

Scrutiny measures & actions full monitoring report

Policy and Resources scrutiny - Quarter 1 2017/18

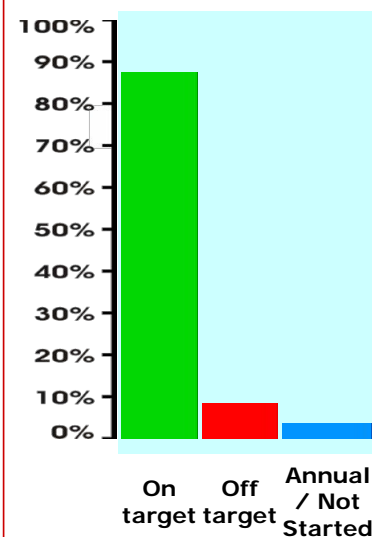
Filtered by:

Organisation - Carmarthenshire County Council
Source document - Well-being Objectives 2017-18



The table below provides a summary progress against target for the Actions and Measures contained within the selected document

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
3. Continue to improve learner attainment for all	Actions	2	2	0	0	N/A	0	100%	100%
5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of	Actions	6	6	0	0	N/A	0	100%	90%
	Measures	4	3	0	0	0	1	75%	
11. A Council wide approach to support Ageing Well in Carmarthenshire	Actions	2	2	0	0	N/A	0	100%	100%
14. Promote Welsh Language & Culture	Actions	10	10	0	0	N/A	0	100%	100%
15. Better Governance and Use of Resources	Actions	46	43	3	0	N/A	0	93%	85%
	Measures	13	7	4	0	0	2	54%	
Overall Performance	Actions and Measures	83	73	7	0	0	3	88%	


Performance against Target




OFF TARGET**ACTIONS - Theme: 15. Better Governance and Use of Resources****Sub-theme: A. Integrity & Values**


Action	12429	Target date	31/03/2018 (original target 31/03/2018)
Action promised	We will review our Anti-Fraud and Anti-Corruption Strategy.		
Comment	Staff allocated to review this strategy have had to be utilized in unforeseen work, resulting in this strategy being set aside temporarily		
Remedial Action	Reconsider in the forward work plan for the team		
Service Head: Helen Pugh		Performance status: Off target 	
Action	12430	Target date	31/03/2018
Action promised	We will review our Financial Procedure Rules		
Comment	Document drafted. Each service represented in the document must now check for accuracy and completeness		
Remedial Action	Email to be sent to request that the content is accurate		
Service Head: Helen Pugh		Performance status: Off target 	

Theme: 15. Better Governance and Use of Resources
Sub-theme: B. Openness & Engagement


Measure Description	2016/17 Comparative Data			2017/18 Target and Results				
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year	
Percentage performance against target to generate capital receipts to support the capital program 2.1.2.12	Not applicable		Q1: 20.55 End Of Year: 90.03	Target: 20.00 Result: 15.92 Calculation: (432064 ÷ 2714500) × 100	Target: 30.00	Target: 40.00	Target: 100.00	
Comment	Current receipts are slightly below target for the first quarter however the year end target is still achievable.							
Remedial Action	Specific receipts are identified for the remainder of the year to achieve the capital receipt target .							
Service Head: Wendy S Walters					Performance status: Off target			

Theme: 15. Better Governance and Use of Resources
Sub-theme: E. Valuing our People; Engaging, Leading & Supporting


Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of employees including teachers and school based staff who leave the employment of the local authority, whether on a voluntary or involuntary basis CHR/001	Not applicable		Q1: 1.26 End Of Year: 6.96	Target: 1.25 Result: 1.26 Calculation: (99 ÷ 7859) × 100	Target: 4.25	Target: 5.50	Target: 7.00
Comment	No remedial action required						
Remedial Action	As above						
Service Head: Paul R Thomas			Performance status: Off target				

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days lost to sickness absence per employee PAM/001	9.7	10.4	Q1: 2.4 End Of Year: 10.8	Target: 2.0 Result: 2.4 Calculation: 14546.2 ÷ 6089.2	Target: 4.0	Target: 6.8	Target: 9.6
Comment	The number of sick days during quarter 1 of 2016/17 remains at the same level as the same period last year. Comparing year on year results at service level is difficult due to various restructuring within departments.						
Remedial Action	There is a new Sickness Challenge Forum chaired by Cllr. Stephens and attended by Heads of Service. It looks at departmental plans for improvement, actions to be taken, trend analysis and support. Heads of Service will also attend CMT to discuss their sickness performance on a regular basis. Ensuring attendance management is a business priority and departmental results are monitored for improvement with Departmental targets approved by CMT.						
Service Head: Paul R Thomas			Performance status: Off target				

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: F. Managing Risks, Performance & Finance**

Action	11975	Target date	31/10/2017 (original target 31/03/2017)
Action promised	We will improve financial reporting by providing sufficient information on reserves and a clear audit trail for decisions regarding reserves. (WAO PFI Savings Planning Report).		
Comment	Draft Reserves Strategy report has been updated to reflect actual position as at 31st march 2017 and will be reported to a future meeting of the Executive Board. Details of all reserves held contained within the Medium Term Financial Plan approved by Full Council in February 2017		
Remedial Action	Draft Reserves Strategy report has been updated to reflect actual position as at 31st march 2017 and will be reported to a future meeting of the Executive Board		
Service Head: Owen Bowen		Performance status: Off target	
			

Theme: 15. Better Governance and Use of Resources
Sub-theme: G. Good Transparency & Accountability

