraeg Sylfaenol	Lefel 3	9
Cymraeg Canolradd	Lefel 4	13
Gwella'ch Cymraeg (1 wythnos ddwys)		8
Say Something in Welsh	Lefel 1	8
	Lefel 2	3
		<b>314</b>
<b>Cyrsiau eraill</b>		
Ymwybyddiaeth Iaith (Saesneg)		2251
Mentora		23
Eich staff - Cymraeg Gwaith		11
		<b>2285</b>

#### Dysgu trwy gyfrwng y Gymraeg:

Dyma'r ffigyrau cyrsiau'r Cyngor sydd wedi'u cwblhau drwy gyfrwng y Gymraeg drwy e-ddysgu.

Cadeirio Gwrandawriad Disgyblu	1
Croeso i Ymwybyddiaeth Iaith	278
Cyflwyniad i Gaffael	7
Datgelu Camarfer	94
Diogelu Data (GDPR)	189
Diogelu: Ymwybyddiaeth	19
Gwynwch Personol	3
Hylendid Bwyd	23
Iechyd Meddwl Yn y Gweithle	108
Llawlyfr i Yrwyr	1
Safonau Ymddygiad yn y Gweithle	8
Trais yn erbyn menywod, cam-drin domestig a thrais rhywiol	363
Ymwybyddiaeth o Ofalwyr	26
	<b>1120</b>

Mae hefyd yn bwysig nodi nad yw cyrsiau cyffredinol eraill y Cyngor yn cael eu darparu yn uniaith Saesneg. Mae llawer o gyrsgiau yn cynnwys elfennau o Gymraeg ag yn rhoi cyfle i fynychwyr siarad Cymraeg. Mae Partneriaeth Datblygu Gweithlu Gofal Cymdeithasol er enghraifft, yn sicrhau bod eu holl adnoddau'n ddwyieithog, yn croesawi pawb yn ddwyieithog ag yn apwyntio hyfforddwyr Cymraeg fel bo angen.

O rhan hyfforddiant i'r aelodau, mae'r adnoddau'n ddwyieithog. Darparwyd rhai cyrsiau yn Gymraeg a rhai'n ddwyieithog, lle darparwyd rhan o'r sesiwn yn Gymraeg a rhan yn



Saesneg. Yn ogystal, ar draws Dysgu a datblygu, cynigwyd grwpiau trafodaeth Cymraeg i'n staff yn ystod ymarferion gweithdai.

## Sgiliau iaith

Dyma'r data a oedd ar y system ar ddiwedd mis Mawrth 2020

	Nifer	Canran		Nifer	Canran
<b>Dim Sgiliau Llafar</b>	603	11%	<b>Dim Sgiliau Ysgrifennu</b>	1347	25%
<b>Lefel 1 Llafar</b>	1657	31%	<b>Lefel 1 Ysgrifennu</b>	1426	27%
<b>Lefel 2 Llafar</b>	856	16%	<b>Lefel 2 Ysgrifennu</b>	776	15%
<b>Lefel 3 Llafar</b>	614	12%	<b>Lefel 3 Ysgrifennu</b>	548	10%
<b>Lefel 4 Llafar</b>	520	10%	<b>Lefel 4 Ysgrifennu</b>	474	9%
<b>Lefel 5 Llafar</b>	1074	20%	<b>Lefel 5 Ysgrifennu</b>	730	14%
<b>Cyfanswm</b>	5324		<b>Cyfanswm</b>	5301	

Dyma ffigurau 2020-21:

	Nifer	Canran		Nifer	Canran
<b>Dim Sgiliau Llafar</b>	664	12%	<b>Dim Sgiliau Ysgrifennu</b>	1347	25%
<b>Lefel 1 Llafar</b>	1701	31%	<b>Lefel 1 Ysgrifennu</b>	1445	27%
<b>Lefel 2 Llafar</b>	859	15%	<b>Lefel 2 Ysgrifennu</b>	779	14%
<b>Lefel 3 Llafar</b>	637	11%	<b>Lefel 3 Ysgrifennu</b>	585	11%
<b>Lefel 4 Llafar</b>	545	10%	<b>Lefel 4 Ysgrifennu</b>	495	9%
<b>Lefel 5 Llafar</b>	1148	21%	<b>Lefel 5 Ysgrifennu</b>	792	14%
<b>Cyfanswm</b>	5554			5443	

Mae gennym y cofnod iaith uchod allan o 8604 o aelodau staff (2020-21). Fodd bynnag, mae'r ffigwr hwn yn cynnwys 2460 o staff mewn ysgolion nad oes gennym gofnod iaith ar eu cyfer.

Mae'r dudalen hon yn wag yn fwriadol

## Y Pwyllgor Craffu - Polisi ac Adnoddau

21.07.21

### ADRODDIAD BLYNYDDOL STRATEGAETH TRAWSNEWID DIGIDOL A STRATEGAETH TECHNOLEG DDIGIDOL 2021

**Y Pwrpas:** Mae'r adroddiad cynnydd blynyddol hwn yn rhoi'r wybodaeth ddiweddaraf am ddwy o dair Strategaeth Ddigidol Cyngor Sir Caerfyrddin.

Ein prif strategaeth gyffredinol yw ein Strategaeth Trawsnewid Digidol 2017 - 2020. Mae'r Strategaeth Trawsnewid Digidol yn nodi dyheadau a blaenoriaethau strategol y Cyngor o ran y maes digidol ac yn amlinellu'r hyn yr ydym yn bwriadu ei wneud i wireddu ein gweledigaeth ar gyfer Sir Gaerfyrddin Ddigidol.

Mae ein Strategaeth Ddigidol ar gyfer Ysgolion a'n Strategaeth Technoleg Ddigidol 2018 - 2021 yn sail i'n Strategaeth Trawsnewid Digidol. Mae adroddiad cynnydd blynyddol ar wahân wedi'i baratoi ar gyfer y Strategaeth Ddigidol ar gyfer Ysgolion. Mae'r Strategaeth Technoleg Ddigidol wedi'i chynnwys yn yr adroddiad cynnydd hwn. Mae ein Strategaeth Technoleg Ddigidol yn cyflwyno blaenoriaethau a dyheadau'r Awdurdod o ran technoleg ddigidol yn ystod 2018 - 2021.

Mae Strategaeth Trawsnewid Digidol 2017-2021 a Strategaeth Technoleg Ddigidol 2018 - 2021 yn tynnu sylw at sawl maes blaenoriaeth allweddol. Ym mhob un o'r meysydd blaenoriaeth allweddol hyn, cymeradwywyd nifer o brosiectau a chanlyniadau allweddol, ac mae'r Adroddiad Blynyddol hwn yn nodi'r cynnydd a wnaed dros y 12 mis diwethaf.

#### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Cafodd Strategaeth Trawsnewid Digidol 2017-2020 ei chymeradwyo ym mis Mai 2017 gan y Bwrdd Gweithredol. Cafodd Strategaeth Technoleg Ddigidol 2018 - 2021 ei chymeradwyo ym mis Mai 2018 gan y Bwrdd Gweithredol. Yn y ddwy strategaeth ymrwymwyd i ddarparu adroddiad blynyddol i roi gwybod i'r Awdurdod am y cynnydd sydd wedi cael ei wneud mewn perthynas â'r blaenoriaethau allweddol a'r prosiectau a gymeradwywyd.

**Y Rhesymau:** Cymeradwyo cynnwys Adroddiad Blynyddol Strategaeth Trawsnewid Digidol a Strategaeth Technoleg Ddigidol 2019.

**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 Mair Stephens

**Y Gyfarwyddiaeth:** Y Prif Weithredwr

**Enw Pennaeth y Gwasanaeth:** Noelwyn Daniel

**Awdur yr Adroddiad:** Julian Williams

**Swydd:**

Pennaeth TGCh a Pholisi Corfforaethol / Cadeirydd y Grŵp Llywio Trawsnewid Digidol

**Swydd:** Rheolwr Datblygu Cymwysiaid

**Rhifau ffôn:**

01267 246270, 01267 246350.

**Cyfeiriadau E-bost:**

[ndaniel@sirgar.gov.uk](mailto:ndaniel@sirgar.gov.uk)

[jnwilliams@sirgar.gov.uk](mailto:jnwilliams@sirgar.gov.uk)

**EXECUTIVE SUMMARY**  
**POLICY & RESOURCES SCRUTINY COMMITTEE**

**21.07.21**

**Digital Transformation Strategy and Digital Technology Strategy Annual Report 2021**

**Purpose:** This annual progress report provides an update on two of Carmarthenshire County Councils three Digital Strategies.

Our primary, overarching Strategy is our Digital Transformation Strategy 2017 - 2020. 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.

Underpinning our Digital Transformation Strategy are our Digital Schools and Digital Technology Strategies 2018 - 2021. A separate annual progress report has been prepared for the Digital Schools Strategy. The Digital Technology Strategy is included in this progress report. Our Digital Technology Strategy sets out the Authority's digital technology priorities and aspirations over the period 2018 - 2021.

The Digital Transformation Strategy 2017-2021 and Digital Technology Strategy 2018 – 2021 highlight several key priority areas. Within each of these key priority areas a number of key projects and outcomes were approved, and this Annual Report details the progress made over the last 12 months.

**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:** Noelwyn Daniel

Head of ICT and Corporate Policy

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>

**CONSULTATIONS**

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

**Signed:** Noelwyn Daniel

Head of ICT and Corporate Policy

A draft copy of the Annual Report has been shared with members of the Digital Transformation Steering Group.		
<b>Section 100D Local Government Act, 1972 – Access to Information</b>		
<b>List of Background Papers used in the preparation of this report:</b>		
Digital Transformation Strategy 2017-2021		<a href="https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/digital-transformation-strategy-2017-2020/">https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/digital-transformation-strategy-2017-2020/</a>
Digital Technology Strategy 2018 – 2021		<a href="https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/digital-technology-strategy-2018-2021/">https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/digital-technology-strategy-2018-2021/</a>

Mae'r dudalen hon yn wag yn fwriadol

# Carmarthenshire County Council

Digital Transformation Strategy 2017-2020

Digital Technology Strategy 2018-2021

Annual Progress Report 2021



[carmarthenshire.gov.wales](http://carmarthenshire.gov.wales)

Cyngor **Sir Gâr**  
**Carmarthenshire**  
County Council



Tudalen 175



## *"A Digitally enabled Carmarthenshire"*

### **To achieve this bold vision, we must:**

- Provide transactional services and information online in a user-friendly and inclusive way.
- Use technology to change the way traditional face-to-face services are delivered, enabling us to deliver effective and efficient services for our residents.
- Create a digital workforce which is agile, mobile and using the most appropriate technologies to support service delivery.
- Support our residents to use digital technology and enable access to technology for those that do not have it.
- Support our businesses in a digital economy.
- Use digital technology to work and collaborate with our partners seamlessly, including the effective sharing and use of data.
- Build a more flexible, agile and integrated technology infrastructure.
- Adopt a highly available, modern, and 'citizen centric' digital platform at the heart of our technology.
- Harness cloud environments to deliver technology anywhere, anytime for the organisation.
- Make significant improvements to productivity by harnessing new technology and devices for all our Councillors and Staff.
- Decommission our on-premises infrastructure and replace with virtual cloud technology where at all possible.
- Pursue a policy of converging and unifying our communications platforms to a single system.
- Collate, interrogate and extract value from data to facilitate organisational strategy, decision-making and service delivery.
- Make digital connectivity and bandwidth the foundation of our technology stack, for the organisation, elected members, citizens, and businesses.
- Facilitate and underpin collaboration locally, regionally and nationally through the intelligent deployment of technology.
- We will value, recognise and invest in the people and skills required to achieve the aims of this Strategy.

The projects identified within the Digital Transformation Strategy are designed to deliver the key objectives of the Corporate Strategy:





# Annual Progress Report 2020

This annual progress report concludes our 1st Digital Transformation Strategy 2017-2020 and Digital Technology 2018-2021 strategies; of which the overarching strategy is our Digital Transformation Strategy.

Due to the challenges presented and required response due to the COVID pandemic, our 2<sup>nd</sup> strategy has had to be delayed by 1 year. This report covers both 2019/2020 and 2020/2021 updates. However, this delay has presented an opportunity to align our 2<sup>nd</sup> Digital Transformation Strategy 2021-2024 with our 2<sup>nd</sup> Digital Technology Strategy 2021-2024 going forward.



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 and why. Technology is becoming increasingly pervasive and ingrained across all sectors of industry and has become integrated into many aspects of our daily lives.

Carmarthenshire County Council needed a digital transformation strategy as digital technology and innovations have the potential to transform the county and the lives of our residents, businesses and communities as well as allowing the council to generate long-term saving and efficiencies.

***The Authority will make use of appropriate emerging and existing technologies to facilitate and underpin service transformation, improvement and efficiencies.***

***We will adopt the Sustainable Development Principles of the Well Being Future Generations Act in our design and implementation of new digital technologies to assist us in delivering the Future Generations Well Being Objectives.***

Underpinning primary Digital Transformation Strategy are our Digital Schools and Digital Technology Strategies. A separate annual progress report has been prepared for the Digital Schools Strategy, while the Digital Technology Strategy update is included as part of this combined progress report.



Our **Digital Technology Strategy** sets out the Authority's digital technology priorities and aspirations over the same period. Its purpose is to identify the key technologies, innovations and initiatives that will facilitate and underpin the vision and delivery of the organisations existing and overarching Digital Transformation Strategy. The audience for this Strategy is the leadership of the organisation, elected members, our customers and our staff.

Digital transformation, challenges and improves how things are done today. Carmarthenshire County Council will continue to embrace change, and this will be achieved with greater use of digital technology and social media channels, building upon the significant progress made in these areas over the past 4 years.

We recognise that schools have extraordinary ICT needs, and to provide greater focus, a revised Digital Schools Strategy will be developed and aligned to Welsh Governments Digital Competence Framework, Education Digital Standards and the new HWB Grant. This will reflect the new ways working identified through the pandemic and the need to enhance the blended learning model in education.

The Digital Technology Strategy recognises that flexible, agile and integrated technology can only be delivered to the Council and its residents if we adopt the same leading-edge models of some of the most forward thinking and efficient companies across the globe.

# COVID-19 Impact

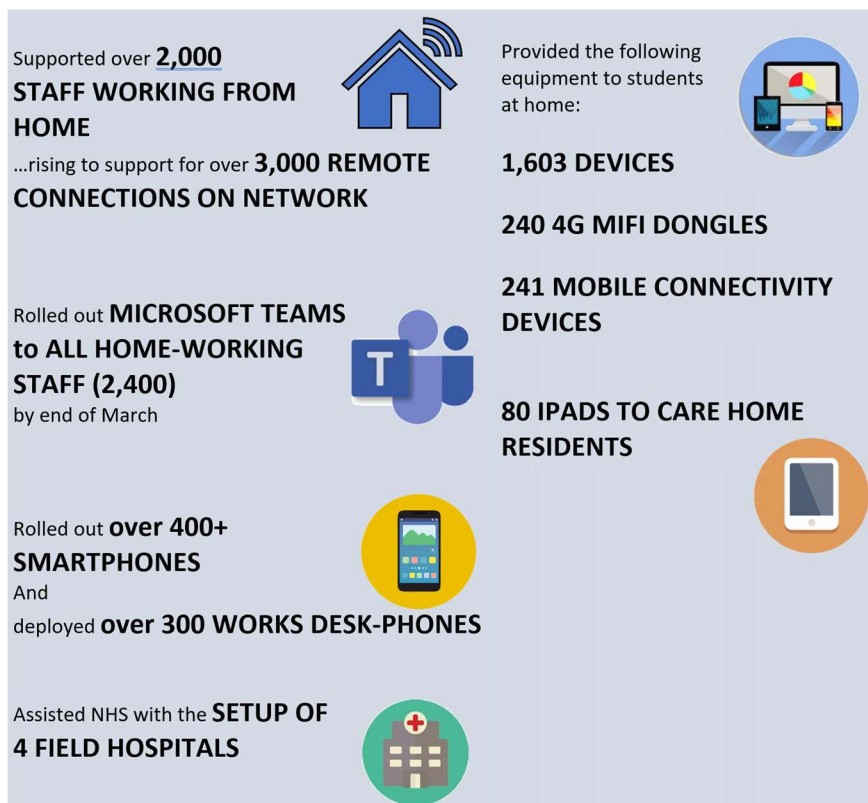
A COVID Impact Report was produced in December 2020 outlining how key projects and priorities implemented during our 1<sup>st</sup> Digital Transformation Strategy 2017-2020 over the past 4 years had put the authority in a strong position to respond to the wide technical and transformational challenges presented across the council.

Although we could not foresee some of the demands required by the pandemic, we were in a very good position to respond; which staff demonstrated great creativity and commitment in developing and implementing digital solutions to help with the ongoing delivery of critical services and aiding in the recovery plans of many service areas that had stopped and needed innovative solutions and information technology needs to help them recover - key projects outlined within this report.

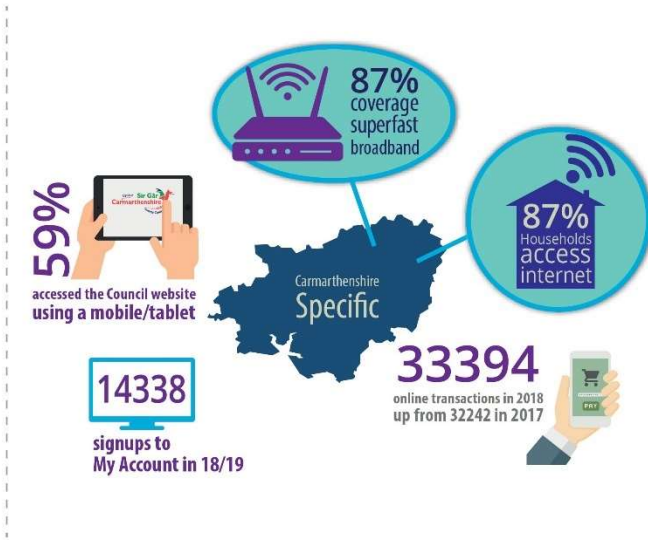
For our **Residents and Businesses**, we had to take advantage of new digital platforms to allow them to quickly find information online or interact and engage with the local authority in ways and times that were convenient to them. This vision and investment put us in a favourable position at the onset to move services on-line and also facilitate home working for our staff.

Our work on empowering our **Workforce** to be as efficient and effective as possible in the right place, at the right time based on the needs of citizen service delivery paid us dividends in the pandemic. The use of technology, and especially the use of Microsoft Teams, has been a vital component of the Council's response to the pandemic, and is helping to support the adoption of a far more dynamic and productive way of working. It has facilitated improved communication and team working at a local, regional, and national levels.

