

October 2018

Annual Report 2017/18



Welcome from the Leader of the Council

TO FOLLOW.....

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:

Listening to You, Carmarthenshire County Council, County Hall,
Carmarthen SA31 1JP or email at ListeningToYou@carmarthenshire.gov.uk

Cllr Emlyn Dole
Leader



Mark James CBE
Chief Executive



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Introduction

Our first Annual Report on our Well-being Objectives

In March 2017, we published our Well-being Objective (Incorporating our Improvement Objectives) plans for 2017/18.

This document, is an Annual Report for 2017/18 that examines our progress against the published plans for the year. It 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.

This publication brings together two separate but interconnected statutory duties. Under the [Local Government \(Wales\) Measure 2009](#) and the [Well-being of Future Generations \(Wales\) Act 2015](#) we must publish an annual report on the previous year (2017/18). See Appendix 1.

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 Sector Board and this partnership has recently published a [Carmarthenshire Well-being Plan](#). All the separate public bodies in the partnership published their own Well-being Objectives last year and we will be working to meet many common objectives.

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. Carmarthenshire County Council's SEP includes three key themes which look at our role as an employer, a service provider and a community leader. Under those three themes are six strategic objectives. A detailed [Action Plan](#) has been prepared to demonstrate how we will meet those Objectives.

During the year, our work with external protected groups has continued to grow and our partnership with community groups has strengthened. The Carmarthenshire Disability Partnership, chaired by the Executive Board Disability Champion has continued to develop, with a key aim of making sure that services delivered by the Council meet the needs of disabled people throughout the county. Our Regional Community Cohesion Coordinator has continued to support key areas of work such as the Syria Sir Gâr resettlement programme and has promoted training opportunities in partnership with Victim Support other national organisations.

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

2017/18 is the second year in the implementation of the Welsh Language Standards across the Council. A great deal of internal communication was done across the organisation and key messages were conveyed to staff at various opportunities, including the internal staff roadshows. Meeting staff face to face and discussing any issues that arise in their daily work is key in the success of the Standards. The opportunity was also taken to promote the online audio clips, glossaries, videos and new templates as well as promoting the variety of courses available to learn or improve Welsh.

During the year, we have appointed a Learning and Development Advisor - Welsh Language, to be responsible for developing the language skills of the workforce. The officer is based in the Council's Learning and Development team but close liaison is maintained with the Policy and Partnership team, Managers, Heads of Service and our learners. The officer has increased the opportunities available to staff by researching and delivering a variety of courses that meet the different needs of our staff.

The County Strategic Forum, which is led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language policy officers, has also continued its role in developing a programme of promoting the Welsh language in the county and has contributed extensively to the preparation of the Promotion Strategy for Carmarthenshire, in line with the Promotion Standard.

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. Continue to improve learner attainment for all.

4. Reduce the number of young adults that are Not in Education, Employment or Training.

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

Our Success Measures for our Well-being Objectives

See *Appendix 2* for comparative ranking of performance

The Council, working with local, regional and national partners, have worked to improve the following measures.

Well-being Objective		Success Measures	Progress
1 	Help to give every child the best start in life and improve their early life experiences	Children in care who had to move 3 or more times (PAM/029)	
2 	Help children live healthy lifestyles	Childhood obesity (Child Measurement Programme NHS)	
3 	Continue to improve learner attainment for all.	Educational attainment - Average Capped 9 points score (Year 11 pupils) (PAM/032) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)	New Measure for 2017/18
		School attendance rates (Primary)(PAM/007) (Secondary) (PAM/008)	
		Satisfaction with child's primary school (NSW)	Awaiting result
4 	Reduce the number of young people that are Not in Education, Employment or Training (NEET)	Number of leavers Not in Education, Employment or Training (NEETs) (PAM/009) Year 11 & Year 13 (5.1.0.2)	 (Year 11)  (Year 13)
5 	Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty	Educational attainment - Average Capped 9 points score (Year 11 pupils) who are eligible for Free School Meals (4.1.2.4) (NWBI) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)	New Measure for 2017/18
		Households successfully prevented from becoming homeless (PAM/012) (NWBI)	
		Households in material deprivation (NWBI)	
		Households Living in Poverty (CACI's 'PayCheck' Data)	
		Adults that are able to keeping up with bills without any difficulties (NSW)	Awaiting result
6 	Create more jobs and growth throughout the county	Average Gross weekly pay (ONS – Annual Survey of hours and earnings)	
		Jobs created with Regeneration assistance (EconD/001)	
		The level of Private Sector Investment / external funding secured (EconD/008)	
7 	Increase the availability of rented and affordable homes	Number of affordable homes in the County (7.3.2.24)	
8 	Help people live healthy lives (tackling risky behaviour and obesity)	Adults who say their general health is Good or Very Good (NSW)	Awaiting result
		Adults who say they have a longstanding illness (NSW)	Awaiting result
		Adult mental well-being score (NSW) (NWBI)	No Year on Year data available
		Adults who have fewer than two healthy lifestyle behaviours (NSW) (NWBI) (Not smoking, drinking > 14 units, eating 5 portions fruit & veg, having a healthy body mass index, being physically active at least 150 minutes the previous week).	Awaiting result