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Actual achievement against Annual Audit Plan 6.4.1.3	Not applicable		Q1: 10 End Of Year: 80	Target: 12 Result: 5 Calculation: (66 ÷ 1262) × 100	Target: 35	Target: 60	Target: 90
Comment	Number of audit jobs started but as fieldwork not complete no credit given. Investigation work also required over and above the plan						
Remedial Action	Additional resource secured for 6 months at Technician grade						
Service Head: Helen Pugh				Performance status: Off target			

ON TARGET ETC.**ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire****Sub-theme: A. Age Friendly Communities**

Action	12624	Target date	31/03/2018
Action promised	We will consult on the Ageing Well Action Plan with the 50+ Forum		
Comment	Next 50+ survey due to be issued in August 2017. 50+ annual event will also be used as an opportunity to consult on the plan		
Service Head: Wendy S Walters	Performance status: On target		
Action	12625	Target date	31/03/2018
Action promised	We will work with our partners, we will deliver staff training through the Make Every Contact Count (MECC) initiative, which will include help relating to fire risks, other hazards, slips, trips and falls and alcohol brief intervention (ABI) training.		
Comment	Multi-agency MECC Project Group developing approach and proposed training package. This will be discussed by the PSB at either its September or November 2017 meeting		
Service Head: Wendy S Walters	Performance status: On target		

ACTIONS - Theme: 14. Promote Welsh Language & Culture**Sub-theme: A. Welsh Language Standards**

Action	12425	Target date	31/03/2018
Action promised	We will develop an integrated Welsh Language Programme for our staff		
Comment	<p>L&D Adviser Welsh Language is supporting the development of the Welsh Language Plan / Strategy which has been separated into three areas:</p> <ul style="list-style-type: none"> • To support recruitment of new staff • Develop the current workforce • Embed language into the organisational culture <p>Key documents/information have been made available including 1) Welsh Learning Agreement to achieve the desired level for an employees job role. 2)A guide to summarise the different pathways & methods available to reach various levels. 3) Update L&D Web Page For Welsh Language. 4)Marketing posters created for the 10 hour online course, & Welsh for everyone.</p> <p>Analysis of skills profile with appropriate interventions & corporate support to get employees from Level 0 to Level 1 via online learning & alternative learning methods commenced.</p>		
Service Head: Paul R Thomas	Performance status: On target		
Action	12426	Target date	31/03/2018
Action promised	We will implement the finding of the Welsh Language translation service review and deliver an efficient service for the Council as well as partners.		
Comment	The translation service review has now been completed. We will continue to manage and improve the service to ensure the council is in a position to address the continual demand for the service. See action ID 12249		
Service Head: Wendy S Walters	Performance status: On target		
Action	12433	Target date	31/07/2018 (original target 30/06/2017)
Action promised	We will prepare an Annual Report to the Welsh Language Commissioner detailing the steps taken to comply with the Welsh language Standards		
Comment	A detailed report for 2016-17 is being prepared. It will include detail on the action taken against the Welsh language Standards and a general update on progress across the Authority. The report will be presented to the Welsh Language Commissioner`s Office and published on the corporate website.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12436	Target date	31/03/2018
Action promised	To facilitate good decision making, we will introduce an integrated Impact Assessment which consolidates Equality, Welsh language and Well-being of Future Generations requirements		
Comment	A draft integrated assessment has been prepared, alongside draft guidance and a revised implications section for use within Democratic papers. Colleagues from across the authority have provided feedback. The draft templates are due to be presented to the Corporate Management Team. Following agreement, the templates will be piloted for a period of 6 months.		
Service Head: Wendy S Walters	Performance status: On target		

ACTIONS - Theme: 14. Promote Welsh Language & Culture**Sub-theme: B. Welsh Language Promotion Strategy**

Action	12937	Target date	31/03/2018
Action promised	We will monitor progress against the recommendations of the Welsh Language in Carmarthenshire report, approved in April 2014		
Comment	The members Advisory Panel on the Welsh language receive regular updates on the implementation of the recommendations and focus on specific areas, such as Education, within their meetings. The recommendations have now been included as part of the Action Plan for new Welsh language Promotion Strategy and will be regularly updated through this work.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12938	Target date	31/03/2021
Action promised	We will increase the numbers acquiring basic and further skills in Welsh through the education system and through language transmission in the home		
Comment	This action links in closely with the Welsh in Education Strategic Plan and projects such as Cymraeg i Blant, which is funded by the Welsh Government. The County's Strategic Welsh Language Forum has prepared and produced a 'Being Bilingual in Carmarthenshire' booklet, which will be circulated during the new academic year. A summary insert was also included in Carmarthenshire News summer edition.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12939	Target date	31/03/2021
Action promised	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		
Comment	The Council has a number of learning opportunities in place for members of staff and the Community Education team is a local provider on the National Centre for Learning Welsh framework. Through the Strategic Forum, we are working closely with other public bodies such as Hywel Dda University Health Board and there are opportunities to build on this through the 6 priority areas in the county.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12940	Target date	31/03/2021
Action promised	We will take steps to positively affect population movements to attract our young people to the county so that gains made in terms of Welsh speakers through the education system are not lost. Also efforts to assimilate newcomers and ensure new planning developments do not have a detrimental effect on the viability of the Welsh language		
Comment	<p>We are closely monitoring development in relation to the Planning (Wales) Act 2015 and TAN 20 in relation to the Welsh language and Planning. The production of a new TAN would provide an opportunity for the WG to provide further guidance on the use of mitigation measures.</p> <p>The County Council updated the affordable housing policy in 2015-(Our commitment to affordable housing 2015/6-2020/21). In 2016 the Council agreed a Providing affordable housing Plan, based on the commitment. Over 1,000 affordable homes will be provided in the County within the same period.</p> <p>The County Council is already participating in the government's Turning houses into homes Plan. Now, we also turn empty houses into affordable housing on rent as part of the Providing affordable housing Plan.</p> <p>Carmarthenshire County Council has approved a total of £1.3 Million in respect of the housing scheme for homes. Having received an additional allocation of £625k from the Welsh Government, the Council has successfully approved £120k of loans, with many new applications being considered. The demand is still there, and links are being established with the Affordable housing scheme.</p> <p>The County Council is already participating in the government's Turning houses into homes Plan. Now, we also turn empty houses into affordable housing on rent as part of the Providing affordable housing Plan.</p>		
Service Head: Wendy S Walters	Performance status: On target		
Action	12941	Target date	31/03/2021
Action promised	We will target specific geographic areas within the county, either because they offer the potential to develop or because they cause linguistic concern to increase the numbers of residents in those areas who can and do use Welsh		
Comment	6 priority areas have been identified across the county (Carmarthen town, Llanfihangel ar Arth, Llandovery, Ammanford, Llanelli town and Kidwelly / Mynydd y garreg). These areas have been identified and based on the 2011 Census results. The Mentrau Iaith are currently leading on a bid through LEADER in order to appoint additional resources to the eligible areas.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12942	Target date	31/03/2021
Action	We will market and promote the Welsh language. Raising the status of Welsh and awareness of the benefits of bilingualism and		