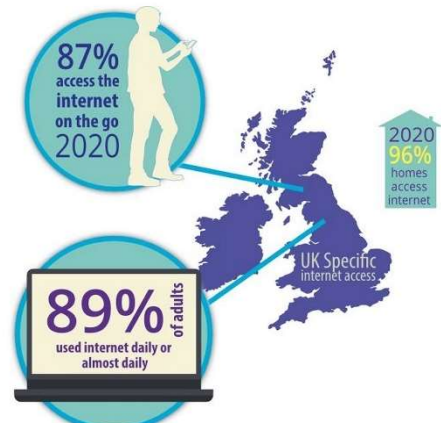
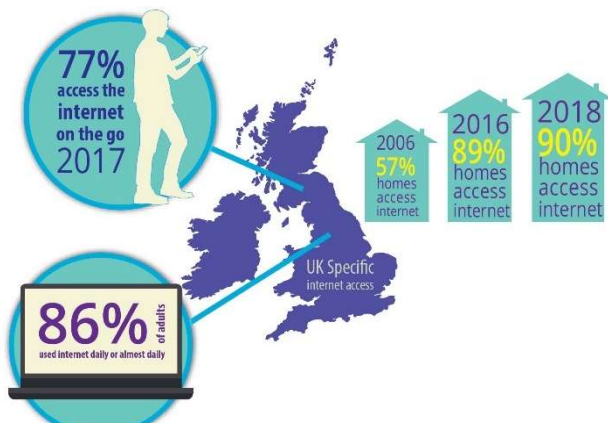
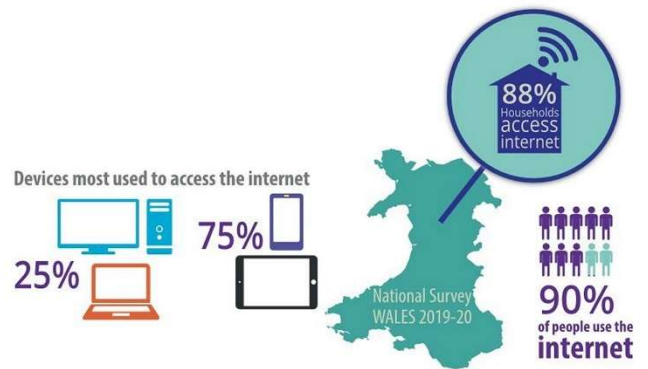
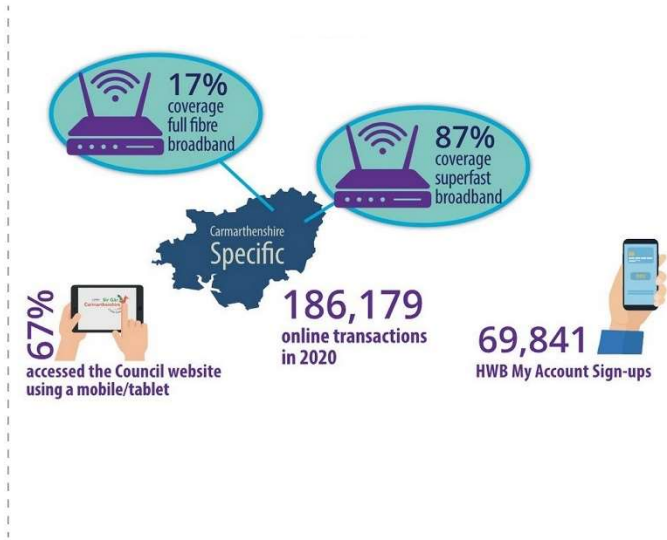
There has now been a significant shift to digital learning solutions which has supported the upskilling of staff across the organisation, and this has been vital in ensuring continuity of staffing resource to our critical services and facilitated the effective implementation of online service delivery options.



## 2018



## 2020



# Resources

Throughout 2019/20 and 2020/21 we have invested a significant amount of financial and staffing resources ensuring the Authority continues its journey of transformation to a truly digital organisation. We have made significant investments in our people and skills, digital systems and services; providing a robust and resilient infrastructure to underpin citizen service delivery across the County. In addition to ICT Services ongoing revenue budget, we have invested the following over the past 2 financial years:

## Capital

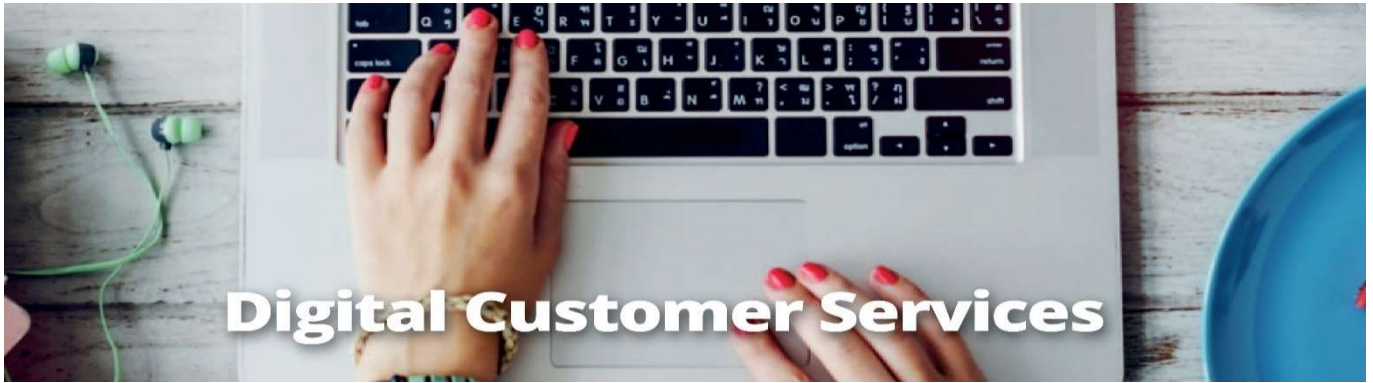
- £488K on specific departmental Digital Transformation projects which were scored and prioritised based on efficiencies and better ways of working by the corporate Digital Transformation Steering Group (DTSG).
- £56K on mitigating evolving cyber threats to the organisation and ensuring essential compliance of all systems, services and infrastructure.
- £158K on Corporate Wi-Fi replacement and improvements.
- £32K on County wide core network enhancements, ensuring our workforce has ultrafast access to internal and internet based digital resources via the best possible networks.
- £83K on Voice and Telephony Infrastructure, future proofing our communications capabilities and supporting home working.
- £150K invested on strategic digital initiatives to help services transition to Cloud services.
- £407K in improving data centre and the organisations digital Disaster Recovery capabilities.

## People & Skills

We have invested £74K in retaining and upskilling ICT staff, providing them with the skills and ability to take our ambitious adoption of Digital Transformation and Technology forward. In addition, we have taken advantage of fully funded local, regional, and national development opportunities offered through Academi Wales, the Institute of Leadership and Management and our own internal Learning and Development department. Doing so in helping to develop and retain the Digital Leaders and Workforce of the future within Carmarthenshire.

## Efficiencies

- £50k from savings delivered through the migration of Carmarthenshire Schools to the all-Wales HWB Digital learning platform.
- £79K Worth of efficiencies for Schools via renegotiated Printing and Telecommunications contracts.
- Renegotiating of our corporate Konica contract and 25% reduction of our printer estates; savings of £29k per annum.



## *"Enabling citizens to get the services and information they need online".*



### What it means?

- Providing high-quality user-friendly services and information online to residents.
- Providing increased 24/7 digital access to services that are bilingual and customer friendly.
- To provide a personal digital service and respond to customer needs.

### Why is it Important?

- To meet customer demands and respond to rising customer expectations.
- To improve customer engagement with access to personalized information and services.
- With greater use of mobile technology, provision access to online services at the customers convenience, 'anytime, anywhere'.

### Progress Made

*Several projects that were identified and within the authorities Digital Transformation Strategy were fast tracked to assist front line service delivery during the Covid19 pandemic.*

**HWRC Online Appointments.** To allow the re-opening of our 4 key Recycling Centres / Sites, the means for residents to make appointments quickly and conveniently. This online appointment system has ensured that members of the public could be allocated a slot and for the social distancing measures to be adhered to within the various HWRC sites across the Authority. Over 3000 appointments made within the first 24 hours at launch May 2020 and over 170,000 online bookings to date. This service contributed to a significant increase in our online HWB My Account sign-ups from 29,000 (2019 data) to now over 72,000 registered accounts by 2021.



**ACTIF ANYWHERE.** Members of our Actif Leisure Centres can access online classes through our new app by using their phone or tablet, laptop or smart TV. Particularly important to maintain the valuable service provided for exercise referrals and rehabilitation from home and to ensure continued positive impact upon health outcomes.



**Libraries Online 'Click & Collect' Service.** The means for customers to reserve their desired literature via the online system and arrange a convenient collection date / time at their chosen library. Equality of access is delivered through the twin provision of online as well as telephone ordering.

**Free School Meals Direct Payments Requests.** An online form was quickly needed with back-office workflow to accept and ensure accurate details and evidence was captured from families in receipt of Free School Meals for direct payments. This form and process was also integrated with our internal financial management system allowing payments to be made to those families in need of financial support.

**Pembrey Country Park Online Bookings and Payments.** A Booking System procured and implemented to allow the park to re-start their services in a safe and controlled way and to minimise cash handling at the park. Online bookings can now be taken via the Pembrey County Park Website for all outdoor activities being held at Pembrey Country Park (ski hire and tuition, bike hire, mini-golf, toboggan rides etc.). To ensure social distancing rules and reducing queues at car park 'pay' machines, we also developed in-house a 1- and 7-Day Online Pass/Payment which has full integration into the ANPR - Number Plate Recognition Car Barrier System.



***"Carmarthenshire will aim to support its staff in adopting working practices with maximum flexibility and minimum constraints in order to optimise their performance in the delivery of quality and cost effective services".***



### What it means?

- A digital workforce is responsive and flexible
- Being responsive to the needs of our citizens by providing good public services and being flexible about where work is carried out.
- Flexibility for our staff is being able to work from different locations, at different times and use the most effective technology.

- It allows us to improve processes, procedures and work flows, eliminating waste and exploiting efficiencies through good use of data and analytics.

### Why is it Important?

- Agility and mobility brings efficiencies and increased productivity through better ways of working.
- It increases our ability to ensure a healthy and mutually beneficial work life balance for our workforce. This increases our ability to attract the necessary skills and knowledge for our workforce.

### Progress Made

*Several projects that were identified and within the authorities Digital Transformation Strategy were fast tracked to assist front line service delivery during the Covid19 pandemic.*



**3000 Remote / Home Workers.** The critical need to ensure we had a digital infrastructure and capability to cope with over 2000 members of staff working from home. To facilitate this we had to quickly install and configure additional Firewalls to handle the huge demands presented from overnight home working during the 1<sup>st</sup> lock-down and throughout 2020 and beyond. This work was completed before the end of March 2020 and we can now safely support over 3000 remote connections to our network.

**Roll-out of Microsoft Teams for 2500 Staff.**

We successfully rolled-out of Microsoft Teams Corporately by the end of March 2020. This ensured that all staff working from home (nearly 2500 staff) could communicate and collaborate with each other and meetings could progress efficiently. Channels and within Microsoft Teams proved an excellent way to share meeting notes, reports and have direct conversations with colleagues and partners organisations.

**In-House Contract Tracing Database for Schools.**

Development of an in-house Contact Tracing Database and System; to allow the TTP (Track, Trace, Protect) team the capabilities to monitor school covid-19 symptoms activity and assist the Central / Welsh Government Track and Trace Process, TTP CRM System and Mobile App.

**Konica Contract Renewal and Printer Rationalisation.**

Renegotiating of our corporate Konica contract and 25% reduction of our printer estates; savings of £29k per annum.

**Domiciliary-Care Mobilisation to over 400 workers.**

Procurement and roll-out of over 400+ Smartphones by the end of April 2020 and deployed to domiciliary care and social care staff that allowed them to work in a more agile and efficient manner without the need to visit Council buildings to collect work rotas and communicate easily with customers, managers, colleagues and back-office administration.

**Over 1000 Devices for Vulnerable School Pupils.**

Configuration and delivery of over 1000+ devices for vulnerable school pupils to enable them to work from home.

**Over 300 Desk Phones for Staff to Work from Home.**

We quickly deployed over 300+ of our works desk phones that were equipped with additional technology for key staff who needed to take calls from members of the public. This included the Authorities Contact Centre staff and Delta Wellbeing to work from home. Work is currently ongoing to upgrade our telephony infrastructure so that we can deploy smartphones for all staff across the Authority (if required). This means that staff will be able to receive traditional direct dial calls from members of the public to their laptops. This will remove the need for desk phones and will facilitate greater remote working.

**BYOD (Bring Your Own Device).**

Delivered the capability to allow staff the means to access their work email from their personal devices in a safe and secure manner. Facilitates greater remote working and flexibility for staff. This capability also enables engagement with non office-based staff to have access to systems and the intranet.

**Agile Working.**

Our Agile Working programme over the past 4 years has seen a significant shift to over 80% laptops and 20% desktops for our workforce. An agile workforce must be able to work from the most appropriate location at the most appropriate time. The implementation and installation of Microsoft Teams and the move to paperless meetings were all part of the Agile Working programme but the pandemic proved crucial preparedness and re-affirmed our decision to move towards an Agile Workforce.

The Council has operated a **Redeployment Hub**

run centrally by Human Resources which has matched volunteers, many from closed services. This approach has cut through the historic boundaries of different departments or constraints imposed by rigid job descriptions as Job Evaluation criteria.

A **Staff Hub Database** was developed within the

1st two weeks to add flexibility and effectiveness to the process together with clear Dashboards to present the information to senior managers.



***"Enable residents and businesses in the County to use digital technology to enhance their lives".***



### What it means?

- Ensure that residents and businesses exploit the latest technology to improve their lives.
- Developing the digital skills of our residents from children to our elderly.
- High speed connectivity for every business so that they can compete in a global economy.
- Enable business to make use of 'cloud computing'. Cloud computing can accelerate time to value, drive higher adoption of new technologies, and connect the services offered in real time.
- Digitally transform Council business operations to make them more efficient.
- Ensure that our children live in digitally connected communities and have the latest digital technologies available to give them the best start I life.
- Every resident of Carmarthenshire should have the ability to access 'on-line' services which can be used to improve their 'quality of life'.

### Progress Made

**iPads for Care Home Residents.** Service specific initiatives, such as the issuing of smart phones to Social work teams has also boosted productivity. 80 iPads to care home residents to keep in touch with their loved ones.

### Why is it Important?

- A digital Carmarthenshire will encourage new business to invest in Carmarthenshire to support the local economy and attract sustainable employment.



*"Well done, distributing iPads to care homes in Carmarthenshire. I applaud you."  
Compliment received*

**Virtual Democracy.** We ensured all Members had the capabilities and could attend virtual Council Meetings. The implementation of Zoom and Microsoft Teams, remote translations services, web streaming and the move to paperless meetings ensure democracy could continue as efficiently and effectively as possible. ICT Service played a key role in hosting and the Webcasting of Democratic meetings from June 2020 onwards. Prior to COVID-19 democratic meetings were webcasted by an external company called Public-I but they did not have a solution in place to allow a Virtual democratic meeting to be webcasted. Microsoft Teams was used to host the virtual meeting whilst staff from ICT Services setup and facilitated the webcasting of the meeting via Vimeo and the Authorities website. A work around solution was put in place with colleagues from the Translation team to facilitate simultaneous translation which was simplified with the use of ZOOM for democratic meetings.

**Connectivity for Rural Workers and Members.** There is a need to ensure staff have sufficient connectivity and sufficient broadband speeds in order to work efficiently but data from the Open Market Review 2019 claims that there are **12,838 premises in Carmarthenshire with speeds under 30mbps**. We have supported throughout the pandemic rural key workers and councillors who had experienced digital connectivity difficulties through deploying 4G routers via a Welsh Government pilot scheme.

**Gigabit Broadband Voucher Scheme.** Residents and businesses in rural areas of Carmarthenshire now have access to more funding for better broadband. Welsh Government has topped up the value of the Gigabit Broadband Voucher Scheme to those with less than 30Mbps. The vouchers have doubled in value and those eligible can now claim £7k for a small to medium sized business and £3,000 for residential premises. We have supported rural communities where possible to increase digital connectivity through actively promoting the Rural Gigabit Voucher Scheme, and encouraged residents to register their interest for broadband upgrade.

**Application for Business Hardship Rent Relief.** An online form was quickly needed with back-office workflow to accept applications or Business Hardship Rent Relief. This was developed and promoted via the council's website to allow business to quickly apply for this Welsh Government rent relief.



***"Innovative digital solutions will enable increased collaboration and facilitate organisations to work seamlessly together".***



### What it means?

- Improved information sharing with other organisations and partners.
- Increased sharing of software and hardware platforms across the region.
- Is a catalyst for cultural cohesion enabling departments to focus on putting the citizen at the heart of what they do.

### Progress Made

### Why is it Important?

- Digital Collaboration underpins 'Digital Customer Service', the 'Digital Workforce' and 'Digital Communities and Business'.
  - Helps foster cohesion in teams. This is especially relevant to teams that are dispersed as cohesive teams are far more productive.
  - Creates an atmosphere of openness as staff are up to date with and able to access the very latest news and information.
  - Simplifies the way that we share data with other organisations and partners making everyone feel like part of a single team working on common objectives.
- Set-up of 4 Field Hospitals.** The critical need to assist the NHS with ICT Support for the rapid setup of 4 field hospitals across the County. Our role focused on the Digital Infrastructure and Connectivity needs within these temporary field hospitals.
- Flying Start - Digital App.** Flying Start Carmarthenshire became the first Flying Start in Wales to use a mobile app to help keep in touch with families. The team developed the app as a way to increase engagement, and to signpost families to important information and promote events in the local areas.

**Digital Equality Agenda.** This has been a challenge for officers and for schools. The provision of IT equipment and internet access to vulnerable learners or those children who live in areas with poor broadband coverage became a much more complex task than had first been imagined and led to delays in many children receiving equipment and some confusion between schools, parents and LA officers over how the process should be managed.

Although it is estimated that around 98% of all children now have access to digital resources at home that will be available for them in any further period of closure, there is a feeling that any future work on the digital equity agenda should be managed centrally by Local Authority Officers who are able to have an oversight of the whole system and control over the use and distribution of devices. This would remove some of the inconsistencies in the operation of this strategy which arose between distribution hubs in different school catchments.

The following equipment has been provided to support:

- **1,603 devices** to students at home, including laptops and Chromebooks.
- **240 4G MiFi dongles** were supplied to support families with remote learning across Carmarthenshire.
- **241 mobile connectivity devices** to students at home.