Well-being Objective		Success Measures	Progress						
9 	Support good connections with friends, family and safer communities	% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect'.)							
		People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)	No Year on Year data available						
10 	Support the growing numbers of older people to maintain dignity and independence in their later years	The rate of people kept in hospital while waiting for social care (PAM/025)							
		Agree there's a good Social Care Service available in the area (NSW)							
		Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)							
11 	A Council-wide approach to support Ageing Well in Carmarthenshire	People who are lonely (NSW)(NWBI)	Awaiting result						
12 	Look after the environment now and in the future	Use of renewable energy							
		Rates of recycling (PAM/030)							
13 	Improve the highway and transport infrastructure and connectivity	Road conditions (PAM/020, PAM/021 & PAM/022)	<table border="1"> <thead> <tr> <th>Class A</th> <th>Class B</th> <th>Class C</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Class A	Class B	Class C			
		Class A	Class B	Class C					
									
Road casualties (5.5.2.21)	Awaiting result								
14 	Promote Welsh Language and Culture	Can speak Welsh (NSW)(NWBI)	Awaiting result						
		Pupils assessed in Welsh (first language) at the end of the Foundation Phase (PAM/033)							
		People attended arts events in Wales in last year (NSW)							
		People visited historic places in Wales in last year (NSW)							
		People visited museums in Wales in last year (NSW)							
15 	Building a Better Council and Making Better Use of Resources	'Do it online' payments							
		People agree that they can access information about the Authority in the way they would like to. (NSW)	Awaiting result						
		People know how to find what services the Council provides (NSW)	Awaiting result						
		People agree that they have an opportunity to participate in making decisions about the running of local authority services. (NSW)	Awaiting result						
		Staff sickness absence levels (PAM/001)							
		Organisational 'running costs'	Awaiting result						
		People agree that the Council asks for their views before setting its budget. (NSW)	Awaiting result						

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

One of the fundamental approaches advocated by the Well-being Future Generations Act is a shift in focus from gains in service output to a stronger link between the actions of public bodies and the outcomes that enhance the quality of life of citizens and communities both now and in the future. The Act is founded on Outcome Based Accountability which encourages a focus on the difference that is made, rather than just the inputs and processes that an organisation has. Success in the context of this Act is seeing positive action drive a positive contribution to the achievement of all the well-being goals through individual or collective action. (Paragraph 9 SPF2 – Statutory guidance)

Other Assessment Information

Citizen Satisfaction

National Survey for Wales-----Results expected from June onwards

Carmarthenshire was the first Council in Wales to include the results of this survey when it first started and has continued to do so ever since. The Council has been identified for having notable practice in its willingness to publish a wide range of evidence when assessing its performance.

From 2016/17 onwards, the National Survey replaced the 2012-15 National Survey, the Welsh Health Survey, Active Adults Survey, Arts in Wales Survey and the Welsh Outdoor Recreation Survey. The results published are based on over 10,000 interviews carried out across Wales between April 2017 and March 2018. Over 600 were interviewed in Carmarthenshire.

See Ranking Table in Appendix 3

Public Accountability Measures

There is also a **National suite of measures** that all councils in Wales have to collect- See Appendix 4

There are two main ways of measuring improvement:-

- Year on year improvement
- How we compare with other Authorities in Wales

Year on Year Improvement

During 2017/18, **60%** of our measures improved while **40%** have declined; there is less improvement than in the previous year but still remains encouraging in the current climate of reduced budgets. The table below shows year on year results:

Year	Improved 	Constant 	Declined 	Net Improvement (Improved - Declined)
2017/18	60% (25 measures)	0% (0 measures)	40% (10 measures)	20%
2016/17	65% (17 measures)	4% (1 measure)	31% (8 measures)	34%
2015/16	57.5% (23 measures)	17.5% (7 measures)	25% (10 measures)	32.5%
2014/15	56% (24 measures)	14% (6 measures)	30% (13 measures)	26%
2013/14	59% (26 measures)	11% (5 measures)	30% (13 measures)	29%

How we compare with other Authorities in Wales

-----Out turn data is usually available in September

-----Annual Improvement Report was expected in May but delayed

The Future Generations Commissioner for Wales - Expectations of Annual Reports

In May 2018 the Future Generations Commissioner for Wales published her report on Well-being in Wales: the journey so far. She set out 9 key expectations for Annual Reporting. This guidance will inform future Annual Reports and where possible has been included in this publication. See our progress on these expectations in **Appendix 5**

DRAFT

Start Well





Well-being Objective 1

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

Placement stability for looked after children has significantly improved

Placement stability for looked after children has significantly improved over the last two years, and children’s social work practice is being transformed following implementation of systemic practice within Pod’s, incorporating *Signs of Safety* model, and the new *Edge of Care* team.