promised	bilingual education. And by raising awareness of these benefits, attracting more residents of the county to acquire the language
Comment	Work is underway in partnership with the Welsh Government, to prepare an `Information Pack` for individuals / families moving to Carmarthenshire which will provide the linguistic context and the opportunities for a bilingual education. The Being Bilingual in Carmarthenshire leaflet has been prepared and published and will be circulated in the new academic year. The County`s Strategic Welsh Language Forum is also working together to market and promote the events being held to promote the Language and will also link in to the newly updated Discover Carmarthenshire website.
Service Head: Wendy S Walters	Performance status: On target

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: A. Integrity & Values**

Action	12424	Target date	31/03/2018
Action promised	We will continue to develop corporate governance arrangements in line with the expectations of the Well-being of Future Generations Act , the agreed Wales Audit Office Corporate Assessment Action Plan and the national principles of delivering good governance.		
Comment	We have aligned our Corporate governance action plan to the CIPFA SOLACE - Good Governance Principles. Our Annual Governance Statement has also been realigned to these latest principles. These can be abbreviated as 1... Integrity and values 2.. Openness and engagement 3.. Making a difference 4.. Making sure we achieve what we set out to do 5... Valuing our people, engaging , leading and supporting 6... Managing risks, performance and financing 7....Good transparency and accountability.		
Service Head: Helen Morgan	Performance status: On target		
Action	12428	Target date	31/03/2018
Action promised	We will deliver a customer care strategy to ensure we deliver our customer expectations but ensuring this is done in a way that supports the communication of the Council and its objectives.		
Comment	A new communications toolkit is to be developed to provide guidance and standards for anyone communicating on behalf of Carmarthenshire County Council. Customer care standards to ensure we deliver a service to our customer expectations will be addressed within this document. The toolkit will be promoted widely on its completion		
Service Head: Wendy S Walters	Performance status: On target		
Action	12431	Target date	31/03/2018 (original target 31/03/2018)
Action promised	We will promote the Authority's Financial policies and procedures, Antifraud and Anti-Corruption Strategy		
Comment	Target date is set as March 2018		
Service Head: Helen Pugh	Performance status: On target		
Action	12434	Target date	30/06/2017
Action promised	We will undertake the Closure and Audit of the Accounts within the appropriate timescales		
Comment	Closure of the Accounts by 30/6/17 achieved. Draft Statement of Accounts reported to Audit Committee 14/7/17		
Service Head: Owen Bowen	Performance status: On target		

Theme: 15. Better Governance and Use of Resources**Sub-theme: B. Openness & Engagement**

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days 2.1.1.17	Not applicable		Q1: 91.06 End Of Year: 94.83	Target: 90.00 Result: 96.00 Calculation: (264 ÷ 275) × 100	Target: 90.00	Target: 90.00	Target: 90.00
Service Head: Wendy S Walters			Performance status: On target				

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: B. Openness & Engagement**