*\* further details on education and schools are detailed within the School Technology Strategy.*

**Electronic Signatures (eSignatures).** Prior to lockdown, both treasury management and grants processes were heavily paper based requiring either mailing or hand delivery of documents for signature to directors and heads of service. Working remotely, the Council has put in place electronic authorisation instead, and quickly implemented secure submission processes for grant returns to WG which have subsequently been advised as best practice by the Welsh Government grants centre of excellence. This has huge potential for streamlining back-office processes, printing/postage costs and faster service delivery by implementing electronic signature solutions across the wide range of council services that can exploit this technology, including extending with externals and partner organisations and 3<sup>rd</sup> parties.

# Resilient Data & Voice Networks

## What it means?

- Our local and wide area networks, internet feeds, telephony and unified communications systems underpin communication across the organisation and with partners.
- Our already significant and sophisticated network provides the ability to communicate, collaborate and share data, systems and services.

## Why is it Important?

- Data and voice network connectivity and internet access are critical in delivering 21st century citizen services.
- The demand on our bandwidth and internet connectivity channels from corporate services, schools and partners has grown rapidly. We fully expect this demand to increase in the coming years.
- Our network is the foundation of everything we do in terms of technology. Without it departmental, schools and partner systems and services simply would not function.
- We already have both central and departmental systems and services in the Cloud. Our network is the vehicle that allows us to access those, now and in the future.

## Progress Made

- Core Network Switch/Router replacement - Three core sites have had their legacy equipment replaced and upgraded, enhancing, and expanding our network capabilities. There are two core sites remaining.
- Data Centre core Switch/Router replacement - New hardware has been configured and installed which has significantly enhanced our Data Centre resilience.
- PSBA Network Transformational re-design - Twelve corporate sites running at sub 10MB have been upgraded this year to 100MB fibre or Superfast connectivity. We have also commissioned Ty Parcyrhun as a new core site.
- LIDW 2 - Forty-one schools have had their PSBA connectivity upgraded to 100Mbps fibre this year.
- Telephony Virtualisation - Mitel telephone system virtualization is complete, delivering significant revenue savings and resilience into our telephony services.
- Increased deployment of Corporate Wi-Fi connectivity - Deployment of additional Wi-Fi access points into the largest ten buildings across the county has been completed. This has provided blanket Wi-Fi coverage for staff and visitors at core sites.
- Additional, resilient PSBA internet feeds - With the commissioning of the Ty Parcyrhun site as a core network location, an additional Internet connection has been commissioned to provide increased internet capacity and additional resiliency to the organisation.



# Secure & Resilient Data Centers

## What it means?

- Ensuring our data, systems and services are hosted in the most efficient and appropriate location.
- Ensuring our data, systems and services are built and managed on the most efficient and appropriate platforms.

## Why is it Important?

- Data Centres are the core of our business, housing our infrastructure, data, and applications. Without them, ICT simply would not function.
- The contents of our data centres are of extremely high organisational value in terms of physical assets, data, annual spend, organisational performance and service delivery.

## Progress Made

- Expansion and evolution of Cyber Security Capabilities - Procurement and deployment of our new Anti-Virus solution is complete, providing a more resilient and secure digital environment as well as improved response capabilities to a Cyber breach.

- Replacement and upgrade of our Storage Area Network - is complete, providing the authority with improved performance and capacity of systems and data and a sustainable data storage environment.
- Replacement and upgrade of our UNIX server environment - is complete, improving performance and resilience of several business-critical systems and services.
- Replacement and upgrade of our Disaster Recovery capabilities - Strategic review of existing DR capabilities has been complete with a number of tests and procedural changes implemented.
- Windows Server 2012/16 migration and adoption - Work is underway and ongoing, ensuring the authority retains a secure and compliant server environment with increased management and performance. To date 174 servers have been upgraded to Windows Server 2012/16 and 128 remain

Mae'r dudalen hon yn wag yn fwriadol



## Pwyllgor Polisi ac Adnoddau

21.07.21

## POLISI TRIN DATA PERSONOL

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Ystyried a chraffu ar gynnwys y Polisi Trin Data Personol.

**Y rhesymau:**

Gweithredu Polisi Trin Data Personol newydd a fydd yn cymryd lle'r Polisi a'r Weithdrefn bresennol ar gyfer Trin Gwybodaeth Personol a'r Polisi Rhoi Gwybod am Achosion Torri Amodau ac Ymateb Iddynt. Mae'r polisiâu presennol wedi mynd y tu hwnt i'w dyddiadau adolygu ac mae angen eu diweddarau i adlewyrchu newidiadau o ran arferion gweithio, defnyddio technolegau newydd yn ogystal â phenderfyniadau a chanllawiau a gyhoeddwyd gan Swyddfa'r Comisiynydd Gwybodaeth.

**Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad:**  
OES 13.09.21

**YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:- Y  
Cyngorydd Mair Stephens, Dirprwy Arweinydd**

**Y Gyfarwyddiaeth**

Enw Pennaeth y Gwasanaeth:  
Noelwyn Daniel

Awdur yr Adroddiad:  
John Tillman

**Swydd:**

Pennaeth TGCh a Pholisi  
Corfforaethol

Rheolwr Cwynion a  
Llywodraethu Gwybodaeth

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[jwtillman@sirgar.gov.uk](mailto:jwtillman@sirgar.gov.uk)

**EXECUTIVE SUMMARY  
POLICY AND RESOURCES COMMITTEE**

**21.07.21**

**Handling Personal Data Policy**

**1. BRIEF SUMMARY OF PURPOSE OF REPORT.**

The current versions of the Handling Personal Information Policy & Procedure and the Breach Reporting & Response Policy were approved by the Executive Board on 26<sup>th</sup> March 2018, ahead of the new Data Protection Act 2018 and General Data Protection Regulation (referred to as the UK General Data Protection Regulation since 1<sup>st</sup> January 2021) coming into force.

Since that time, with the prevalence of home working and the likely shift, longer term, towards hybrid working arrangements, parts of the Handling Personal Information Policy & Procedure, in particular, have become outdated and are in need of revision. They have also exceeded their review dates.

In addition, to rationalise and reduce the number of separate policy documents, the two policies have been amalgamated to create one document.

The key changes in the draft Handling Personal Data Policy are:

- A revised and expanded section on working from home
- Updated content on transferring personal data, for example, the safe use of email, password protection of documents

There are no substantive changes to the Breach Reporting & Response Policy content.

**DETAILED REPORT ATTACHED?**

**YES**

## IMPLICATIONS

<p><b>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:</b></p>						
<p><b>Signed: Noelwyn Daniel</b></p>			<p><b>Head of ICT &amp; Corporate Policy</b></p>			
Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>YES</b>	<b>YES</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>
<p><b>1. Policy, Crime &amp; Disorder and Equalities</b></p> <p>The recommendation is that a new Handling Personal Data Policy be endorsed for approval and implementation.</p>						

<p><b>2. Legal</b></p>	<p>The Council is required Article 5 (2) of the UK General Data Protection Regulation (UK GDPR) to take responsibility for the personal data it processes (the 'accountability principle') and how the principles of the UK GDPR are adhered to. Appropriate measures must be in place to be able to demonstrate compliance and this policy forms part of the Council's compliance with this principle.</p>
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## CONSULTATIONS

<p><b>I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below</b></p>	
<p><b>Signed: Noelwyn Daniel</b></p>	
<p><b>Head of ICT &amp; Corporate Policy</b></p>	
<p><b>1. Scrutiny Committee Policy &amp; Resources 21.07.21</b></p> <p><b>Recommendations / Comments:</b> Not applicable</p>	
<p><b>2. Local Member(s)</b> None</p>	
<p><b>3. Community / Town Council</b> None</p>	
<p><b>4. Relevant Partners</b> The ICO has been consulted on aspects of the Policy.</p>	
<p><b>5. Staff Side Representatives and other Organisations</b> None</p>	
<p><b>EXECUTIVE BOARD</b></p> <p><b>PORTFOLIO HOLDER(S)</b></p> <p><b>AWARE/CONSULTED</b></p> <p style="text-align: center;">Yes</p>	<p><b>Include any observations here</b></p>

**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
Handling Personal Data Policy	N/A	N/A
UK Government Legislation – Data Protection Act 2018	N/A	<a href="http://www.Legislation.gov.uk">www.Legislation.gov.uk</a>
Information Commissioner’s Office – Guide to Data Protection	N/A	<a href="http://www.ico.org.uk">www.ico.org.uk</a>
Information Commissioner’s Office – Guide to the UK General Data Protection Regulation	N/A	<a href="http://www.ico.org.uk">www.ico.org.uk</a>
Information Commissioner’s Office – [Enforcement] ‘Action we have taken’	N/A	<a href="http://www.ico.org.uk">www.ico.org.uk</a>
Information Commissioner’s Office – ‘Personal data breaches’	N/A	<a href="http://www.ico.org.uk">www.ico.org.uk</a>

# Handling Personal Data Policy

Version 3.0

[carmarthenshire.gov.wales](http://carmarthenshire.gov.wales)

Cyngor **Sir Gâr**  
**Carmarthenshire**  
County Council



Tudalen 197

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# Part 1

## 1. Introduction

**1.1** Carmarthenshire County Council (the Council) collects and uses a wide range of information about individuals, in order to carry out its functions and deliver its services. These people include our customers, clients, employees and residents of the County and the information we hold about them is their personal data. If we fail to take adequate care of the personal data we deal with and it is lost, stolen, disclosed inappropriately or otherwise misused, this could have a serious impact on the individuals concerned ranging from distress to actual physical harm. Personal data is therefore a valuable asset, but also a liability if we handle it incorrectly.

**1.2** This policy is therefore designed to ensure that personal data is handled securely, in particular its storage and transfer, to assist in complying with the Council's legal obligations. It also sets out the Council's requirements for ensuring that personal data breaches are reported and responded to in a timely and effective manner.

**1.3** This policy replaces the previous Handling Personal Information Policy & Procedure and the Breach Reporting & Response Policy.

## 2. Compliance measurement

**2.1** Compliance with this policy is mandatory. Breaches of this policy by staff may lead to disciplinary action being taken against the employees responsible.

## 3. Sponsor

**3.1** This policy is owned by the Corporate Information Governance Group.

## 4. Custodian

**4.1** It is the responsibility of the Data Protection Officer (DPO) to ensure that this policy is reviewed and updated.

## 5. Policy statements

**5.1** Carmarthenshire County Council is committed to processing personal data in accordance with the requirements of Data Protection legislation.

**5.2** The Council views the proper handling of personal data as essential in delivering our services and maintaining the confidence of the people that we deal with.

**5.3** Any personal data held by the Council which is not in the public domain will always be treated as being strictly confidential.

**5.4** The Council will make maximum use of secure electronic methods to process personal data, including its creation, storage and transfer.

**5.5** This policy is approved by, and has the full support of, the Council's Executive Board.

## **6. Definition of personal data**

**6.1** The legal definition of personal data is any information that relates to natural persons (that is, living individuals, as opposed to organisations) who can be identified, or are identifiable directly from the information, or who can be indirectly identified from the information, in combination with other information. The terms personal data and information, as used within this policy have the same meaning.

**6.2** In practice, this is likely to include a very wide range of data, including, but not limited to:

- Names, addresses and dates of birth
- Reference numbers, such as employee or national insurance numbers
- Personal financial information such as bank details
- Descriptive or biographical information regarding an individual
- Photographs or other images

**6.3** There are also special categories of personal data and we must be particularly careful when dealing with these. The special categories are personal data regarding:

- Racial or ethnic origin
- Political Opinions
- Religious or philosophical beliefs
- Trade Union Membership
- Genetic data
- Biometric data
- Health
- Sex life or sexual orientation

**6.4** There are also specific requirements for personal data relating to criminal convictions and offences.



## 7. Legal background

**7.1** Data Protection legislation (comprised of the Data Protection Act 2018 and the UK General Data Protection Regulation) sets out rules relating to the processing of personal data. Processing is defined as collecting, recording, storing and making any use of personal data, including its disclosure and disposal.

**7.2** We are required to observe six principles relating to the processing of personal data. These are:

- Personal data must be processed lawfully, fairly and transparently
- Personal data must be collected for specified, explicit and legitimate purposes, and other uses must be compatible with these purposes
- Personal data must be adequate, relevant and limited to what is necessary in relation to the purposes for which it is used
- Personal information must be kept accurate and where necessary, up to date
- Personal data must not be kept for longer than is actually necessary
- Personal data must be processed in a secure manner, including protection against unauthorised or unlawful use of personal data and against its accidental loss, destruction or damage, using appropriate technical and organisational measures

**7.3** This policy is principally concerned with adhering to the sixth principle, as set out above.

**7.3** The ‘accountability principle’, which is specified in Article 5 (2) of the UK General Data Protection Regulation also requires the Council to take responsibility for what we do with personal data and how we comply with the six principles. Appropriate measures must be in place to be able to demonstrate compliance. This policy therefore forms part of the Council’s compliance with this principle.

**7.4** The consequences of not handling personal data correctly could have serious consequences for the Council, as significant administrative fines can be imposed for serious personal data breaches.

## 8. Scope

**8.1** This policy applies to all personal data owned by the Council.

**8.2** This policy and procedure applies to all employees of the Council, including:

- Temporary employees and agency workers
- Volunteers
- Contractors acting as data processors

**8.3** It is also recommended that the principles of this policy be adopted and applied by all Elected Members and Local Education Authority schools.

## **9. Information Asset Owners**

**9.1** The Council's **Information Security Policy** defines Information Asset Owners as Heads of Service.

## **10. Responsibilities**

### **10.1 Employees are responsible for:**

- Protecting the personal data they process by adhering in full to this policy.

### **10.2 Managers and Information Asset Owners are responsible for:**

- Ensuring that their employees are made aware of this policy and have understood its requirements
- Ensuring that the requirements of the policy are fully implemented within their sections/teams
- Ensuring that their employees have received appropriate training on Data Protection requirements
- Taking appropriate action when breaches of the policy occur

## Part 2

### 11. Use of portable devices and removable media

11.1 Portable devices include, but are not limited to:

- Laptops
- Tablets
- Smartphones

11.2 Removable media include, but are not limited to:

- USB memory sticks/storage devices
- SD cards
- CD-R and DVD-R

11.3 Personal data must not be processed on removable media that are not owned by the Council.

11.4 Personal data must not be processed on a personal device unless the device has been enrolled in the Council's Bring Your Own Device scheme. If staff are in doubt, they should contact IT for further support.

11.5 Portable devices or removable media must only be used to collect, store, transport or transfer personal data when there is a genuine need to do so and there is no alternative method available.

11.6 Before using portable devices or removable media to collect, store, transport or transfer personal data, permission must be obtained from the relevant manager or Information Asset Owner.

11.7 Personal data must never be kept on removable media unless it is encrypted.

11.8 Portable devices or removable media containing personal data must be stored and transported securely.

### 12. Secure storage and use of personal data

12.1 Storage and use of personal data in the form of paper should be minimised in line with the Council's policy statement on maximising the use of secure electronic methods to store and transfer personal data.

12.2 Personal data must always be stored in an appropriate location on the Council's network and never on the hard disk of the device. This protects the data in the event of cybercrime, computer failure or theft.

**12.3** Personal data must not be left unattended where unauthorised persons can have access to it, such as on desks, windowsills, corridors and printers/photocopying devices.

**12.4** Personal data must not be processed on computer equipment that is not owned by the Council.

**12.5** Personal data should never be left visible on a computer screen when it is unattended - the device must be locked by the user.

**12.6** When using applications such as Teams to screen-share, employees must ensure that any personal data that is not intended to be shared is not visible.

**12.7** Personal data must never be uploaded/stored in cloud storage that is not provided by the Council. This includes, but is not limited to:

- Personal email accounts (such as Gmail, Hotmail)
- Microsoft OneDrive
- WhatsApp
- Dropbox

**12.8** Personal data must never be uploaded to the Council's intranet, social media or any website unless:

- The personal data can lawfully be placed in the public domain and is intended for publication, for instance, planning applications or images of people who have consented to this
- The publication has been approved by a senior manager or Information Asset Owner

## **13. Working with personal data out of the office**

**13.1** When working from home or in a public area, where unauthorised persons are present such as family or members of the public, they must under no circumstances be allowed to have access to Council personal data in any form. This requirement includes ensuring that:

- Personal data is not visible to unauthorised persons on laptop screens
- Personal data cannot be overheard, for instance when being discussed using Teams, any other digital communication platforms, or speaking on a telephone
- Personal data contained within any paper documents is not accessible to unauthorised persons
- Council portable devices, which are provided for work purposes only, are not used by unauthorised persons such as family members
- Where there is a genuine need to take portable devices or removable media from one location to another, they are carried safely, and not left unattended and vulnerable such as within vehicles or in areas accessible to the public

**13.2** Personal data in paper form must not be taken from its storage area within Council premises unless it is absolutely necessary to do so and only with the permission of the relevant manager or the Information Asset Owner.

**13.3** Paper records containing personal data must only be taken to an employee's home with the permission of the manager, who is also responsible for ensuring that:

- A means of securely storing papers such as a lockable drawer or cabinet is provided
- A record is kept of what information is taken off site, when it has been taken, by whom and when it is returned

**13.4** When personal data in paper form are taken out of Council premises or moved from one location to another, they must never be left unattended where they could be accessed by unauthorised persons such as within vehicles or public areas.

**13.5** Paper records containing personal data must be carried safely when being taken from one location to another and never as loose pages. A suitable case, mail pouch or similar, which can be closed securely must always be used. Papers must never be carried as loose pages.

**13.6** Employees must not print, scan or photocopy documents containing personal data using devices that are not owned by the Council. This includes personal devices within the home and those available for use in retail premises.

**13.7** When working from home, to prevent issues relating to secure storage and disposal, staff should refrain whenever possible from:

- Making handwritten notes containing personal data
- Creating drafts on paper containing personal data

**13.8** Personal data in paper form must not be kept in the home for longer than necessary and returned/taken to Council premises at the earliest opportunity, including for disposal.

**13.9** Personal data in paper form must never be disposed of in the home. Disposition must be carried out in accordance with section 19 of this document and the Council's **Records Management Policy**.

## **14. Virtual meetings**

**14.1** Where a meeting requires the discussion of any personal data, participants must ensure that it is not overheard by any person who is not authorised to access the personal data.

**14.2** When arranging a virtual meeting, using Teams for instance, the organiser of the meeting must take care to ensure that the correct attendees are selected, to prevent staff who are not authorised to access any personal data being discussed joining the meeting.

## **15. Transferring personal data outside the Council**

**15.1** This includes sending personal data to the following:

- Other local authorities
- Government departments
- External agencies, companies and organisations
- Individuals - our customers and clients

**15.2** Personal data must only be sent outside the Council where this is in accordance with the law and it is necessary to do so.

**15.3** Personal data must not be provided to any external organisation when anonymised, pseudonymised or statistical information could be used as an alternative.