Action	12435	Target date	31/03/2018
Action promised	We will further develop the Council's consultation, engagement and research approaches		
Comment	Review of current activity undertaken by officers with a view to updating and amending current practice to address requirements of the WFG Act		
Service Head:	Wendy S Walters	Performance status:	On target
Action	12437	Target date	30/09/2017
Action promised	We will invite the Constitutional Review Working Group (CRWG) to harmonise the deadlines in Standing Orders and Scrutiny Procedure Rules for submitting Notice of Motion's Questions (NOMs), Questions and Petitions.		
Comment	These changes to the Standing Orders were approved by County Council at its AGM of the 24th may 2017.		
Service Head:	Linda Rees Jones	Performance status:	On target
Action	12438	Target date	31/03/2018
Action promised	We will ensure that Scrutiny Committees consider taking better advantage of opportunities to challenge service change proposals and decisions.		
Comment	<p>This action is for Scrutiny Committee members to address. However, as officers we have identified the following steps which we can implement to assist the Committees in their work:</p> <ol style="list-style-type: none"> 1. Following the elections there are new Chairs in place who have already shown a change in thinking and new ideas. 2. Following the elections there has been induction training for all members 3. There has been an informal meeting of each Scrutiny with the Services under the portfolio 4. Chairs and Vice Scrutiny Forum have decided to reintroduce Scrutiny pre meetings to go through the reports on the Agenda for each meeting. <p>Chairs of Scrutiny have received training and been given best practice guidance</p>		
Service Head:	Linda Rees Jones	Performance status:	On target
Action	12439	Target date	31/03/2018
Action promised	We will ensure that the Officers work with councillors to identify the level of information councillors want to see on options for service change, to enhance transparency in the decision making process.		
Comment	<ol style="list-style-type: none"> 1. As outlined in Audit Committee on the 14th July the format of informal budget sessions will be re-examined; 2. a new integrated impact assessment template and new Committee Cover sheets will be introduced following training and pilot feedback; 3. Departmental business plans will accompany draft budgets to Scrutiny meetings. 		
Service Head:	Linda Rees Jones	Performance status:	On target
Action	12440	Target date	31/03/2018
Action promised	We will review the terms of reference of both the Corporate Governance Group and the Corporate Review Working Group in order to clarify their respective responsibilities for assessing and reviewing governance arrangements		
Comment	The Monitoring Officer and the s. 151 Officer will compare and revisit the terms of reference of these two Groups,		
Service Head:	Linda Rees Jones	Performance status:	On target
Action	12441	Target date	31/03/2018
Action promised	We will work closely with departments to prioritise and help services engage with the right people, at the right time and develop and deliver a Marketing and Media forward work programme		
Comment	A marketing and media forward work programme has been developed and is currently being implemented. The projects identified within the programme have been prioritised by DMTs. Actions included in the forward work programme will be scheduled and discussed weekly with the leader and raised accordingly at preliminary executive board.		
Service Head:	Wendy S Walters	Performance status:	On target
Action	12442	Target date	31/03/2018
Action promised	We will maintain and develop the authorities' main digital platforms, those being the corporate website, the intranet, the newsroom, Discover Carmarthenshire and the public service board website. We will also raise further awareness of the 'Do It Online' campaign to encourage more people to interact with the council digitally.		
Comment	The 4 main digital platforms are now all in place. Corporate website and newsroom will soon be refreshed with a new mobile responsive design. This has been approved by the digital transformation group. Discover Carmarthenshire was recently launched at the Royal Welsh Agricultural Show and user testing sessions will take place at		

Comment	the annual tourism summit in October. Intranet continues to be a key internal communication tool. Our next aim is to ensure all staff, even those who do not have access to a computer in work to be able to access the site from their own devices. The public service board site is currently being addressed and changed accordingly by the new PSB communications working group.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12444	Target date	31/03/2018
Action promised	We will continue the development and implementation of GeoDiscover and will continue to roll it out across the Council, together with the full use of the Gazetteer		
Comment	Geodiscoverer is live across the authority for staff and is being continuously developed as an ongoing project with new data, functions and maps. The LLPG Address Gazetteer is used as the address search and is updated daily with new addresses/change of address.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12445	Target date	31/03/2020
Action promised	We will, as part of the Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services.		
Comment	ICT Business Planning Workshops to engage with all service areas to identify new opportunities and projects are currently being arranged and planned for autumn 17. A Members ICT seminar has also been arranged for the 16th of October. One to one's with all members of the Executive board currently taking place to discuss ICT provision. Floor walking and presence in Council offices to assist and engage with customers on ICT matters has been trialled and was a success. A long-term consistent approach is being developed to ensure this becomes a permanent and frequent activity at all core sites. Schools – currently costing and drafting a new 5 year SLA and ICT strategy for schools ICT provision with consultation sessions being arranged for the autumn with all relevant stakeholders.		
Service Head: Noelwyn Daniel	Performance status: On target		

Theme: 15. Better Governance and Use of Resources
Sub-theme: C. Making a Difference

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of households have Internet access in Carmarthenshire ICT/006	Not applicable		New measure	--	--	--	Target: 80 Result: 83
Comment	According to the 2016/17 National Survey for Wales, 83% of households in Carmarthenshire have internet access. This is an improvement on the previous survey which took place in 2014/15 with a result of 76%. Despite an improvement, we have moved down in an All Wales ranking position from 14th to 15th place.						
Service Head: Noelwyn Daniel			Performance status: On target				

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: C. Making a Difference**

Action	12432	Target date	31/03/2018
Action promised	We will support the work of the Public Services Board and lead on the development of the Future Generations Well-being Plan, its scrutiny and the PSB's thematic group structure.		
Comment	<p>The Well-being Assessment was published in March, following a consultation period which included feedback from the Council's Policy and Resources Scrutiny Committee, the oversight and scrutiny committee for the PSB.</p> <p>An event was held with key stakeholders to identify draft objectives for the Well-being Plan, based on the findings of the Well-being Assessment. These objectives have now been agreed by the PSB and are "Healthy Habits", "Strong Connections", "Early Intervention" and "Prosperous People and Places". A series of events have been planned for July to engage with town and community councils, local residents, County Councillors, young people and public services staff. Discussion at these events on short, medium and long term actions will inform the development of the Well-being Plan which will be drafted over the summer.</p>		
Service Head:	Wendy S Walters	Performance status:	On target
Action	12447	Target date	30/06/2018
Action promised	For 2018/19 we will publish a consolidated Corporate Strategy, incorporating the Councils Well-being Objectives and Key Improvement Objective Priorities.		
Comment	Work on this will start later in the year. The PSBs Well being Objectives will inform this process as well as National Survey for Wales results and Out turn data published in September.		
Service Head:	Wendy S Walters	Performance status:	On target
Action	12448	Target date	31/03/2018
Action promised	We will develop a suite of Carmarthenshire Outcome Indicators with the Public Service Board and address, where we can, as a public body, these in our in our Well -being Objectives and Action Plans.		
Comment	The suite of Outcome indicators will be identified once the PSB`s well being plan is finalised.		
Service Head:	Wendy S Walters	Performance status:	On target