**15.4** Any personal information provided must be relevant, and the minimum necessary for a specified and lawful purpose.

## **16. Using an electronic method to transfer information**

**16.1** The safest, quickest and most cost-effective way of transferring personal data outside the Council is a secure electronic method. This must always be considered as the first option and used whenever possible. Where a portal or file sharing platform is available, this must be used in preference to sending personal data by email.

**16.2** The Council utilises Transport Layer Security (TLS) to protect email sent to public sector organisations. This is therefore a secure method of transferring personal data where this is required.

**16.3** Guidance on which email addresses are protected by TLS is published by the Council on its Intranet, which is updated when necessary and can be accessed via the IT Security page.

**16.4** TLS does not cover email sent to any private sector recipients, which includes our customers and clients. Therefore, for all such recipients, secure methods include, but are not limited to:

- Office 365 encrypted email
- Council ShareFile

**16.5** Where the content is particularly sensitive, consideration should be given to password protecting documents attached to emails to protect the personal data in the event that it is sent to the incorrect recipient and also whilst it is being kept by an intended recipient. When using password protection it is important to:

- Provide the password by a separate email, or via a different method, such as a telephone call

- Ask for confirmation of receipt of the first email containing the password before sending the second email attaching a document
- Ensure that only the copy being sent is password protected and that access to the original kept on the Council's network or system is not restricted in this way

**16.6** When using email, sending to groups or lists of contacts should be avoided as this introduces the risk of disclosing personal data to recipients who are not authorised to access it.

**16.7** The same care has to be taken when replying to emails, as choosing the 'reply to all' option may also result in the information being sent to unintended and unauthorised recipients.

**16.8** When sending an email to a number of recipients, any personal email addresses must be entered into the Blind Carbon Copy or 'Bcc' field within the message rather than the 'To' field. Doing this conceals individuals' private email addresses and prevents them from being seen by the other recipients.

**16.9** When beginning to type an email address, similar addresses that have been used previously will often be 'suggested' by the email software. It is essential that the correct address is chosen before the message is sent. **It is the sender's responsibility to check and double check that the correct address has been entered or selected before sending the email. The importance of this cannot be over-emphasised – many personal data breaches are experienced as a result of email being sent to the wrong recipient.**

**16.10** Care must also be taken when forwarding email trails. The recipients of the latest message may not be authorised to see the content of earlier emails further down the trail.

**16.11** Clear instructions must be included as to how the recipient is to handle the information, for example, if it is not to be passed on without first contacting the sender.

**16.12** When a secure electronic method is not available and the information is not special category personal data, or otherwise likely to cause damage or distress if disclosed to a third party, then it can be sent by standard email. An example would be responding to an individual's correspondence about an issue already in the public domain. Care must nonetheless be taken to ensure that the message is sent to the correct email address.

**16.13** All email usage is governed by the Council's **Email Usage and Monitoring Policy**.

## **17. Using other methods to transfer personal data**

**17.1** Other methods of transferring personal data include but may not be limited to:

- Royal Mail
- Courier

- Hand delivery/collection from Council premises

**17.2** When a secure electronic method is not available and the information is not special category personal data, then it can be sent by Royal Mail without the need for any further assessment of risk. An example would be a letter informing a person that they have been successful in their job application. We also need to routinely send letters containing personal information to our customers, for example, in connection with benefit claims. Care must nonetheless be taken to ensure that the information is correctly addressed to a named recipient.

**17.3** In the absence of a secure electronic method, when the information to be sent is special category personal data, then the following must always be considered when deciding what means of transfer is appropriate:

- The precise nature of the information, its sensitivity, confidentiality or value
- What damage or distress could be caused to individuals if the information was lost or accessed by unauthorised persons
- The effect any loss would have on the Council
- The urgency of providing the information, taking into account the effect of not sending the data, or any delay in sending the data

**17.4** If it is considered appropriate to send special category personal information by Royal Mail, the following steps must be taken:

- The envelope in which the information is sent must be clearly addressed to a named recipient
- The information must be sent by a traceable method

**17.5** When using a courier to transport any personal data, reasonable steps must be taken to ensure that they operate within appropriate security standards.

**17.6** When it is not deemed appropriate to transfer personal data by Royal Mail, or courier and a secure electronic method is not an option, the information should be provided by hand to the recipient, or an arrangement made for the data to be collected and a record kept which includes:

- A brief description of the information provided
- The date it was provided
- The name and contact details of the recipient, and if relevant, their designation

**17.7** When released to individuals, documents containing personal data should include a watermark stating "Disclosed Copy".



## **18. Checking information before it is sent**

**18.1** When special category personal data, or personal data that is otherwise likely to cause damage or distress if disclosed to a third party, is being sent outside the Council in any format, the sender should consider having the information checked by another person before it is sent.

### **18.2 The person sending the information is responsible for:**

- Ensuring that the email or postal address the information is being sent to is correct
- Making sure that when information is supplied in hard copy, a named recipient of the information is clearly specified
- Ensuring that no information relating to third parties has been included in error, either in a letter/email or an attached document

### **18.3 If it is considered necessary for another person to check the information, the other person is responsible for:**

- Checking that the email or postal address the information is being sent to is correct
- When information is being supplied in hard copy, checking that a correct named recipient of the information has been specified
- Checking that no information relating to third parties has been included in error, either in a letter/email or an attached document
- Recording that they have checked the email, letter and/or attachments

## **19. Transferring personal information securely within the Council**

**19.1** Personal data must only be transferred within the Council when it is absolutely necessary to do so. Wherever possible and appropriate, personal data should be accessed via the Council's network.

**19.2** Personal data must not be moved from one department to another when anonymised, pseudonymised or statistical information would be sufficient. Any information transferred must be relevant and the minimum necessary for a specific and lawful purpose.

**19.3** The genuine need to transfer personal data in paper form within the Council is limited, given the safer, easier and faster alternatives available. However, where it is necessary to transfer paper documents containing personal data they must always be provided in a sealed envelope addressed to a named recipient. Where it is necessary to provide a substantial volume of paperwork, for example one or more files, a robust, tamper proof envelope must be used.

**19.4** If it is deemed inappropriate for anyone other than the intended recipient to see personal information contained in a document, the envelope must be clearly marked 'Confidential - addressee only'.

## 20. Retention of personal information

**20.1** When it is no longer necessary to keep personal data on portable devices or removable media, it should be deleted immediately.

**20.2** Where a portable device is used for the purpose of collecting personal data, the information should only be kept on it for as long as is absolutely necessary. The information should be saved on the Council's network at the earliest opportunity and deleted off the device.

**20.3** In all other cases, where it is decided that it is no longer necessary to retain personal information, the Council's **Retention Guidelines** must be referred to before deleting or destroying records.

**20.4** Paper records containing personal information must be disposed of securely, by shredding or the use of the confidential waste service in accordance with the Council's **Records Management Policy**.

**20.5** Disposal of IT equipment must only be carried out by the Council's IT Services in accordance with the Council's **Information Security Policy**.

## Part 3

### 21. Personal data breaches

**21.1** These would include cases where personal data is lost or stolen, either in electronic or paper format. Other examples would include emailing personal data to an unintended recipient or accidentally placing personal data on the Council's website.

**21.2** Data Protection legislation places an obligation on the Council to document all Personal Data Breaches, in effect, to maintain an internal register of such incidents.

**21.3** The Council is also required report breaches which are likely to result in a risk to the "rights and freedoms" of individuals to the Information Commissioner's Office (ICO) and in certain cases, inform the individuals whose personal data has been affected.

**21.4** The legal definition of the term breach, as used in this policy, is as follows:

*"a breach of security leading to the accidental or unlawful destruction, loss, alteration unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed."*

This section of the policy therefore covers incidents where the confidentiality, integrity or availability of personal data, in any format, is compromised.

**21.5** Examples of breaches include, but are not limited to:

- Loss or theft of any ICT equipment such as laptops, tablet devices, smartphones, or USB drives containing personal data
- Loss or theft of paper records, such as files, individual documents or notebooks containing personal data
- Loss or theft of financial information such as bank account or payment card details
- Accidental disclosure of information such as emails or letters sent to the wrong recipients and containing personal data
- Accidental deletion of records, affecting service delivery and potentially impacting on individuals' wellbeing
- Unauthorised access to IT systems, cyber and ransomware attacks

### 22. Reporting breaches

**22.1** Breaches are most likely to come to light as a result of:

- A complaint or communication from a member of the public or external organisation
- A report via IT helpdesk
- Staff becoming aware of an issue during the course of their duties
- A data processor informing the Council of an incident

**22.2** All breaches must be reported in accordance with this policy, regardless of the nature of the incident.

**22.3** In order to ensure that breaches can be acted upon they should be reported by employees to their line manager immediately. The breach must also be reported to the Breach Response Team via a central mailbox:

[databreaches@carmarthenshire.gov.uk](mailto:databreaches@carmarthenshire.gov.uk)

**22.4** Out of office hours, breaches must be reported via Delta Wellbeing (0300 333 2222).

**22.5** The response to data security breaches will be coordinated by the Breach Response Team, comprised of the:

- Information Governance & Complaints Manager (DPO)
- Digital Security Officer
- Manager – Information Systems, Security

**22.6** Depending on the nature of the breach, one or more of these officers will lead on the co-ordination of the response.

## **23. Procedure for responding to breaches**

**23.1** The response to a breach will follow the following steps:

- Containment and recovery
- Assessment of risk
- Notification of a breach (where necessary)
- Evaluation and response

**23.2** Upon being made aware of a breach, the Breach Response Team will notify the relevant manager who will then begin to document the breach using the standard **Breach Report template**.

**23.3** The details of the breach will also be entered on a register of personal data breaches maintained by the DPO and an unique incident number created.

**23.3** Where the breach is believed to relate to financial information such as bank account details, payment cardholder's information or of a system related to the Payment Card Industry (PCI), the Breach Response Team must implement the **PCI Breach Response Plan** immediately (attached as **Appendix 1**)

**23.4** The manager will be responsible for initiating an immediate investigation into the cause(s) of the breach and identifying and implementing necessary containment & recovery actions, which must be clearly documented in the Breach Report. Examples of such actions include, but are clearly not limited to:

- Attempting to locate and retrieve lost paper records
- Finding a missing item of ICT equipment
- Ensuring that a wrongly addressed email has been deleted
- Informing the Police in the event of a theft
- Changing door access codes

**23.5** The manager will then undertake an assessment of the risk(s) posed by the breach and record this in the Breach Report. This assessment must take into account:

- The type of data involved, its nature, sensitivity and volume
- Whether the subject(s) could be harmed by the breach, for example, physical risk, identity theft, fraud or damage to reputation
- Who the individuals are, for example, children or other vulnerable people such as social care clients
- The number of individuals' personal data affected

**23.6** The DPO should be consulted on the assessment of risk and the ICO's **self-assessment** tool and guidance can be utilised to assist with this.

**23.7** Once these steps have been completed and recorded, the Breach Report will be returned to the Breach Response Team to be referred to the Senior Information Risk Owner (SIRO), or Deputy SIRO in their absence and to the Head of Service as IAO.

**23.8** The SIRO or Deputy SIRO will then determine whether it is necessary to notify the ICO of the breach, taking into consideration the circumstances as documented. In the event that notification is required, the Breach Response Team will provide the ICO with all of the information required under Data Protection legislation.

**23.9** Based on the assessment of risk, the Head of Service, in consultation with the manager and Breach Response Team, will then determine whether the data subject(s) affected by the breach are to be notified. Where this is deemed necessary, the information to be communicated to the subject, set out in Data Protection legislation, must be provided in full.

**23.10** The steps set out from 20.1 to 20.8 above must be completed within a maximum of 5 working days.

**23.11** Finally, in consultation with the manager, the Breach Response Team will identify and document any further recommendations and actions required. For example, if the breach was caused by systemic and ongoing problems, then actions such as the following may be necessary:

- Changes to procedures and systems
- Review of policies
- Staff training/awareness

**23.12** A copy of the completed Breach Report must always be provided to the relevant Director.

**23.13** The register of personal data breaches will be made available to the members of the Corporate Information Governance Group which will also consider personal data breaches as a standing agenda item.

## **24. Other policies or procedures**

**24.1** Where a personal data breach requires further escalation due the circumstances of the case, the SIRO will determine whether to proceed with a formal investigation under the Council's **Investigation Policy**.

**24.2** Where the breach constitutes a complaint, a response to the complainant will be provided in accordance with the **Council's Complaints Policy**.

**24.3** Where a reported breach constitutes a breach of any other Council policies, then the requirements of the relevant policy will be followed, which may include initiating disciplinary procedures.

## Part 4

### 25. Equalities statement

**25.1** All employees are required to adopt a positive, open and fair approach and ensure the Authority's **Equality and Diversity Policy** is adhered to and applied consistently to all irrespective of race, colour, nationality, ethnic or national origins, disability, religion and belief or non-belief, age, sex, gender reassignment, gender identity and gender expression, sexual orientation, pregnancy or maternity, marital or civil partnership status.

**25.2** In addition, the Welsh Language Standards ask us to 'ensure that the Welsh language is treated no less favourably than the English language' and this principle should be adopted in the application of this policy.

If you require this document in an alternative format please email [dataprotection@carmarthenshire.gov.uk](mailto:dataprotection@carmarthenshire.gov.uk)

Policy approved by the Executive Board on: .....

Policy review date: .....

## Appendix 1

### PCI Breach Response Plan

In response to a potential breach relating to PCI Data Security Standard (card payments), the Breach Response Team will make immediate contact with the Council's Treasury Management Officer or Head of Financial Services, who must:

- Ensure any compromised systems are isolated from the network;
- Gather, review and analyse the logs and related information from various central and local safeguards and security controls;
- Conduct appropriate forensic analysis of any compromised systems;
- Contact appropriate internal and external departments and entities as appropriate;
- Contact the Police and/or relevant card industry security personnel, making logs and forensic details available to them as required;
- Assist the Police and card industry security personnel in their investigative process including prosecutions;
- Contact the relevant card merchant and carry out the company's specific requirements, when reporting suspected or confirmed breaches of cardholder data.



**Y Pwyllgor Craffu - Polisi ac Adnoddau  
21 Gorffennaf 2021**

**ADRODDIAD MONITRO ABSENOLDEB SALWCH  
DIWEDD BLWYDDYN - 2020/21**

**Ystyried y materion canlynol a chyflwyno sylwadau arnynt:**

Mae'r adroddiad hwn yn darparu data monitro absenoldeb salwch ar gyfer y cyfnod cronol sy'n dod i ben ar 31 Mawrth 2021 a throsolwg o'r cymorth llesiant gweithwyr a ddarperir.

**Y rhesymau:**

Mae'r Pwyllgor wedi gofyn am i adroddiadau blynyddol / hanner blwyddyn gael eu darparu i'w aelodau i'w galluogi i gyflawni eu rôl o ran craffu.

**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  
Cynghorydd Mair Stephens**

**Y Gyfarwyddiaeth:** Y Prif  
Weithredwr

**Enw Pennaeth y  
Gwasanaeth:**

Paul R Thomas

Awduron yr Adroddiad:

Ann Clarke / Heidi Font

**Swydd:**

Y Prif Weithredwr  
Cynorthwyol – Rheoli  
Pobl

Partner Busnes  
Arweiniol (Adnoddau  
Dynol) / Rheolwr  
Llesiant Gweithwyr

**Rhifau ffôn:**

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01267 246167

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01267 246060

[HFont@sirgar.gov.uk](mailto:HFont@sirgar.gov.uk)

**EXECUTIVE SUMMARY**  
**POLICY & RESOURCES SCRUTINY COMMITTEE**  
**21<sup>ST</sup> JULY 2021**

**Sickness Absence Monitoring Report -End of Year Report - 2020/21**

The attached monitoring report has been produced for the Policy and Resources Scrutiny Committee who monitor attendance levels on a half yearly basis.

The report outlines the employee wellbeing support provided during the pandemic and an overview of departmental attendance levels for the financial year 2020/2021.

The Authority's Performance Indicator (PI) for sickness absence measures the number of working days lost due to sickness absence per full time equivalent (FTE) headcount per annum. The target set by Corporate Management Team for improvement for 2020/21 was maintained at 9.63 FTE.

In June 2017 departmental targets were also agreed to support a reduction in sickness absence and these targets will continue during 2021/22 as the last year is unrepresentative of normal sickness absence patterns. Performance indicates that all departments have met their 2020/21 Q4 target.

**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:** Paul R Thomas Assistant Chief Executive, People Management

<b>Policy, Crime &amp; Disorder and Equalities</b>	<b>Legal</b>	<b>Finance</b>	<b>ICT</b>	<b>Risk Management Issues</b>	<b>Staffing Implications</b>	<b>Physical Assets</b>
Yes	None	Yes	None	None	Yes	None

### 1. Policy, Crime & Disorder and Equalities

Management of sickness absence supports the strategic aim 'feeling fine – health & wellbeing.

### 2. Finance

Related costs of overtime, replacement costs and sickness pay.

### 3. Staffing implications

People management continue to advise and support managers and employees through the sickness absence policy and procedures.

## CONSULTATIONS

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

**Signed:** Paul R Thomas Assistant Chief Executive, People Management

1. Scrutiny Committee n/a

2. Local Member(s) n/a

3. Community / Town Council n/a

4. Relevant Partners n/a

5. Staff Side Representatives and other Organisations n/a

**EXECUTIVE BOARD PORTFOLIO HOLDER(S) AWARE/CONSULTED**

Yes

**Include any observations here**

**Section 100D Local Government Act, 1972 – Access to Information  
List of Background Papers used in the preparation of this report:**

**THERE ARE NONE**

# Policy & Resources Scrutiny Committee

## People Management: Sickness Absence Monitoring Report – Full Year 2020/21

Date: 21<sup>st</sup> July 2021



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## **People Management**

### **Sickness Absence Performance Monitoring Report**

#### **Full year 2020/21**

##### **1. Introduction**

The Authority's Performance Indicator (PI) for sickness absence measures the number of working days lost due to sickness absence per full time equivalent (FTE) headcount per annum. The target set by Corporate Management Team for improvement for 2020/21 was maintained at 9.63 FTE.

In June 2017 departmental targets were also agreed to support a reduction in sickness absence and these targets will continue during 2021/22 as the last year is unrepresentative of normal sickness absence patterns. Both the corporate and departmental targets are monitored half yearly via Corporate Management Team (CMT) and quarterly via Departmental Management Teams (DMT). The targets were calculated by reference to the average Full Time Equivalent (FTE) headcount figure and End of Year (EOY) results over the preceding 3 years less 5%.

##### **2. What has changed during 2020/21 to date**

It is the responsibility of all DMTs to maintain a high profile on attendance management, monitor performance on a quarterly basis, to set clear expectations of all its managers to manage sickness absence proactively and to foster a healthy working environment that encourages improved attendance from all employees.