Theme: 15. Better Governance and Use of Resources
Sub-theme: D. Making sure we achieve what we set out to do

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% use of the ICT Self Service helpdesk ICT/002	Not applicable		New measure	Target: 33.0 Result: 44.8 Calculation: (351 ÷ 783) × 100	Target: 34.0	Target: 35.0	Target: 35.0

Comment 783 total calls logged. 351 logged via self service.

Service Head: Noelwyn Daniel

Performance status: On target

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online ICT/003	Not applicable		New measure	Target: 8 Result: 8	Target: 9	Target: 9	Target: 10

Comment Garden Waster service was launched which included online sign-up to the service including on-line payments and direct-debit provision.

Service Head: Noelwyn Daniel

Performance status: On target

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: D. Making sure we achieve what we set out to do**

Action	12450	Target date	31/03/2018
Action promised	We will monitor the detailed Action Plans for the Councils Well-being Objectives 2017/18 throughout the year and report any necessary interventions that are required to keep them on track		
Comment	All the Well-being Objectives have full action plans in place and are entered onto the Councils Performance Improvement Monitoring System (PIMS) for quarterly monitoring. Any off target reports will require remedial action to be identified.		
Service Head:	Wendy S Walters	Performance status:	On target
Action	12451	Target date	31/03/2020
Action promised	We will ensure the maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m		
Comment	As of the 1st June 2017 Carmarthenshire County Council and Pembrokeshire County Council have entered into a joint working arrangement for their Procurement Services as part of a two year pilot. As part of this shared service arrangement Carmarthenshire's Policy and Compliance section of the Corporate Procurement Unit has been strengthened by additional resource with access to a portion of Pembrokeshire's Community Benefits Officer's time. This Officer has already started to monitor and record three of our 21st Century schools projects and also our Housing Programme (CHS). Work is on-going to stream line our templates and processes with Pembrokeshire. Forthcoming tenders for Families First and Community Based Care Support Service have both included Community Benefits clauses (Non-Core) as part of the Procurement Tender Process. The 2nd phase of Cross Hands East Road which is due to be put to mini-competition through the South West Wales Regional Civil Contractors Framework imminently will have a scored element for Community Benefits.		
Service Head:	Helen Pugh	Performance status:	On target
Action	12452	Target date	31/03/2020
Action promised	We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies.		
Comment	In Q1 2017-2018 several of the approved Digital Transformation Projects have progressed. The development of the Corporate Citizen Self-Service My Account has begun working with our 3rd party partner Firmstep. Pembrey Country Park have launched their On-line Caravan Pitch Booking System using 3rd party partner GemaPark. The Tender is now ready for the Cashless Catering School Meals on-line payments system. The On-line Appointments Booking System for Customer Services and Registrars using 3rd party partner Zipporah is in development. The project for the on-line reporting for Housing Repairs has kicked-off and initial on-line eForm is in development in-house using our Firmstep system (this will prevent the need to procure a specific system saving 20k). In Q2 there are 2 key projects about to begin. The development of a new Corporate Website. To be developed in-house. The migration of our old in-house CRM to a new system using our 3rd party partner Firstemp and their SERVICE platform. This will allow us to expose and exploit access to more on-line council services.		
Service Head:	Noelwyn Daniel	Performance status:	On target
Action	12453	Target date	31/03/2018
Action promised	We will continue to work with Public Service Board partners to achieve a range of benefits through collaborative working in property management and to reduce the cost of holding and managing property through identifying short and longer term opportunities.		
Comment	Estates Workstream re-established and meeting regularly. PSB has endorsed continuation of the Workstream		
Service Head:	Jonathan Fearn	Performance status:	On target
Action	12454	Target date	31/03/2018
Action promised	We will develop and implement a hub for all property related services, frameworks and gateway management functions for both within the Authority, regional partners and potential external clients.		
Comment	Regular meetings are hosted and led by the Property team for our Framework Contractor Partners and organisations that form part of the framework.		
Service Head:	Jonathan Fearn	Performance status:	On target

Theme: 15. Better Governance and Use of Resources
Sub-theme: E. Valuing our People; Engaging, Leading & Supporting

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of laptops used in the council ICT/004	Not applicable		New measure	Target: 42 Result: 45 Calculation: (1404 ÷ 3119) × 100	Target: 45	Target: 47	Target: 47
Service Head: Noelwyn Daniel			Performance status: On target				

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: E. Valuing our People; Engaging, Leading & Supporting**