From a corporate perspective People Management has focused its energies to date during 2020/21 supporting in the following areas:

###### **a. Attendance management during covid**

For all concerned the covid emergency continues to be a challenging period. Since the UK government's announcement that a national lockdown was to commence on 23<sup>rd</sup> March 2020 the Authority has taken a different approach to the management of attendance where sickness absence is covid related.

A temporary covid sickness absence guide was developed to ensure that managers can support employees affected by covid in a supportive manner and without detriment. If sickness absence is covid related, eg, having to self-isolate due to being symptomatic or diagnosed, this period of absence is discounted when looking at the individual level of sickness that may instigate the formal sickness absence process. Managers are still expected to keep in touch with employees and to undertake supportive 'Return to Work' discussions and Employee Support Meetings. All covid related absences are recorded via My View and reported at each Gold and Silver Tactical Command Groups and to Welsh Government.

b. Health & wellbeing support during covid

The team reacted swiftly in response to Covid to ensure there was adequate Health and Wellbeing resources and support available:

- Development of the "Looking after your Wellbeing" intranet page with advice and guidance to support staff in relation to Covid such as working at home tips during Covid, keeping active, nutrition and managers guidance;
- Development of a temporary Employee Wellbeing Advice and Support Centre (EWASC) where employees could self-refer for any psychological concerns / signposting;
- Review of employee and departmental feedback to find key themes for promotions, initiatives and e-discussion to support staff with various concerns such as loneliness and burnout throughout the pandemic;
- Development of new health and wellbeing intranet pages including information on stress, mental health and emotional wellbeing, back & joint pain and lifestyle advice;
- Over 30 topic-specific articles produced and communicated via the intranet's latest news bulletin and weekly staff news emails; topics have included the importance of maintaining a routine, keeping connected whilst homeworking, COVID-related anxiety, mental health support and resources and combatting loneliness;
- Virtual and drop in events/e-chats on various health and wellbeing topics such as musculoskeletal disorders, kindness, keeping connected with an average of 20 staff attending;
- Creation of a Corporate Health & Wellbeing Group Structure including a Corporate Strategic Health & Wellbeing Group, Departmental Groups, Schools Group and Champions Groups;
- Development of Alcohol and Substance misuse e-learning module;
- Attendance and presentations delivered at various meetings/workshops from DMT's to team level to promote relevant health and wellbeing support and resources. This



is included H&S Leadership Board, Heads of Service, Adult Social Care, Environment People Manager's plus many more

- Presentations delivered at external events including Time to Change, Social Care Wales, Education Support Partnership Conference.
- Development of surveys and feedback forms to pilot in departments targeted areas;
- Supporting the network of over 60 health and wellbeing champions corporately and the recruitment of at least one champion in each school;
- Attendance at Men's Health training to become a Men's Health Champion, with key aspects focusing on men's mental health which will be offered to the champions as training and area of interest;
- Development of Health and Wellbeing contact form to ensure staff and managers have an interactive way to contact the team for advice and resources;
- Development of Managers Toolkit for Employee Wellbeing and Individual Talking Toolkit;
- Virtual Health & Wellbeing Fayre held virtual on the 30th Nov – 4th Dec 2020; 15 sessions were run for staff on various health topics including a mental health anti-stigma talk from a Time to Change Wales Champion, Actif Anywhere taster sessions from the Actif team and a mindfulness minute/taster session. In total, 109 staff attended. Due to its success a further Fayre is currently being arranged for July 2021.
- Managers Wellbeing Week (attended by around 90 managers) including motivation, personal resilience and training on the managers toolkit and talking toolkit;
- Health-related staff challenges to maintain morale and motivation including a virtual Staff Active Challenge, step into Christmas (290 staff participating) and Step into Spring (365 staff participating)
- Over 20 guidance documents/information produced including bring your own device wellbeing advice, virtual meeting best practice, return to work wellbeing support

Below we show a breakdown of some of the specific priorities, activities and interventions that we have undertaken during this time.

c. Corporate Health & Wellbeing project

The Health and Wellbeing Project now has full corporate support across the authority with all 5 departments contributing towards funding 2 Health and Wellbeing Coordinators.

The Health and Wellbeing project's overall aim is to improve the health and wellbeing of employees by ensuring they have access to appropriate health and

wellbeing resources and advice in order to be proactive, improve their own health and wellbeing and support the overall reduction in sickness absence. A selection of interventions trialled whilst also looking at employees working environment and how these contribute to an improvement in the overall culture of the department and our organisation towards health and wellbeing.

Below we show a breakdown of some of the other specific priorities, activities, and interventions that we have undertaken during this time:

## **I. Corporate Health & Wellbeing Groups**

- A new Health & Wellbeing framework and groups has been approved to create a more holistic approach towards supporting the health and wellbeing of employees and to support the overall reduction of sickness absence across the authority.
- A communications plan has been produced in line with the new Health and Wellbeing Group structure.
- The Corporate Strategic H&W Group has been formed and terms of reference and outline of approach have been created.
- Corporate Services H&W group has been formed and first meeting held. Agreed Terms of Reference and it has been agreed a H&W survey will be undertaken in the department.
- Environment H&W group formed and two meetings held. Environment Health & Well-being survey sent out end of March
- Communities agreed to have hold the H&W group as part of the H&S group. Have held one meeting to agree terms of reference.
- Chief Executives have been briefed on the Health & Wellbeing Framework and are in discussions regarding most appropriate staff members to form the departmental health and wellbeing group.
- Education H&W group formed and two meetings have been held. The first was to agree the terms of reference.
- Schools group is being developed from an existing Headteacher focus group, which will evolve to cover the departmental group remit. This will commence after May half-term

## **II. Health & Wellbeing Champions**

- Continuation of Health & Wellbeing Champion recruitment; now in excess of 60 Champions throughout the authority

- Microsoft Teams group created for regular and convenient communication with Champions
- Regular virtual meetings run to keep Champions up to date with the latest support and resources, events, promotions and activities etc. Sharing of good practice and ideas, discussion of wellbeing concerns.
- Time to Change Champions training delivered to 13 Champions in January 2021
- Training for new Champions organised and will be delivered in June 2021
- Refresher/update training for all Champions organised and will be delivered in June 2021

### **III. Mental Health Awareness and Support**

To support managers in managing staff attendance, mental health awareness development has continued for managers and employees to supplement the existing e-learning modules. This includes corporate and grant funding for the following:

- The provision of a Health and Wellbeing Coordinator (Mental Health)
- Review of our Management of Mental Health policy to support managers and staff
- Development and roll out of Managing Mental Health in the Workplace training for people managers remotely
- Development and roll out of Mental Health Awareness training for all corporate staff working remotely
- Development and organisation of Managing Mental Health in the Workplace training for Head Teachers and wider school leadership staff remotely
- Drop-in sessions for Head Teachers to promote the support and resources available, particularly within the areas of stress and mental health
- Review of external mental health resources, e-learning, webinars, guidance etc. to ensure staff are appropriately signposted
- Attendance at various departmental meetings to promote relevant health and wellbeing support and resources
- Development of Personal Resilience e-learning module
- Key speakers in Time to Change Wales conference on initiatives implemented to support Mental Health in the workforce
- Key speakers in Social Care Wales conference on supporting mental health and wellbeing
- Time to Change Wales Employee Champion training delivered to a group of existing Health and Wellbeing Champions

- Implementation and rollout of Mental Health First Aid programme ongoing with a view to launch June 2021
- Development of new mental health support and resources intranet page
- Ongoing promotion of relevant mental health awareness raising days, events and promotions

#### **IV. Environment Department**

- Attendance at various meetings with DMT team as well as present at two People Manager's events
- H&W survey sent out to all Environment staff end of March

##### Planning Division

- Ongoing work with Planning Division to ascertain current wellbeing of staff and support work ongoing.
- Completed health and well-being survey for planning
- Action table devised in conjunction with head of service and champions
- BMT approval acquired, and all managers have taken it to their teams

##### Property Division

- Discussions ongoing with cleaning following high stress sickness on how we can support staff
- Following a recent staff survey, discussions with Property Maintenance ongoing about the number of staff with fair wellbeing
- Environment are continuing their yoga sessions virtually for staff.

#### **V. Communities Department**

- Contributed into the Domiciliary & Residential Care Sickness report. Provided a report on wellbeing options.

##### Domiciliary Care Service

- Working with Domiciliary Care to undertake a wellbeing assessment which links to the above, the appraisal trial and follows on from the pilot project. Survey analysed. Have met with project group and we have drawn up some draft actions which has been presented to supervisors and seniors. Meeting again early April to firm up actions.

##### Business Support Unit

- Working with Business Support to make assessment of current wellbeing level. Survey has been sent out and is currently being analysed. Survey analysed and results taken to managers who are putting suggestions for actions. Meeting booked for after Easter to start drafting actions.

#### Residential Care Service

- Working with Residential Care to look at their staff wellbeing. A H&W survey has been sent out and analysed. Care homes have been sent their individual homes responses for action. Action plan to be developed.
- Provided a suite of options to support staff (**group wellbeing support service sessions to care homes and options for 1:1 support, frontline support leaflet**)
- Working with Adult Social Care to see how we can support their staff. Looking at a peer-to-peer support network.

### **VI. Corporate Services**

- Attended manager wellbeing workshops
- Wellbeing actions agreed, progress currently being made to achieve these
- Corporate Services H&W group has been formed and first meeting held. Agreed terms of Reference and decided on H&W survey for department.

### **VII. Schools**

The Health and Wellbeing Champions scheme has commenced in schools, over 70 schools have nominated a Health and Wellbeing Champion, with larger schools nominating multiple Champions, taking the total number to 85 across Carmarthenshire schools.

- Co-production of 'Welcome Back Pack' to support schools' staff in June 2020 following the closure of schools.
- More targeted approach on supporting Head Teachers' wellbeing
- Half-termly drop-in sessions delivered to promote resources and support available
- Half termly drop-in sessions for HTs on the theme of their Wellbeing
- Wellbeing focus group set up to input into the support developed for HTs Wellbeing
- Internal Headteacher Peer Support Network created – 35 Headteachers are partaking in weekly sessions
- Chair of Governors received training specifically on supporting HT's wellbeing

- Mental Health training for all leadership staff
- Ongoing partnership with Education Support Charity to promote and support staff wellbeing across all Carmarthenshire schools.
- Key Speaker at recent UCAC welsh union conference

d. Review of the Sickness Absence Policy and Procedures

The Sickness Absence Policy has been reviewed and consulted with our recognised trades union representatives and departmental management teams. This was formally adopted via Executive Board Member in Spring 2020 but due to the covid emergency is yet to be formally launched. At the time of writing this report a new e-learning module was being piloted with a view of full launch of learning and revised policy by end May 2021.

e. Skills and Workforce Hub use of Covid absence live feed data

As a direct result of the COVID-19 pandemic, we quickly diverted resources to ensure that the UK and Welsh government legislation and guidance was quickly interpreted and disseminated to all our managers and head teachers.

We ensured that all our staff were informed and updated in respect of the changing guidelines that affected them in their workplace. We designed, developed, and introduced a Skills and Workforce Hub that was informed by live sickness absence data that allowed us the ability to flex our existing workforce and direct their skills to where they were most needed.

Overall, over 900 of our staff were effectively deployed to key service critical areas so that we could support and protect the most vulnerable in our communities. The Covid live feed tracking absence data using Power BI that was developed to help us respond to the pandemic underpinned our ability to deploy our staff and played a critical role in such. Moving forward, this will assist us in improving the way we manage and monitoring our sickness absence corporately.

f. Resourcelink Reporting Service (RRS) and other reporting developments

Development work for the reporting tool within Resourcelink known as RRS is continuing. This tool provides the facility for all users to run reports direct from My View (our online employee system). The reports are available to Managers on demand. Attendance management information is an essential part of the suite of reports that are available via this system. These reports were therefore been

prioritised for inclusion. Pilot tests have been undertaken along with a soft launch of the tool to all managers and schools in May 2020. Limited training has been provided to specific managers on a demand led basis and a more formal training programme is currently underway. Initial feedback from Managers has been encouraging and it will provide a valuable additional source for sickness absence data to supplement our performance management information.

g. Management of Stress and Mental Health for People managers

The continued roll out of the Management of Stress and Mental Health in person briefings linking in with Sickness Absence and Management of Stress and Mental Health policies is currently on hold. Managers in Information Technology & Corporate Policy, Regeneration and delivery within Environment have been undertaken.

As mentioned above, the development and roll out of Management of Mental Health Training for people managers remotely has been set up.

Since staff have been working remotely, 12 online mental health training sessions have been delivered remotely. These have included 8 Managing Mental Health in the Workplace sessions – 4 for corporate People Managers and 4 for Head Teachers – and 4 Mental Health Awareness and Resilience sessions for corporate staff. In total, 105 staff have attended and benefited from this training. Moving forward, an additional 12 sessions have been confirmed which will benefit a further 32 Head Teachers, 32 People Managers and 56 staff.

Prior to March 2020, 7 Mental Health Awareness courses and 9 Managing Mental Health in the Workplace courses were delivered for all staff and People Managers, respectively. In total, 84 staff and 72 People Managers benefited from this training.

h. Schools' Staff Absence Scheme (SSAS)

Due to the UK government's decision to commence a national lockdown in response to the covid emergency all schools in Carmarthenshire closed on 23<sup>rd</sup> March 2020. As a result, the SSAS was suspended until schools re-opened in September 2020. Therefore, no premium was sought from participating primary schools from 1<sup>st</sup> April and 31<sup>st</sup> August 2020.

Several school hubs were opened across the county to support vulnerable and key worker children staffed by feeder cluster schools. Where there was insufficient staff

to cover the hubs due to sickness and internal cover could not be sourced from the relevant cluster schools the SSAS used its discretion to pay the daily rate to cover agency support. This was funded from the schemes' financial reserves.

On 1 September 2020 the scheme re-opened and premium applied pro rata until 31 March 2021. There are currently 87 participating primary schools compared to 60 original entrants in 2017/18 and 78 during 2018/19.

The level of financial cover has been increased following consultation with participating schools, as follows:

- The daily rate for teachers has increased from £120 to £160 per day;
- The maternity lump sum for teachers has increased from £3000 to £4000;
- The daily rate for teaching assistants, support staff has increase from £50 to £70 per day
- The maternity lump sum for teaching assistants, support staff has increased from £1500 to £2000

The scheme is in a healthy financial position due to the sustained level of school membership. As a consequence, the Authority has been able to use £150k of scheme reserves to reduce premiums on a pro rata basis to participating schools for 2021/22 financial year.

i. Performance management information

Maintained the provision of improved performance management information, benchmarking and ranking data, and summaries of main reasons for absence at an authority, departmental, divisional and team level, all school, primary, secondary and special school level to inform CMT, DMTs, BMT's and Governing Bodies to enable improved performance monitoring and action planning.

HR Business Partners continue to discuss performance management information at Departmental Management Teams, Primary and Secondary Head Teachers' meetings and offer support and advice on appropriate actions for improvement.

**3. Has this made a difference?**

**3.1. Table 1: Departmental performance ranking Q4 2020/21**

Performance indicates that all departments have met their 2020/21 Q4 target.



The Q4 figure for the whole Authority of 7.71 is below the 2019/20 Q4 result of 10.74. There has been a reduction of 3 FTE days lost by average employee FTE headcount. Covid sickness absence accounts for 0.62 FTE days lost.

Other covid related absence is split into two categories:

- 1) staff that are absent from the workplace due to a covid related reason, e.g. self-isolation required, are fit to work and able to continue working from home; and
- 2) staff that are absent from the workplace due to a covid related reason and are not able to undertake their work from home, e.g. care worker (see Table 1).

Department	Average Employee Headcount	FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount	Ranking	2020-21 Q4 Performance		21-22 Target. Targets remain unchanged from 2020-21.	
										Target	On Target?
Corporate Services	203.0		275.40	458.30	733.7	3.6	1	6.9	-3.3	7.0	Yes
Chief Executives	416.0		915.7	1579.8	2495.5	6.0	2	8.3	-2.3	6.9	Yes
Education & Children	3203.1		6534.30	14402.90	20937.2	6.5	3	9.6	-3.1	9.0	Yes
Environment	912.8		2321.80	5331.40	7653.2	8.4	4	11.1	-2.7	11.2	Yes
Communities	1399.8		4563.40	10885.50	15448.9	11.0	5	14.5	-3.5	11.6	Yes
<b>Authority</b>	<b>6134.6</b>		<b>14610.6</b>	<b>32657.9</b>	<b>47268.5</b>	<b>7.71</b>		10.74	-3.0	9.63	Yes

Q4 2019/20	<b>6086.8</b>	<b>26942.4</b>	<b>38406.8</b>	<b>65349.2</b>	<b>10.74</b>
Difference		<b>-12331.8</b>	<b>-5748.9</b>	<b>-18080.7</b>	<b>-3.0</b>
		<b>-45.8%</b>	<b>-15.0%</b>	<b>-27.7%</b>	

Coronavirus absences – Sickness	6134.6	2461.1	1343.7	3804.8	<b>0.62</b>
Sickness excluding Coronavirus Sickness	6134.6	12149.5	31314.2	43463.7	<b>7.09</b>
Coronavirus absences - Other Absences (NOT SICKNESS)					
<b>Homeworking</b>	6134.6	15284.41	45156.98	60441.40	<b>9.85</b>
Coronavirus absences - Other Absences (NOT SICKNESS)					
<b>Non Homeworking</b>	6134.6	5877.51	15502.86	21380.38	<b>3.49</b>

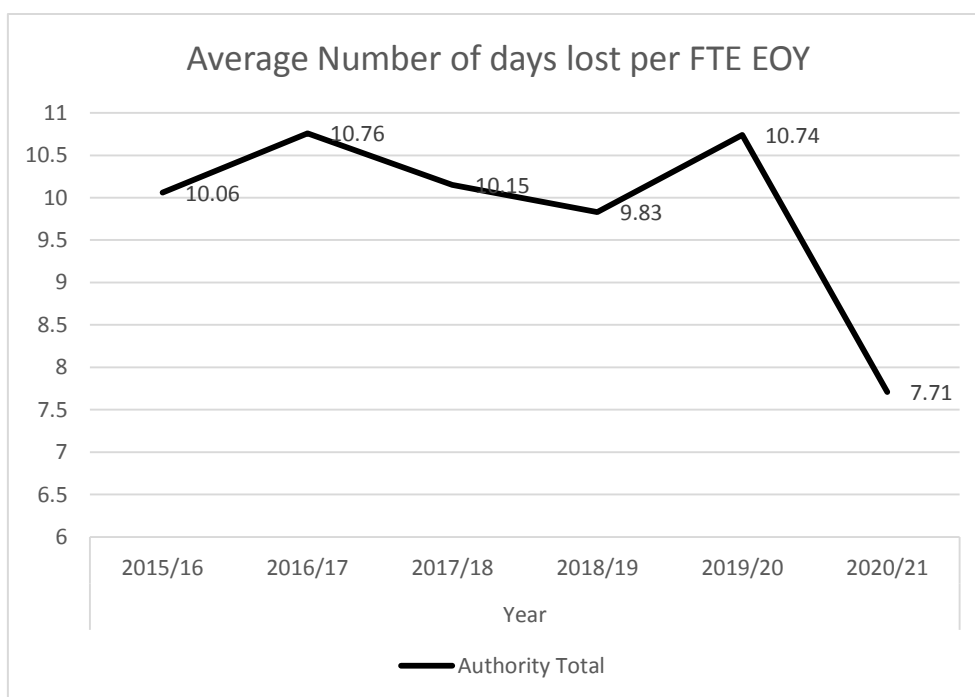
PI excluding Coronavirus Sickness

Total absences - Other Absences (NOT SICKNESS)	6134.6	2,161.9	60659.8	81821.8	<b>13.34</b>
All Coronavirus absences	6134.6	23623.0	62003.5	85626.6	<b>13.96</b>

This includes both homeworking and non homeworking

### 3.2. Table 2: Average number of days lost per FTE – whole Authority

Following the launch of the Sickness Absence policy in 2015 and targeted interventions there was a marked reduction in 2014/15 (not shown on graph). Since then, the trend line indicates an annual increase in 2015/16 and 2016/17 but a slight decrease in 2017/18. The Q4 2018/19 was the best level achieved since 2014/15. However, the 2019/20 result indicated an upward trend compared to the last 3 reporting years. In stark contrast Q4 2020/21 shows a significant decrease in absence levels. The cause of this may be attributed to the impact of the Coronavirus pandemic – school closures and working from home has contributed to the decrease in short term sickness absence levels (a decrease of 46% compared to the same time last year). The levels of other covid absences and the proportion of which were homeworking should also be considered when analysing this data.