Action	12455	Target date	31/07/2017
Action promised	We will provide members (post 2017 Election) with Councillors Handbooks and relevant information and support on the democratic process		
Comment	The new Councillors Handbook was circulated to all elected members on the 15th May. Copies are also available on the Democracy Tab of the Intranet and hard copies available in the Members` Lounge in County Hall, Carmarthen and Town Hall, Llanelli. As part of the Induction Programme, we have delivered training for new and returning members on the Code of Conduct, practical advice on meeting preparation/webcasting and an introduction to Scrutiny in Carmarthenshire. Councillors have also received a copy of the WLGA "A Guide for New Councillors in Wales - May 2017".		
Service Head: Linda Rees Jones	Performance status: On target		
Action	12456	Target date	30/09/2017
Action promised	We will provide Code of Conduct training to members post 2017 election		
Comment	This training was delivered on the 15th May 2017.		
Service Head: Linda Rees Jones	Performance status: On target		
Action	12457	Target date	31/03/2018
Action promised	We will develop a Leadership & Management Development Framework based on the Behaviour Framework		
Comment	<p>Research and consultation was undertaken to develop a set of core behaviours to support leadership and management and underpin the Council's revised Core Values.</p> <p>CMT received an update on progress and were supportive of the core behaviours requiring that they be developed and integrated as part of the People Strategy.</p> <p>Further work has been undertaken to apply the behaviours through learning and development interventions and to support the delivery of the model.</p> <p>The 'Lead' Work stream (People Strategy Group) will support this work, ensure ongoing engagement and will monitor its progress as part of the agreed priorities for the People Strategy.</p>		
Service Head: Paul R Thomas	Performance status: On target		
Action	12458	Target date	31/07/2018
Action promised	We will develop a Strategic Workforce Plan for the Council		
Comment	<p>1. Work is underway to identify workforce planning issues linked to corporate priorities.</p> <p>2. Departments have received workforce profile data to allow them to workforce plan at a local level. This activity will be supported by the PM Business Partners. Any themes emerging from this work will feature in a strategic workforce plan.</p>		
Service Head: Paul R Thomas	Performance status: On target		
Action	12459	Target date	31/07/2017
Action promised	We will support the Corporate Sickness Absence Management Framework by working with Heads of Service and managers to ensure that support is in place for staff where needed and there is consistent application of the sickness policy		
Comment	The People Management Division supports the departmental management teams to comply with the Sickness Absence policy, through the provision of sickness data, guidance and advice and a suite of occupational health support services. The HR business partners regularly review sickness performance with DMTs and work on plans for improvement.		
Service Head: Paul R Thomas	Performance status: On target		
Action	12460	Target date	31/03/2018
Action promised	We will pilot the Council's new agile working principles to working practices across the People Management Division. The results from this pilot will be used to inform the roll out of agile working across the Council		
Comment	<p>1. Cross divisional project team has been established.</p> <p>2. All roles have been categorised as flex, field or fixed.</p> <p>3. Audit of IT and specialist equipment completed.</p> <p>4. Working practices across Division reviewed and work zones identified</p> <p>5. Currently designing working environment to meet working practice requirements, which will required costing and agreement by the Digital Transformation Group</p> <p>6. Staff engagement sessions have been held throughout the process, feedback from these sessions has been used to design</p>		

space and inform the Corporate e-learning guidance which is under development.

Service Head: Paul R Thomas		Performance status: On target	
Action	12461	Target date	31/03/2018
Action promised	We will ensure the end user has the appropriate IT device/devices to deliver their service effectively.		
Comment	As part of the Agile working project ICT will work closely with service users to identify them as Fixed, Flex or field workers. We will discuss with them their service needs and agree on which IT device will be the most appropriate for them. The Agile working Business Case will go before Executive Board and if approved funding will be allocated to assist with the allocation of appropriate devices to staff.		
Service Head: Noelwyn Daniel		Performance status: On target	

Theme: 15. Better Governance and Use of Resources
Sub-theme: F. Managing Risks, Performance & Finance

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority CFH/007	97.66	97.45	Q1: 32.14 End Of Year: 97.05	Target: 31.50 Result: 31.70 Calculation: (28722773.06 ÷ 90594269.11) × 100	Target: 58.00	Target: 85.00	Target: 97.10
Comment	Although slightly down on the same period in 2016/17 the result is ahead of target and ahead of the same period in 2015/16 and 2014/15.						
Remedial Action	Recovery action in respect of unpaid accounts has already commenced with a rolling programme of Magistrates' Court action in respect of accounts that remain in arrears despite reminders being issued.						
Service Head: John Gravelle			Performance status: On target				
Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority CFH/008	98.48	98.07	Q1: 35.01 End Of Year: 98.20	Target: 33.00 Result: 38.86 Calculation: (18165126.55 ÷ 46743270.99) × 100	Target: 60.00	Target: 85.00	Target: 98.00
Service Head: John Gravelle			Performance status: On target				

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: F. Managing Risks, Performance & Finance**