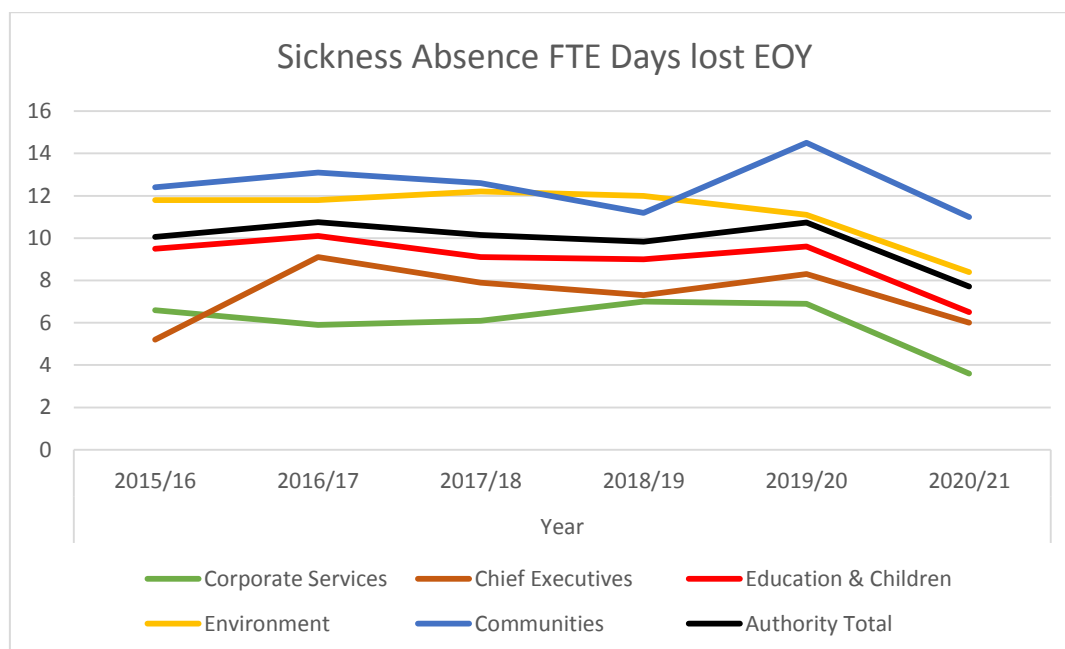
### 3.3. Table 3: Impact of targeted interventions to support schools in managing sickness absence

The table below compares the performance of CCCs primary, secondary and special schools between Q4 2018/19, 2019/20 and 2020/21. Schools closed during the national lockdown on 23<sup>rd</sup> March and re-opened at the start of the September 2020 term. During the closure the County opened cluster school hubs to support vulnerable and key worker children and continued with remote learning for all other pupils. Staff were deployed from the catchment schools to support the school hubs. As you can see there was a significant reduction in sickness absence reporting compared to the previous two reporting years. The People Management Division continue to support schools during 2020/21.

Division	2018-19 Q4 FTE days lost by avg FTE	2019-20 Q4 FTE days lost by avg FTE	2020/21 Q4				FTE Days lost by Employee FTE	Difference (YR ON YR 19/20 TO 20/21)
			Employee FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days		
Secondary Schools	8.0	9.3	1026.1	2066.50	4070.40	6136.9	6.0	-3.3
Primary Schools	8.6	8.9	1265.3	2408.10	4780.80	7188.9	5.7	-3.2
Special Schools	12.8	14.3	89.9	245.30	487.40	732.7	8.1	-6.2

### 3.4. Table 4: Departmental Analysis

When departmental performance is compared to that of the previous year (Table 1) the level of sickness absence has reduced in all Departments.



The service areas with the greatest variance (decrease - /increase +) compared to 2019/20 are:

Department	Division	Difference
Environment	Business Support & Performance	-10.2
Communities	Integrated Services	-7.2
Education & Children	Special Schools	-6.1
Communities	Leisure	-4.6
Chief Executives	Media and Marketing	-4.0
Chief Executives	ICT & Corporate Policy	-3.8
Chief Executives	People Management	-3.8
Environment	Planning	-3.8
Communities	Homes & Safer Communities	0.4
Communities	Commissioning	4.9

\* Service areas listed above are those with over 50 FTE

### 3.5. Table 5: Cost of Absence

The table below illustrates the cost of occupational sick pay in each year since 2018/19. This excludes additional costs that may be incurred by divisions in particular those delivering e.g. Overtime costs, agency costs; other replacement costs.

<b>Occupational Sick Payments (OSP)</b>				
<b>Quarters Q1-4</b>	<b>Cumulative</b>	<b>Year</b>		
<b>Department</b>		<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Corporate Services		120,238	124,840	81,372
Chief Executives		340,706	357,667	246,545
Education & Children*		3,295,891	3,620,032	2,268,088
Environment		918,167	883,701	721,544
Communities		1,508,618	1,924,922	1,537,197
<b>Authority Total</b>		<b>6,183,619</b>	<b>6,911,162</b>	<b>4,854,746</b>

\* Including schools

### 3.6. Table 6: Occupational Health Appointment Data Q4

**Fig.1**

<b>Number of Employees seen at the Occupational Health Centre</b>			
<b>Department</b>	<b>Number of Employees Attended Q4 Cumulative</b>		
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Chief Executives	138	92	57
Communities	741	689	558
Corporate Services	44	53	38
Environment	748	678	553
Education & Children	1001	749	490
External	472	668	439
<b>Total</b>	<b>2396</b>	<b>2930</b>	<b>2135</b>

The table above indicates the number of employees being referred and supported by the Occupational Health Centre. Each employee will attend at least one appointment with either the Occupational Health Advisor or Physician. Depending on the recommendations made, a proportion will be offered a further referral for an Initial Assessment to the Wellbeing Support Service and supported using a range of interventions and strategies which may include: CBT / CBT informed approach, counselling/active listening, coping skills and problem solving. If they are accepted to the service, they are then offered up to a further 6 sessions (these further sessions/appointments are not included in the table below above).

The totals include Statutory Health Surveillance appointments to the nurse.

As can be illustrated by the data above (Fig.1) there has been a 27% decrease in the total number of employees seen at the Centre in Q4 cumulative 2020/21 compared to 2019/20. This is largely due to the restrictions in place due to the COVID 19 Pandemic.

**Fig.2**

<b>Number of Appointments Attended at the Occupational Health Centre</b>			
<b>Department</b>	<b>Number of Appointments Q4 Cumulative</b>		
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Chief Executives	263	245	211
Communities	1201	1374	1326
Corporate Services	59	123	114
Environment	1641	1825	1746
Education & Children	940	999	698
External	431	673	443
<b>Total</b>	<b>4535</b>	<b>5239</b>	<b>4538</b>

The above illustrates the total number of attended appointments within the period set out above. As can be seen from Fig. 2. Occupational Health attended appointments (20/21) have decreased by 13% on the previous year (19/20). This is likely due to a culmination of factors attributed to the Coronavirus pandemic such as redeployment/ furlough/ shielding/ home working etc.

The Occupational Health Centre has continued to run all clinics remotely however, for a short period some of our services, like Health Surveillance, were paused. This is likely to be the overarching reason for the reduction in appointments within the Environment

and Communities departments. Only following HSE guidance did this service resume in a limited capacity, on a remote basis.

Our face-to-face Health Surveillance tests resumed in December 2021. Since this time, we have continued to follow the strict risk assessment and safe working practice in place, to protect the health of all employees required to visit the centre.

As mentioned, the decrease noted above can be attributed to the restrictions placed on our services due to the COVID 19 Pandemic. However, based on the 15.5% increase noted in the 2019/2020, and the consistent increases we have seen in the years prior we are expecting referrals/ appointments will steadily increase as all services resume and restrictions are relaxed.

**Appointments Attended – Reason breakdown:**

Figures 3, 4 and 5 below show a breakdown of the reasons by number of employees that have attended the Occupational Health Centre.

The tables below provide a breakdown of total number of Appointments attended at the Occupational Health Centre for Q4 cumulative over the last 3 years.

Although the total number of appointments have decreased across Occupational Health services this year. The referrals to the Wellbeing Support Service have stayed consistent with only a 1.8% decrease on the previous year. Throughout the pandemic we have seen consistently high instances of Stress, Mental Health and Fatigue being noted on appointment outcomes and we forecast that this is likely to continue to rise in an upwards fashion due to the unprecedented and difficult year experienced by our staff.

**Fig. 3**

<b>Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q4 Cumulative 2018/19</b>						
<b>Department</b>	<b>Appointment Reason</b>					<b>Totals</b>
	<b>OHA</b>	<b>OHP</b>	<b>All WSS Appts</b>	<b>H/S</b>	<b>*Other</b>	
Chief Executives	46	29	180	1	7	<b>263</b>
Communities	255	136	747	24	39	<b>1201</b>
Corporate Services	14	8	29	0	8	<b>59</b>
Environment	115	109	194	493	29	<b>940</b>
Education & Children	244	107	1255	3	32	<b>1641</b>

External	112	95	101	98	25	<b>431</b>
<b>Total</b>	<b>786</b>	<b>484</b>	<b>2506</b>	<b>619</b>	<b>140</b>	<b>4535</b>

**Fig.4**

<b>Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q2 Cumulative 2019/20</b>						
<b>Department</b>	<b>Appointment Reason</b>					<b>Totals</b>
	<b>OHA</b>	<b>OHP</b>	<b>All WSS Appts</b>	<b>H/S</b>	<b>*Other</b>	
Chief Executives	30	18	188	0	10	<b>246</b>
Communities	284	144	856	53	37	<b>1974</b>
Corporate Services	21	11	85	0	5	<b>122</b>
Environment	96	91	307	493	11	<b>998</b>
Education & Children	258	121	1401	19	25	<b>1824</b>
External	259	112	139	135	28	<b>673</b>
<b>Total</b>	<b>948</b>	<b>497</b>	<b>2976</b>	<b>700</b>	<b>116</b>	<b>5237</b>

**Fig.5**

<b>Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q4 Cumulative 2020/21</b>						
<b>Department</b>	<b>Appointment Reason</b>					<b>Totals</b>
	<b>OHA</b>	<b>OHP</b>	<b>All WSS Appts</b>	<b>H/S</b>	<b>*Other</b>	
Chief Executives	20	8	181	0	2	<b>211</b>
Communities	225	133	911	44	13	<b>1326</b>
Corporate Services	16	8	85	0	5	<b>114</b>
Environment	100	40	244	309	5	<b>698</b>



Education & Children	219	95	1401	20	11	<b>1746</b>
External	154	101	100	82	6	<b>443</b>
<b>Total</b>	<b>734</b>	<b>385</b>	<b>2922</b>	<b>451</b>	<b>43</b>	<b>4538</b>

*\*Other Appointments include: Chair Assessments and Ill Health Retirement Appointments with the pensions doctor.*

*\*All WSS refers to both initial assessments and all follow up appointments.*

### **Percentage of employees who have attended Occupational Health in Q4 Cumulative**

Following the request from P&R scrutiny committee the following table below shows the percentage breakdown of employees that have attended the Occupational Health Centre per department.

<b>Department (Headcount based on October 2020)</b>	<b>OHA %</b>	<b>OHP %</b>	<b>Wellbeing Support Service (Initial Assessment) %</b>	<b>Health Surveillance %</b>	<b>Other %</b>	<b>Total %</b>
Chief Executives (409.8)	4.88	1.9	6.34	0	0.4	<b>7.18</b>
Communities (1387.7)	16.21	9.5	10.30	3.1	0.9	<b>29.71</b>
Corporate Services (202.1)	7.9	3.9	4.94	0	2.4	<b>14.2</b>
Environment (900.2)	11.1	4.44	4.11	33.98	0.5	<b>50.02</b>
Education & Children (3184.2)	6.8	3	6.50	0.6	0.3	<b>10.7</b>

As shown in the above table the Environment department have the highest number of employees who attend Occupational Health, this is due to their mandatory Health Surveillance which employees are required to undertake based on risk assessment. This number is reduced due to the health surveillance programme being paused. Without

Health Surveillance, the Environment department have 16.04% of employees accessing our services for sickness absence reasons and support.

### 3.7. Table 7: Number of employees dismissed on the grounds of capability (health)

Valuing our employees by supporting good health and wellbeing is one of the authority's core values. There is much research to demonstrate that attendance at work contributes to positive health and wellbeing. The authority aims to support its employees by providing a safe and healthy workplace and promoting a culture where regular attendance can be expected of all. Absence from work is unlikely to be a positive experience for the absent employee(s) or their colleagues, so the authority actively manages and supports those employees who experience ill health during their employment in line with its Sickness Absence Management policy.

However, there are occasions where an employee cannot be supported back to work to his/her substantive role or redeployed into suitable alternative employment due to the nature of the illness or condition and in such circumstances an employee will be dismissed on the grounds of capability (health). Table 7 below details the number of employees that have been dismissed on the grounds of capability (health) over the last three years:

	<b>2018/19 EOY</b>	<b>2019/20 EOY</b>	<b>2020/21 EOY</b>
Ill Health Capability	52	42	52
Ill Health Capability – Tier 1	9	20	1
Ill Health Capability – Tier 2	1	-	-
Ill Health Capability – Tier 3	1	1	1
Resignation – Health Reasons	-	-	3
<b>Total</b>	63	63	57

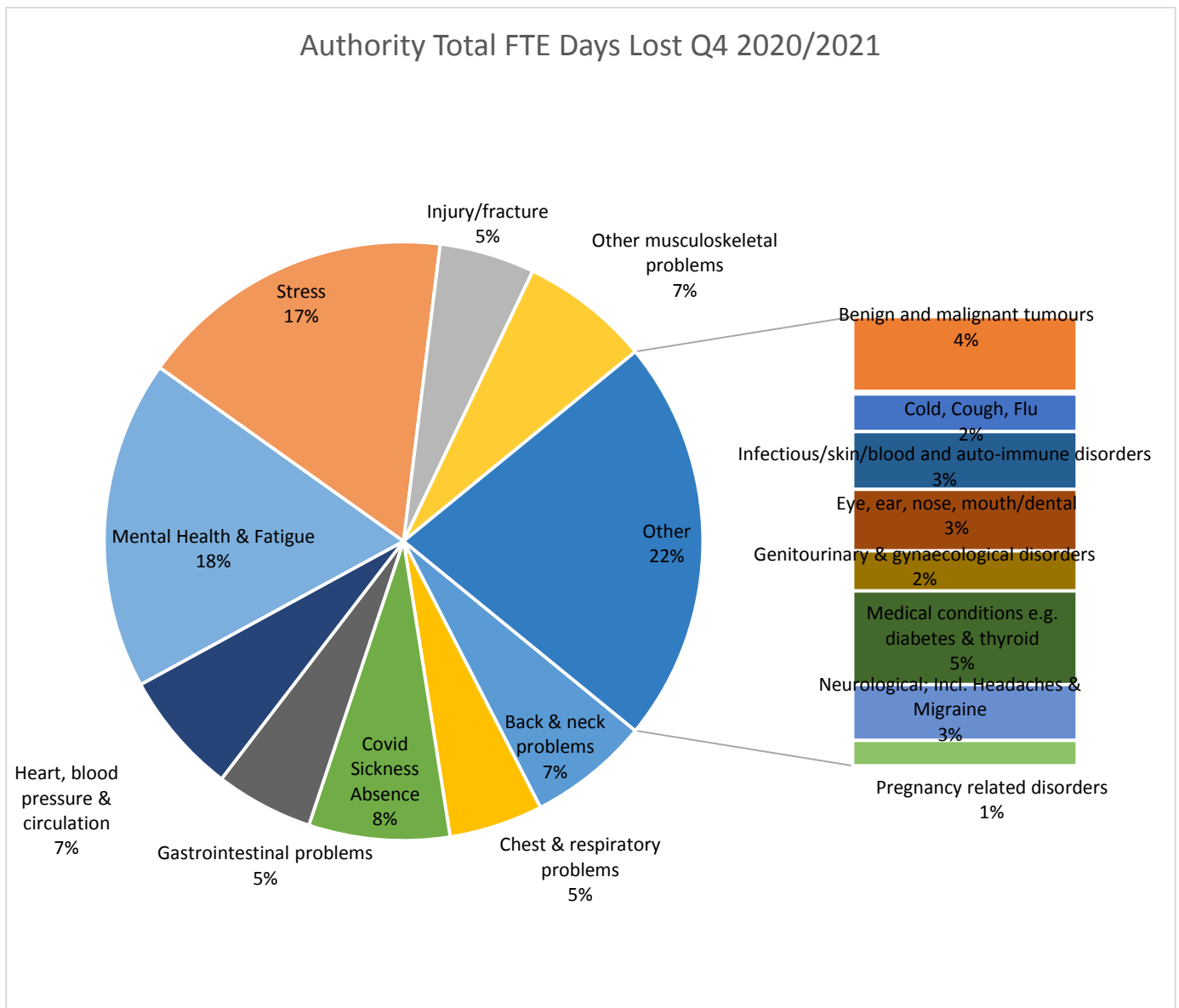
### 3.8. Table 8: Causes of absence – half year cumulative Q4 EOY 2020/21

Stress is the most common cause of absence within the authority (17%) followed by mental health and fatigue (18%). Other reasons for absence are as detailed within the pie chart below and will vary from one reporting period due to seasonal variations.

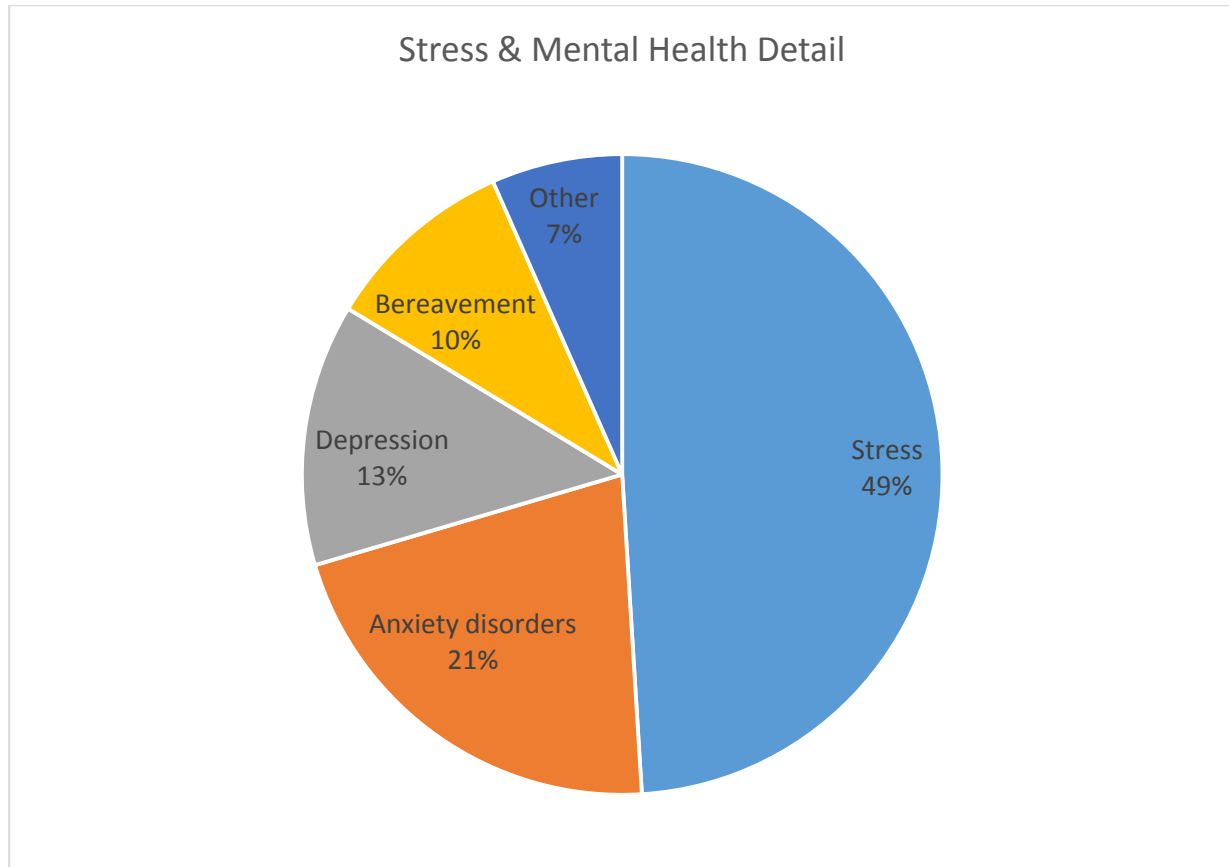
The CIPD Health & Wellbeing at Work report published in May 2019 focusing on the public sector has found that more organisations include mental health amongst the most common reason for short- and long-term absence. Over half of respondents confirmed that reported mental health conditions had increased. A fifth of respondents confirmed that stress and mental health is the primary cause of long-term absence and a third include stress in the top three causes of absence.

Whilst stress and mental health are the main causes of absence within CCC and an area of significant concern, the level of absence for this reason is comparable with other public sector organisations including health, education and civil service.

During 2020/21 the absence codes have been rationalised to aid clearer reporting and to reflect updated society of occupational medicine codes.



The percentages displayed below relate to the sub categories to the stress and mental health & fatigue absence codes combined which accounts for 35% of all authority sickness absence. Of the 35% of sickness absence, stress constitutes 49%. (Stress is 17% of all sickness absence).



**3.9. Table 9: Comparative sickness absence performance indicator**

The Authority directly employs approximately 7,700 employees in a range of occupations including catering, cleaning, residential / domiciliary care, refuse and leisure services. In many of the local authorities listed below these services are contracted outside of the authority and therefore not included in the respective calculations. It should be noted that, according to benchmarking figures, these occupations generally have higher sickness absence rates either due to the physical nature of the work or being more susceptible to illness due to interaction with service users/customers.

It should also be noted that the actual make up of local government reported sickness figures can also vary considerably i.e. first 3 days removed, long term sickness removed; Carmarthenshire County Council include both.

The 2019/20 sickness absence figure for Wales is 11.2 days/shifts lost per FTE due to sickness absence with LA data ranging between 8.1 and 13.9. Carmarthenshire EOY 2019/20 result was 10.7.

### NHS Wales benchmarking data

Below is benchmarking data relating to 11 NHS organisations in Wales shown as a percentage. Data is extracted from the NHS Electronic Staff Record. Sickness absence rates by quarter for the period 2020 (calendar year) and calculated by dividing the total number of sickness absence days by the total number of available days for each organisation.

- 4% is equivalent to 9 FTE days lost.
- 5% is equivalent to 11.25 FTE days lost.
- 6% is equivalent to 13.5 FTE days lost.
- 7% is equivalent to 15.75 days lost.

	Jan- Mar 2020	Apr - Jun 2020	Jul - Sep 2020	Oct-Dec 2020	20 20
	%	%	%	%	%
<b>All Wales</b>	6.0	6.5	5.1	6.4	6.0
Betsi Cadwaladr University LHB	5.5	6.2	4.9	5.4	5.5
Powys Teaching LHB	5.1	4.9	4.4	5.1	4.9
Hywel Dda University LHB	5.5	5.4	4.6	5.5	5.2
Swansea Bay University LHB	6.8	8.4	6.2	8.3	7.4
Cwm Taf Morgannwg University LHB	6.6	7.5	5.6	8.5	7.0
Aneurin Bevan University LHB	6.5	6.5	5.1	6.2	6.1
Cardiff & Vale University LHB	5.8	7.0	5.1	6.0	6.0
Public Health Wales NHS Trust	4.6	3.0	2.6	3.6	3.5
Velindre NHS Trust	4.7	3.7	3.1	3.5	3.7
Welsh Ambulance Services NHS Trust	7.1	6.5	5.9	8.4	7.0
Health Education and Improvement Wales	2.8	1.3	1.2	2.7	2.0

## Benchmarking with English Unitary Authorities 2018/19 (This is the latest data available)

Sickness absence FTE days per employee - Rationale:

This indicator is collected through the Local Government Workforce Survey conducted in England between June and September each year. The question is: 'Please complete the following table and provide the sickness absence rate for the current financial year?';

- The sickness absence calculation includes all staff (including school-based support staff), but excludes teachers. The performance indicator reported by the 22 authorities within Wales in the earlier table includes teachers.
- The average number of days lost per FTE published for 2018/19 was 10.1 per employee. 2019/20 figures are not yet published.
- This compares to 9.7 in 2016/17 and 9.6 in 2017/18 illustrating declining performance in England over the last three years.

### **3.10. Table 10: Sector comparisons by percentage working time lost v FTE days lost**

XpertHR is a reference tool for HR professionals with information on compliance, legislation, best practice and benchmarking. It undertakes annual benchmarking exercises on sickness absence rates and costs, and focuses on absence figures according to industry, organisation size and sector.

The latest survey results conducted in 2019 was published in 2020 and approximately 146 employers participated from all industry sectors. 2020 data is pending publication and will be reported in 2020/21 EOY report once published.

Among the survey respondents that provided data on absence rates, the national average absence rate stood at 2.9% of working time in 2019, equivalent to 6.5 days per employee.

When broken down by sector survey respondents, the national average for the public sector stood at 3.3% of working time in 2019, equivalent to 7.5 days per employee and private sector stood at 2.9% of working time in 2019, equivalent to 6.6 days per employee.

In terms of Carmarthenshire, our Q2 2020/21 figure of 3.37 FTE days lost per employee as a percentage of working time lost is 1.

**POLICY AND RESOURCES SCRUTINY COMMITTEE  
21<sup>st</sup> JULY 2021**

**EXPLANATION FOR NON-SUBMISSION  
OF SCRUTINY REPORT**

<b>ITEM</b>	<b>RESPONSIBLE OFFICER</b>	<b>EXPLANATION</b>	<b>REVISED SUBMISSION DATE</b>
Annual Treasury Management and Prudential Indicator Report 2020-2021	Chris Moore/Anthony Parnell	Timing does not allow for the report to be presented to this P&R as it is on the CMT agenda on 15 July 2021 and the next possible Executive Board is therefore on 13 September 2021.	20 October 2021

Mae'r dudalen hon yn wag yn fwriadol



## POLICY & RESOURCES SCRUTINY COMMITTEE

### 21<sup>st</sup> JULY 2021

### FORTHCOMING ITEMS FOR NEXT MEETING TO BE HELD ON 20<sup>TH</sup> OCTOBER 2021

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
		<p>What is Scrutiny being asked to do? <i>e.g. undertake a full review of the subject? Investigate different policy options? Be consulted on final proposals before decision making? Monitor outcomes /implementation?</i></p> <p><i>If the item is for information or for noting, can the information be provided in an alternative format i.e. via email?</i></p>
Revenue & Capital Budget Monitoring Report 2021/22	This is a standard item which allows members to undertake their monitoring role of the departmental and corporate budgets.	The Committee is being requested to scrutinise the budget information.
Annual Treasury Management and Prudential Indicator Report 2020-2021	The Council adopted the Treasury Management Policy and Strategy and the five-year capital programme for 2017-2018 on the 21 <sup>st</sup> February 2018. This Annual Report lists the activities that took place in 2020-2021	The Committee has a key role to play in scrutinising the Treasury Management function within the Authority.
Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 30th June 2021	This is a standard quarterly update in relation to Treasury Management	The Revised CIPFA Treasury Management Code of Practice 2017 stipulates that there should be regular reporting to Members and Member scrutiny of the treasury policies. The Policy and Resources Scrutiny Committee is responsible for ensuring this effective scrutiny of the treasury management strategy and policies.
May & July 2021 PSB minutes	The Well-being of Future Generations (Wales) Act 2015 notes the requirement that a designated local government scrutiny committee is appointed to scrutinise the work of the PSB.	To consider and scrutinise on the content of the PSB minutes.

	In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee has been designated as the relevant scrutiny committee.	
Quarter 1 performance management report	This is the standard Performance Management report on our progress in delivering the objectives/actions and targets set out in the New Corporate Strategy. It covers those elements of the strategy that fall under the remit of this Scrutiny.	To enable the committee to undertake its monitoring role.
Digital Schools Strategy Annual Report 2021	This annual progress report provides an update on Carmarthenshire County Council's Digital Schools Strategy	The Digital Schools Strategy 2018-2021 was approved in May 2018 by the Executive Board and CMT. A commitment was given within that strategy to produce an annual report to inform the Authority of the progress made against the key priorities and approved projects.

**When choosing a topic a Scrutiny Committee should consider whether:-**

- **scrutiny could have an impact and add value**
- **the topic is of high local importance and reflects the concerns of local people**
- **the resources are available that would be required to conduct the review, in terms of resources and budget**
- **it avoids work duplication elsewhere**
- **the issue is one that the committee can realistically influence**
- **the issue is related to an area where the council, or one of its partners, is not performing well**
- **the issue is relevant to all or large parts of the local area**
- **the review would be in the council's interests.**

**Topics are not suitable for scrutiny when:**

- **the issue is already being addressed elsewhere and change is imminent**
- **the topic would be better addressed elsewhere (and will be referred there)**

- **scrutiny involvement would have limited or no impact upon outcomes**
- **the topic may be sub-judice or prejudicial to the council's interest**
- **the topic is too broad to make a review realistic**
- **new legislation or guidance relating to the topic is expected within the next year**
- **the topic area is currently subject to inspection or has recently undergone substantial change.**

Mae'r dudalen hon yn wag yn fwriadol

## Policy & Resources Scrutiny Committee – Forward Work Programme 2020/21

10 <sup>th</sup> June 2021	21 <sup>st</sup> July 2021	20 <sup>th</sup> October 2021	10 <sup>th</sup> December 2021	14 <sup>th</sup> January 2022	18 <sup>th</sup> February 2022	1 <sup>st</sup> April 2022
Carmarthenshire Well-Being Plan Annual Report 2020-21 & PSB Update	Draft Carmarthenshire County Council's Annual Report for 2020/21	Revenue & Capital Budget Monitoring Report 2021/22	Sickness Absence Monitoring Report - Half Year Q2 2021/22	Revenue Budget Strategy Consultation 2021/22 to 2024/25		Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 31st December 2021
PSB minutes	Strategic Equality Plan Annual Report 2020-21	Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 30th June 2021	TIC Annual Report 20/21	Five Year Capital Programme 2022/23 - 2026/27		Revenue & Capital Budget Monitoring Report 2021/22
<del>Sickness Absence Monitoring Report - end of year 2020/21</del> Moved to July meeting	Annual Report on the Welsh Language 2020-21	May & July 2021 PSB minutes	Revenue & Capital Budget Monitoring Report 2021/22	Treasury Management Policy & Strategy 2022/23		Policy & Resources Scrutiny Committee Actions and Referrals Update
Revenue & Capital Budget Monitoring Report 2020/21	Policy & Resources Scrutiny Committee Actions and Referrals update	Quarter 1 performance management report	Mid-Year Treasury Management and Prudential Indicator Report 1st April 2021 to 30th September 2021	Revenue and Capital Budget Monitoring Report 2021/22		Quarter 3 performance management report
Policy & Resources Scrutiny Committee Annual Report 2020/21	Annual Digital Transformation [and Technology] Strategy Report	Digital Schools Strategy Annual Report 2021 [moved from July meeting]	Policy & Resources Scrutiny Committee Actions and Referrals Update	November 2021 PSB minutes		
CCTV Policy	Sickness Absence Monitoring Report - end of year 2020/21	Annual Treasury Management and Prudential Indicator Report 2020-2021 [moved from July meeting]	September 2021 PSB minutes			

## Policy & Resources Scrutiny Committee – Forward Work Programme 2020/21

	Handling Personal Data Policy [added 13/7/21]		Quarter 2 performance management report			
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**Exec. Board Meetings:** 10<sup>th</sup> May; 24<sup>th</sup> May; 1<sup>st</sup> June; 7<sup>th</sup> June; 21<sup>st</sup> June; 5<sup>th</sup> July; 26<sup>th</sup> July; 13<sup>th</sup> September; 27<sup>th</sup> September; 11<sup>th</sup> October; 25<sup>th</sup> October; 8<sup>th</sup> November; 22<sup>nd</sup> November; 30<sup>th</sup> November; 6<sup>th</sup> December; 20<sup>th</sup> December;

**Council Meetings:** 12<sup>th</sup> May; 19<sup>th</sup> May [AGM]; 9<sup>th</sup> June; 14<sup>th</sup> July; 15<sup>th</sup> September; 13<sup>th</sup> October; 10<sup>th</sup> November; 8<sup>th</sup> December;

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**–as at 23/03/2021** (For the period March 21 – February 22)

**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 20/21**  
**-as at 23/03/2021 (For the period March 21 – February 22)**

**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
INTEGRATED IMPACT ASSESSMENT AND COVER SHEET	Wendy Walters, Chief Executive/Gwyneth Ayres	Deputy Leader	No	May 2021
ANNUAL REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	VARIOUS IN JULY	27/09/21
WELLBEING OBJECTIVES	Wendy Walters Chief Executive	Communities and Rural Affairs		
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Chief Executive	Deputy Leader	If applicable	If applicable
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 PENTRE AWEL)	Wendy Walters Chief Executive	Leader		As & When Required
CARMARTHEN WEST RESIDENTIAL	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
BURRY PORT RELEASE OF LAND	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
8/12 VAUGHAN STREET, LLANELLI	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Culture, Sport & Tourism	Yes	March 2022
CORPORATE STRATEGY	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
STRATEGIC EQUALITY REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
NET ZERO ACTION PLAN - REVIEW	Jason Jones, Head of Regeneration	Communities and Rural Affairs	Date to be confirmed	March 2022



**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**-as at 23/03/2021 (For the period March 21 – February 22)**

<b>COMMUNITY SERVICES</b>				
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
<b>DEVELOPMENT OF A NEW TENANT TYPE CHALLENGE PANEL</b>	Jonathan Morgan – Head of Homes and SCr/Les James	Housing		24 <sup>TH</sup> May 2021
<b>UNIVERSAL CREDIT AND RENTS UPDATE RENT ARREARS POSITION STATEMENT</b>	Jonathan Morgan – Head of Homes and Safer Communities/ Jonathan Willis	Housing		26 <sup>th</sup> April 2021
<b>ANTI SOCIAL BEHAVIOUR POLICY</b>	Jonathan Morgan – Head of Homes and Safer Communities /Les James / Sue Watts/Robert David Williams	Culture, Sports & Tourism	E&PP Scrutiny 18/05/2021	07/06/21
<b>CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN</b>	Jonathan Morgan – Head of Homes and Safer Communities/ Rachel Davies/ Gareth Williams	Housing	January 2022	February 2022 (Budget)
<b>DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20</b>	Jake Morgan – Director of Communities/Silvana Sauro	Social Care & Health		TBC
<b>DOG BREEDERS LICENCE UPDATE (Change of Policy / Legislation – awaiting WG confirmation)</b>	Jonathan Morgan – Head of Homes and Safer Communities/ Roger Edmunds	Public Protection		TBC

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**-as at 23/03/2021 (For the period March 21 – February 22)**

**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	SEPT NOV JAN MARCH
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	SEPT/OCT JAN APR
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 JAN/ FEB	JAN
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 JAN/ FEB	JAN
HIGH STREET RATE RELIEF	Chris Moore Director of Corporate Services /Helen Pugh	Resources	N/A	March
CORPORATE RISK REGISTER	Chris Moore Director of Corporate Services / Helen Pugh	Resources	- Audit Committee March & SEPT	
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
FINAL BUDGET Revenue & Capital	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	Resources	HOUSING	FEBRUARY BUDGET MEETING
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	Resources	N/A	NOV