Action	12462	Target date	31/03/2018
Action promised	We will develop a new Risk Management Strategy		
Comment	Strategy drafted, to be discussed and approved in the next Risk Steering group to be held at the end of September 2017		
Service Head: Helen Pugh	Performance status: On target		
Action	12463	Target date	31/03/2018
Action promised	We will ensure Business Continuity Management and Emergency Planning work together throughout the Authority through regular group meetings		
Comment	Two `joint` meetings already held in 2017/18. Agreement by the group that these meetings continue on a quarterly basis. membership to be reviews by next meeting to ensure that all relevant officers and services are represented on the group		
Service Head: Helen Pugh	Performance status: On target		
Action	12464	Target date	31/03/2018
Action promised	We will ensure that risks relating to all premises owned or occupied by CCC are suitably and sufficiently identified and managed.		
Comment	Risks are regularly assessed and reviewed in conjunction with building occupiers. As part of a realignment of the Property Division there will be a recruitment programme to fill current vacant posts to increase in-house resources to enhance the work in this area		
Service Head: Jonathan Fearn	Performance status: On target		
Action	12465	Target date	28/02/2020
Action promised	We will review Data Centre Risk Assessment		
Comment	scheduled to take place on the 1st Sept 2017		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	12466	Target date	31/03/2018
Action promised	We will further develop the Council's Corporate Performance Management arrangements e.g. Business Plans to meet the expectations of WbFG Act and Performance Information Monitoring System(PIMS) Dashboards		
Comment	We will be further revising business plans to meet the expectations of the Well-being of Future Generations Act. The plans will now be able to maximise their contributions to our identified Well-being Objectives. In addition we have updated our PIMS system to monitor the action plan contents of our Well being Objectives. This means that progress can be examined and `sliced and diced` by the Executive Board Member Portfolio responsible, Scrutiny remit responsible, Department and Service or by Objective.		
Service Head: Helen Morgan	Performance status: On target		
Action	12467	Target date	31/03/2018
Action promised	We will further strengthen financial planning arrangements by developing explicit links between the Medium Term Financial Plan and the Council's corporate planning processes		
Comment	The Corporate and Financial Planning timetable for 2018-19 has been drafted to ensure that the Council's corporate and financial planning processes are properly aligned Financial Outlook Report to Executive Board 31/7/17		
Service Head: Owen Bowen	Performance status: On target		
Action	12468	Target date	28/02/2018
Action promised	We will identify capital and revenue funding allocated to Our Well Being Objectives and monitor our resource allocation to these priorities.		
Comment	Analysis of 2017/18 budget against our Well Being Objectives complete. When approved, the 2018/19 monitored against the 2017/18 baseline.		
Service Head: Owen Bowen	Performance status: On target		
Action	12469	Target date	31/03/2018
Action promised	We will further strengthen financial planning arrangements by ensuring that delivery timescales in business cases are robust and reviewing timescales in Budget challenge exercises with Executive Board Members.		
	Templates being developed to capture the business case and timescales behind all savings proposals in advance of the member		

Comment	challenge sessions. Heads of Services advised of the need at the HoS Forum meeting in July.		
Service Head: Owen Bowen	Performance status: On target		
Action	12470	Target date	31/03/2018
Action promised	We will further strengthen financial planning arrangements by implementing our income and charging policy		
Comment	Income and Charging Policy approved by Executive Board on 27/3/17.		
Service Head: Owen Bowen	Performance status: On target		
Action	12473	Target date	31/03/2018
Action promised	We will deliver, via ICT, automation and integration of internal working processes and procedures to release efficiencies.		
Comment	In Q1 2017-2018 several of the approved Digital Transformation Projects have progressed. The review of the existing Translation Request System in order to replace their old in-house Access Database system has begun. As part of the "back-office" TIC review, for HR we are now in the process of developing several eForms and integrations with the ResourceLink system to automate their HR processes using our Firmstep system to develop these in-house. Initial HR processes include "Create New Post" and "Advertise Post". As part of the Digital Transformation Board, 2 Mobile Offline pilot projects had been approved. The initial development for these two pilots have been completed using our 3rd party partner Firmstep. Mobile Offline eForms for Housing and Health & Safety. A new Capital Bids PPF eForm and Approval process has also developed.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	12859	Target date	31/03/2020
Action promised	To work with departments on Category Management of spend		
Comment	As part of the Shared Service with Pembrokeshire County Council's Procurement team (as of 1st June 2017) work is on-going with the new Spend Analysis Tool (Atamis) to identify the different categories of spend in each of the 5 identified Category's across the two Authorities. 3 Pilot Workshops (Corporate, Building Maintenance & Highways & Parks) have been organised for September 2017 with Cardiff Council, who will offer guidance to the team in this new approach, and to offer hands on support with the appropriate departments to uncover real opportunities to deliver efficiencies through complaint tender processes.		
Service Head: Helen Pugh	Performance status: On target		

ACTIONS - Theme: 15. Better Governance and Use of Resources**Sub-theme: G. Good Transparency & Accountability**

Action	12474	Target date	31/10/2017
Action promised	We will publish a detailed Annual Report for 2016/17 and an update on our progress on the Corporate Strategy. We will also compare and explain our results against all other Councils in Wales (for both National Indicators, 'National Survey for Wales' results together with and any Regulatory findings) identifying any gaps that need to be addressed.		
Comment	A detailed Annual Report for 2016/17 and an update on our progress on the Corporate Strategy has been prepared. The report also compares and explains our results against all other Councils in Wales for both National Indicators and National Survey for Wales results.		
Service Head: Wendy S Walters		Performance status: On target	
Action	12475	Target date	31/03/2018
Action promised	We will continue to report performance data to the Public Service Board and Council		
Comment	Available performance data is reported Annually and progress made on a quarterly basis by the Council. We assist the PSB in providing data when required.		
Service Head: Helen Morgan		Performance status: On target	
Action	12476	Target date	31/03/2018
Action promised	We will review the Audit Manual		
Comment	Target date set for next year		
Service Head: Helen Pugh		Performance status: On target	
Action	12478	Target date	30/09/2017
Action promised	We will ensure an unqualified audit on the 2016/17 final accounts		
Comment	Statement of Accounts completed by statutory date 30/6/17. WAO audit of accounts in progress, to be completed by 30/9/17		
Service Head: Owen Bowen		Performance status: On target	