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
 –as at 23/03/2021 (For the period March 21 – February 22)

<b>EDUCATION &amp; CHILDREN</b>				
<b>Subject area and brief description of nature of report</b>	<b>Responsible Officer</b>	<b>Executive Portfolio</b>	<b>Scrutiny Committee to be consulted</b>	<b>Date of expected decision by Executive Board</b>
PROPOSAL TO RELOCATE YSGOL HEOL GOFFA AND TO INCREASE ITS CAPACITY (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	17/03/21 (stage 3)	12 <sup>th</sup> April 2021
PROPOSAL TO DISCONTINUE YSGOL GYNRADD BLAENAU AND TO INCREASE THE CAPACITY AND CHANGE THE NATURE OF PROVISION AT YSGOL GYNRADD LLANDYBIE (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO DISCONTINUE YSGOL RHYDYGORS (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE AGE RANGE AT YSGOL SWISS VALLEY (TBC) (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO DISCONTINUE YSGOL GYNRADD MYNYDD Y GARREG (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE NATURE OF PROVISION AT YSGOL Y FELIN (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children		TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE NATURE OF PROVISION AT MODEL VA PRIMARY SCHOOL (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children		TBC (Stage 2) TBC (Stage 3)
SCHOOL UPDATE REPORT- COVID 19, SCHOOLS CAUSING CONCERN AND FINANCE	Gareth Morgans – Director of Education and Children	Education & Children	N/A	
LA EDUCATION SERVICES SELF EVALUATION	Aneirin Thomas – Head of Education and Inclusion	Education & Children	tbc	TBC
POST 16 EDUCATION	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	TBC
RESULTS OF 2021 EXAMINATIONS”	Aneirin Thomas – Head of Education and Inclusion	Education & Children	tbc	N/A
CHILDREN’S SERVICES PAPER- TBC	Stefan Smith - Head of Children’s Services	Education & Children	N/A	tbc
CARMARTHENSHIRE 10 YEAR STRATEGY FOR EDUCATION	Gareth Morgans – Director of Education and Children	Education & Children	tbc	TBC
NEW 10 YEAR WELSH IN EDUCATION STRATEGY	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	TBC

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**

-as at 23/03/2021 (For the period March 21 – February 22)

**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
PUBLIC REALM	Steve Pilliner / Richard waters	Environment		26/4/21
LDO	Llinos Quelch / Ian R Llewellyn	Environment		10/5/21
BUS REFORM	Steve Pilliner	Environment		24/5/21
PACE MAKING CHARTER	Llinos Quelch / Ian R Llewellyn	Environment		24/5/21
HIGHWAYS MAINTENANCE MANUAL	Steve Pilliner - Head of Transportation & Highways/ Chris Nelson/ Richard Waters	Environment	EPP 4/10/21	25/10/21
EQUESTRIAN STRATEGY	Steve Pilliner - Head of Transportation & Highways/ /Caroline Ferguson	Environment	EPP 4/10/21	25/10/21
GRAFFITI POLICY	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
FLOOD RESPONSE	Ainsley Williams	Environment	4/10/21	25/10/21
LEQ	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
ELECTRIC VEHICLE STRATEGY	Steve Pilliner / Simon Charles	Environment	EPP 12/11/21	6/12/21
PUBLIC CONVENIENCES	Ainsley Williams. Head of Waste & Environmental Services Rhys Davies	Environment	EPP 16/12/21	January 22

## POLICY & RESOURCES SCRUTINY COMMITTEE 21<sup>st</sup> JULY 2021

### POLICY & RESOURCES SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE

**To consider and comment on the following issues:**

- To scrutinise the progress made in relation to actions, requests or referrals recorded during previous meetings of the Committee.

**Reasons:**

- To enable members to exercise their scrutiny role in relation to monitoring performance.

**To be referred to the Executive Board / Council for decision: NO**

**Executive Board Member Portfolio Holder: NOT APPLICABLE**

<p><b>Directorate:</b> Chief Executive's</p> <p><b>Name of Head of Service:</b> Linda Rees-Jones</p> <p><b>Report Author:</b> Martin S. Davies</p>	<p><b>Designations:</b></p> <p>Head of Administration &amp; Law</p> <p>Democratic Services Officer</p>	<p><b>Tel Nos. / E-Mail Addresses:</b></p> <p>01267 224010 <a href="mailto:lrjones@carmarthenshire.gov.uk">lrjones@carmarthenshire.gov.uk</a></p> <p>01267 224059 <a href="mailto:MSDavies@carmarthenshire.gov.uk">MSDavies@carmarthenshire.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# POLICY & RESOURCES SCRUTINY COMMITTEE 21<sup>ST</sup> JULY 2021

## Policy & Resources Scrutiny Committee Actions and Referrals 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.

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
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### 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
P&R Scrutiny Committee Reports and Minutes	<b>Meetings held up to July 2015:</b> <a href="http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/">http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/</a> <b>Meetings from September 2015 onwards:</b> <a href="http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=170">http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=170</a>

**Policy Resources Scrutiny Committee Actions 2020-2021**

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
P&R 001 20/21	3rd February 2021	ACTION	<b>TREASURY MANAGEMENT POLICY AND STRATEGY 2021-22</b> - The Director of Corporate Services agreed to look into the issue of arranging a refresher training session on treasury functions for members.	Virtual training session arranged for Tuesday, 23rd March, 2021 at 10.00 am.	Chris Moore	Completed
P&R 002 20/21	2nd March 2021	ACTION	<b>CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021</b> - It be ascertained what safeguarding arrangements were in place in Carmarthenshire with regard to home-educated children;	Update required - <b>INFORMATION CAN BE E- MAILED TO COMMITTEE MEMBERS</b>	Gareth Morgans	Outstanding
P&R 003 20/21	2nd March 2021	ACTION	<b>CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021</b> - The Head of ICT and Corporate Policy agreed to circulate details of those areas of Carmarthenshire which currently had no broadband connectivity	Update required - <b>INFORMATION CAN BE E- MAILED TO COMMITTEE MEMBERS</b>	Noelwyn Daniel	Outstanding
P&R 004 20/21	2nd March 2021	DECISION	<b>SICKNESS ABSENCE MONITORING REPORT RESOLVED</b> that a Members Development Session be arranged focussing on the covid 'live feed' staff sickness absence monitoring system.	Session held on 15th June 2021	Paul R. Thomas	Completed
P&R 005 20/21	8th March 2021	DECISION	<b>"CALL IN" OF EXECUTIVE DECISION - LAND AT PENPRYS, LLANELLI</b> - RESOLVED that the decision be referred back to the Executive Board for further consideration with specific regard to the Wellbeing and Future Generations Act and the implications for Llanelli Crematorium.	To be reconsidered by Executive Board on 22nd March 2021	Martin S. Davies	Completed

Mae'r dudalen hon yn wag yn fwriadol



Dydd Iau, 10 Mehefin 2021

**YN BRESENNOL:** Y Cynghorydd A.G. Morgan (Cadeirydd)

**Y Cynghorwyr:**

S.M. Allen, K.V. Broom, G.H. John, J.K. Howell, C. Jones, K. Madge, J.G. Prosser,  
D.E. Williams a/ac J.S. Edmunds

**Hefyd yn bresennol:**

Y Cynghorwyr E. Dole, Arweinydd y Cyngor  
Y Cynghorwyr L.M. Stephens, Dirprwy Arweinydd y Cyngor  
Y Cynghorwyr D.M. Jenkins, Aelod y Bwrdd Gweithredol dros Adnoddau  
Y Cynghorwyr C.A. Davies, Aelod y Bwrdd Gweithredol dros Cymunedau a Materion  
Gwledig

**Yr oedd y swyddogion canlynol yn gwasanaethu yn y cyfarfod:**

R. Hemingway, Pennaeth Gwasanaethau Ariannol  
L.R. Jones, Pennaeth Gweinyddiaeth a'r Gyfraith  
P.R. Thomas, Prif Weithredwr Cynorthwyol (Rheoli Pobl a Pherfformiad)  
G. Ayers, Rheolwr Polisi Corfforaethol a Phartneriaeth  
S. Rees, Cyfieithydd Ar Y Pryd  
M. Evans Thomas, Prif Swyddog Gwasanaethau Democrataidd  
R. Lloyd, Swyddog Gwasanaethau Democrataidd  
L. Jenkins, Swyddog Cefnogi Bwrdd Gweithredol  
M.S. Davies, Swyddog Gwasanaethau Democrataidd

**Rhith-Gyfarfod: 10.00 yb - 11.40 yb**

- 1. YMDDIHEURIADAU AM ABSENOLDEB**  
Cafwyd ymddiheuriad am absenoldeb gan y Cynghorydd W.R.A. Davies.
- 2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW  
CHWIPIAU PLEIDIAU A RODDIR MEWN YMATEB I UNRHYW EITEM AR YR  
AGENDA**

<b>Y Cynghorydd</b>	<b>Rhif y Cofnod</b>	<b>Y Math o Fuddiant</b>
K. Madge	4 – Adroddiad Monitro'r Gyllideb Refeniw a'r Gyllideb Gyfalaf 2020-21;	Ei ferch yn gweithio i'r Gwasanaethau Cymdeithasol.

- 3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)**  
Nid oedd cwestiynau gan y cyhoedd wedi dod i law.
- 4. ADRODDIAD MONITRO CYLLIDEB CYFALAF A REFENIW 2020/21**  
Cyflwynodd yr Aelod o'r Bwrdd Gweithredol dros Adnoddau Adroddiad Monitro Cyllideb Gorfforaethol yr Awdurdod ac adroddiadau adrannol y Prif Weithredwr a'r Gwasanaethau Corfforaethol fel yr oeddent ar 28 Chwefror 2021 mewn perthynas â blwyddyn ariannol 2020/21. Roedd yr adroddiad hefyd yn cynnwys atodiad a oedd yn rhoi manylion Monitro Arbedion 2020-21.  
Roedd y canlynol ymhlith y materion a godwyd ynghylch yr adroddiad:

- Cyfeiriwyd at y ffaith bod aelodau o staff ychwanegol wedi'u penodi yn y ganolfan alwadau oherwydd y cynnydd yn nifer y galwadau a dderbyniwyd o ganlyniad i'r pandemig Covid, er mwyn helpu i leihau amseroedd aros galwyr.
- Dywedwyd wrth y Pwyllgor y byddai unrhyw danwariant sydd ar gael yn cael ei wario'n gyntaf ar risgiau corfforaethol a nodwyd. Atgoffwyd yr aelodau hefyd, er bod yr Awdurdod wedi neilltuo cronfa fach wrth gefn ar gyfer argyfyngau Brexit, na fu unrhyw alwad ar y gyllideb honno eto.
- Eglurwyd bod y cyfeiriad at gostau atgyweirio i eiddo 'newydd' yn ymwneud â'r ffaith nad oedd yr eiddo hyn newydd eu hadeiladu ond yn hytrach yn eiddo a allai fod wedi'u hadeiladu ers sawl blwyddyn ond a oedd newydd eu caffael gan yr Awdurdod.
- Talwyd teyrnged i'r holl staff a oedd wedi mynd y tu hwnt i'w dyletswyddau arferol yn ystod y pandemig presennol.
- O ran y gwariant o £700,000 a ragwelwyd ar gyfer adnewyddu'r system graidd Adnoddau Dynol/y Gyflogres, dywedwyd wrth y Pwyllgor fod y seilwaith presennol yn agosáu at ddiwedd ei oes ac felly roedd angen darparu cyllid refeniw ar gyfer system newydd dros nifer o flynyddoedd.
- Mewn ymateb i ymholiad ynghylch oedi wrth gyflawni gwaith o dan y Grant Cyfleusterau i'r Anabl, dywedwyd wrth yr aelodau, mewn rhai amgylchiadau, fod hyn ar gais derbynnydd y grant am resymau diogelwch yn ystod y pandemig presennol.

#### **PENDERFYNWYD YN UNFRYDOL dderbyn yr adroddiad.**

#### **5. POLISI TELEDU CYLCH CYFYNG Y CYNGOR**

Rhoddodd y Pwyllgor ystyriaeth i Bolisi Teledu Cylch Cyfyng arfaethedig y Cyngor a fyddai'n sicrhau bod trefniadau llywodraethu effeithiol ar waith o ran defnydd a rheolaeth y Cyngor o'i systemau camerâu teledu cylch cyfyng mewn mannau cyhoeddus, yn unol â Deddf Diogelu Rhyddidau 2012. Yn ogystal, roedd yn bwysig ymgorffori dull cyson ledled y Cyngor mewn perthynas â holl agweddau ei systemau teledu cylch cyfyng.

Nodwyd bod cydweithio agos rhwng y Cyngor a'r Heddlu, lle bo'n briodol, o ran sicrhau bod gwybodaeth a data ar gael o deledu cylch cyfyng.

#### **PENDERFYNWYD YN UNFRYDOL gymeradwyo'r Polisi Teledu Cylch Cyfyng arfaethedig.**

#### **6. CYNLLUN LLESIANT BWRDD GWASANAETHAU CYHOEDDUS SIR GAERFYRDDIN - ADRODDIAD BLYNYDDOL 2020-2021**

Croesawodd y Cadeirydd Mr Barry Liles, Pennaeth Coleg Sir Gâr a Chadeirydd y Bwrdd Gwasanaethau Cyhoeddus, a gyflwynodd Adroddiad Blynyddol 2020-21 Cynllun Llesiant y Bwrdd Gwasanaethau Cyhoeddus. Hwn oedd trydydd adroddiad blynyddol Cynllun Llesiant Sir Gaerfyrddin ac roedd yn cynnwys gwybodaeth am y cynnydd a wnaed yn ystod 2020-21 ar ôl i'r cynllun gael ei gyhoeddi ym mis Mai 2018.

Er y cydnabuwyd bod llai o weithgarwch wedi bod yn bosibl yn ystod y flwyddyn ddiwethaf oherwydd y pandemig, roedd cynnydd sylweddol wedi'i wneud mewn nifer o feysydd. At hynny, roedd yr holl gysylltiadau pwysig a ddatblygwyd drwy waith y Bwrdd Gwasanaethau Cyhoeddus wedi cyfrannu'n fawr ar adeg pan oedd gwaith ac ymateb amlasiantaethol yn hanfodol. Roedd y Bwrdd wedi adolygu ei

flaenoriaethau i ystyried cyfleoedd sy'n deillio o'r gwersi a ddysgwyd o brofiadau sefydliadau o ddelio â'r pandemig Coronafeirws a'r cydweithio gwell a oedd wedi datblygu o ganlyniad i hynny. Rhoddodd yr adroddiad wybodaeth am y canlynol:

- Strwythur y BGC
- Gweithio Rhanbarthol
- Pum Ffordd o Weithio
- Adroddiadau cynnydd y Grŵp Cyflawni
- Partneriaeth Cymunedau Mwy Diogel
- Meysydd datblygu.

Soniodd Mr Liles am yr angen i'r BGC godi ymwybyddiaeth o'i weithgarwch a'i swyddogaethau gyda'r cyhoedd a chymunedau lleol.

Mewn ymateb i bryder ynghylch amseroedd ymateb ar y rhif ffôn 101 pan nad yw'n argyfwng, dywedodd yr Arweinydd y byddai'n codi'r mater mewn cyfarfod sydd i ddod gyda Chomisiynydd yr Heddlu.

Ar hynny, diolchodd y Cadeirydd i Mr Liles am ddod i'r cyfarfod.

## **PENDERFYNWYD YN UNFRYDOL dderbyn Adroddiad Blynyddol 2020-21 Cynllun Llesiant Bwrdd Gwasanaethau Cyhoeddus Sir Gaerfyrddin.**

### **7. COFNODION BWRDD GWASANAETHAU CYHOEDDUS (PSB) SIR GÂR - RHAGFYR 2020, CHWEFROR A MAWRTH 2021**

Cyflwynodd yr Aelod o'r Bwrdd Gweithredol dros Adnoddau gofnodion cyfarfodydd Bwrdd Gwasanaethau Cyhoeddus Sir Gaerfyrddin a gynhaliwyd ar 15 Rhagfyr 2020, 2 Chwefror 2021 a 23 Mawrth 2021. Roedd Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 yn ei gwneud yn ofynnol bod pwyllgor craffu llywodraeth leol dynodedig yn cael ei benodi i graffu ar waith y Bwrdd Gwasanaethau Cyhoeddus. Yn Sir Gaerfyrddin, penodwyd Pwyllgor Craffu – Polisi ac Adnoddau y Cyngor fel y Pwyllgor Craffu perthnasol.

### **PENDERFYNWYD YN UNFRYDOL dderbyn cofnodion cyfarfodydd y Bwrdd Gwasanaethau Cyhoeddus a gynhaliwyd ar 15 Rhagfyr 2020, 2 Chwefror 2021 a 23 Mawrth 2021.**

### **8. ADRODDIAD BLYNYDDOL Y PWYLLGOR CRAFFU POLISI AC ADNODDAU 2020/21**

Bu'r Pwyllgor yn ystyried Adroddiad Blynyddol y Pwyllgor Craffu - Polisi ac Adnoddau am flwyddyn y cyngor 2020/21 a oedd yn rhoi golwg gyffredinol ar waith y Pwyllgor gan gynnwys:-

- Trosolwg ar y Rhaglenni Gwaith Craffu
- Y materion allweddol a ystyriwyd
- Materion oedd wedi'u cyfeirio at y Bwrdd Gweithredol neu Bwyllgorau Craffu eraill neu ganddynt
- Presenoldeb yr Aelodau yn y cyfarfodydd

### **PENDERFYNWYD YN UNFRYDOL gymeradwyo'r adroddiad.**

### **9. EGLURHAD AM BEIDIO Â CHYFLWYNO ADRODDIAD CRAFFU**

Derbyniodd y Pwyllgor yr adroddiad "peidio â chyflwyno".

**PENDERFYNWYD YN UNFRYDOL nodi'r adroddiad.**

**10. EITEMAU AR GYFER Y DYFODOL**

Hysbyswyd y Pwyllgor y byddai Adroddiad Blynyddol Strategaeth Ysgolion Digidol 2021 bellach yn cael ei gyflwyno yn y cyfarfod a drefnwyd ar gyfer 20 Hydref 2021.

**PENDERFYNWYD YN UNFRYDOL, yn amodol ar yr uchod, dderbyn rhestr o eitemau ar gyfer y dyfodol a oedd i'w hystyried yn y cyfarfod nesaf ar 21 Gorffennaf 2021.**

**11. COFNODION - 30AIN EBRILL 2021**

**PENDERFYNWYD YN UNFRYDOL lofnodi cofnodion y cyfarfod a gynhaliwyd ar 30 Ebrill 2021 yn gofnod cywir.**

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**CADEIRYDD**

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**DYDDIAD**