ACTIONS - Theme: 3. Continue to improve learner attainment for all**Sub-theme: C. Best possible learning environments**

Action	12523	Target date	31/03/2018
Action promised	We will ensure that all newly built schools have the latest digital technologies and infrastructures in place to deliver 21st century education. i.e. LIDW 2 Project		
Comment	<p>Currently costing and drafting a new 5 year SLA and ICT strategy for schools ICT provision. The strategy includes aspirational technical blueprints for both primary and secondary schools that outline all of the various infrastructure and systems necessary to support 21st century education provision. All new schools builds should align to this blueprint.</p> <p>Currently engaging with schools MEP and education DMT to produce a forward plan of work for resourcing new schools builds, ensuring they are treated as a priority for ICT Services.</p> <p>Ongoing consultation with schools and education colleagues is helping to inform all of the above.</p>		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	12524	Target date	31/03/2018
Action promised	We will continue to improve the condition, suitability and ICT resources within schools.		
Comment	<p>New helpdesk system with self service for schools to go live in Sept 1st.</p> <p>Workshops help with Service Delivery staff to plan on new ways of working to provide improved support to all customers including schools.</p>		
Service Head: Noelwyn Daniel	Performance status: On target		

ACTIONS - Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: A. Overarching

Action	12541	Target date	31/03/2018
Action promised	To ensure we help alleviate poverty and promote inclusion, we will support the work of the Tackling Poverty Advisory Panel		
Comment	Following local elections and the appointment of a new executive board member for tackling poverty the Tackling Poverty Panel will reconvene in September 2017. In the interim period tackling poverty policy officers have met with the new executive board member to provide an update on the work of the panel to date, in addition officers responsible for delivering key tackling poverty operational programmes have met with the executive board member to outline activity currently being delivered by CCC.		
Service Head: Wendy S Walters	Performance status: On target		

ACTIONS - Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: C. Helping people into work

Action	12546	Target date	31/03/2018
Action promised	We will use the Work Ready Project (apprenticeships, graduates, work experience, work placements, volunteering) to attract and retain underrepresented groups, e.g. young people and people with disabilities, and monitor the outcomes. (SEPA/IPA)		
Comment	Recruitment has begun for a new tranche of Apprentices and Graduate, broadening the range of opportunities provided. Access to Work Experience continues to be popular, with the on-line application form increasing participation		
Service Head: Paul R Thomas	Performance status: On target		

Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: D. Improving the lives of those living in poverty

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q1: 26.68 End Of Year: 21.12	Target: 28.00 Result: 23.78 Calculation: 36505 ÷ 1535	Target: 26.00	Target: 23.00	Target: 21.00

Service Head: John Gravelle

Performance status: On target

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q1: 5.99 End Of Year: 5.13	Target: 7.00 Result: 5.89 Calculation: 165225 ÷ 28038	Target: 7.00	Target: 7.00	Target: 5.20

Service Head: John Gravelle

Performance status: On target

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q1: 93.33 End Of Year: 98.13	Target: 93.00 Result: 97.01 Calculation: (65 ÷ 67) × 100	Target: 93.00	Target: 94.00	Target: 96.00

Service Head: John Gravelle

Performance status: On target

ACTIONS - Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: D. Improving the lives of those living in poverty

Action	12144	Target date	31/03/2018 (original target 31/03/2017)
Action promised	We will deliver a campaign to raise awareness of financial advice and support available to residents		
Comment	Currently in discussion with Money Advice Service and the Older People`s commissioners office to discuss opportunities to host an event in Carmarthenshire as part of the UKs FINCAP Week in the autumn. The national event is aimed at raising awareness of financial support and helping people to improve financial literacy.		
Service Head: Wendy S Walters	Performance status: On target		
Action	12553	Target date	31/12/2017
Action promised	We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support		
Comment	A meeting involving key staff to discuss this year`s delivery has been held. Staff are being consulted in the process; young people`s view are to be sought about delivery. A meeting is arranged with Cllr Cefin Campbell on 22/6/17 to discuss the appeal and to seek on going Council support.		
Service Head: Aeron Rees	Performance status: On target		
Action	12555	Target date	31/03/2018
Action promised	We will continue to raise awareness of welfare reforms, particularly the roll-out of Universal Credit as affecting Housing Benefits recipients, with Customers, elected members and to Stakeholders/partner departments		
Comment	The Benefits Section continues to make other stakeholder departments aware of key changes and DWP updates with particular reference to the roll-out of Universal Credit and the issues arising as reported from pilot / advance roll-out areas elsewhere in the country. The Unit is also liaising with DWP officials and facilitating training for staff both in Housing benefits and other services whose customers may be affected by UC roll-out. Where appropriate the section is also providing data in relation to customers adversely affected by welfare reform changes such as the revised Benefit Cap and forthcoming HB restrictions for social sector tenants.		
Service Head: John Gravelle	Performance status: On target		
Action	12556	Target date	31/03/2018
Action promised	We will continue to fulfil the requirements of the DWP Universal Credit, delivery partnership agreement in terms of budgeting support for vulnerable claimants and technical/specialist support for the Universal Credit delivery centres		
Comment	The provision of technical/specialist advice and support to the DWP`s Universal Credit delivery service is now an established process within the Housing Benefit section. In addition a Budgeting Support Officer is now embedded within the section and proactively providing assistance to identified claimants and those seeking additional financial support to meet their rent via Discretionary Housing Payments		
Service Head: John Gravelle	Performance status: On target		