Flying Start expansion has continued enabling increased support to more children 0-3 living in deprived communities.

Newly-commissioned Families First projects are in place with a focus on preventing (and minimising the effects of) [Adverse Childhood Experiences](#) (ACE’s).

School grounds are increasingly being utilised outside of school hours to enable greater access to play opportunities.

Why it is important

- Because giving every child the best start in life is crucial to reducing inequalities across the life course.
- Because 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 (Jones, 2011).

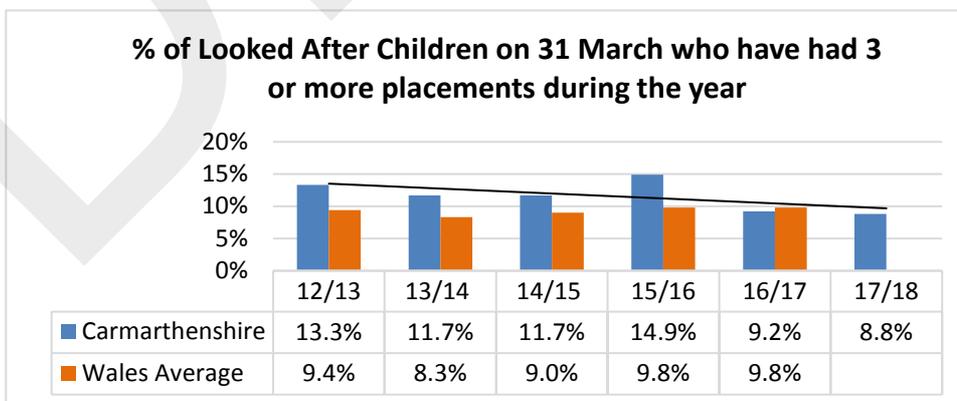
Success Measure

8.8% of children in care who had to move 3 or more times (improved result from 9.2% in previous year)



Explaining the Results

During the last two years we have seen a significant improvement in **placement stability** for our looked after children with the % of looked after children having experienced 3 or more placement moves reduced by 6% **from 14.9%** as at 31st March 2016 **to 8.8%** as at 31st March 2018.



Close monitoring will continue through placement and permanency panels. In the **long-term** our continued focus remains on prevention and maintaining children at home with 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. The new **‘Edge of Care’** team will focus on intensive support to families to achieve improved outcomes for children.

Progress Made

- ⦿ The Education and Well-being (LAC) Team are continuing to deliver **Attachment awareness** training, advice and support to all schools to better equip them in being able to meet the emotional needs of vulnerable children.
- ⦿ The revised Families First programme, comprising 13 projects is ready to commence 1st April 2018. The projects will work towards preventing **Adverse Childhood Experiences (ACEs)** as well as helping to mitigate the effects of ACEs on those already exposed to them. ACE awareness training for schools is taking place. Stronger Links, Stronger Families Event took place in March to identify and take forward new ways of working together with families to improve their wellbeing.
- ⦿ **Flying Start** Expansion into Ammanford is now complete. Capital investment has enabled the creation of new Flying Start offices with a combined Contact Centre for families, and a new childcare facility at the recently opened Ysgol Pen Rhos in Llanelli.
- ⦿ We are continuing to extend the **Team Around the Family (TAF)** approach across the county for 0-25 year olds. Requests for TAF services is increasing with 18-25 referrals a week, and greater alignment between TAF and Flying Start has enabled a seamless service for families.
- ⦿ **Child sexual exploitation (CSE)** remains a high priority issue both locally and regionally. Carmarthenshire actively engages in all CSE events, and ensure regular multi-agency (MA) meetings take place. We are also participating in a Barnardos pilot, and regional action plan. **CSE** is included in basic safeguarding training for all staff. MACSE meetings are continuing and developing.
- ⦿ **Substance misuse** team has re-located to Ty Elwyn which has enabled improved joint working arrangements with Youth Offending and Children's teams ensuring people affected by drug and alcohol issues are able to receive the support they require when they need it. In particular it has helped ensure more effective care pathways for young people in the transition from children's to adult services.
- ⦿ Children's services continue to find innovative ways of working with families. All teams have now implemented the **systemic model** of delivering social work services (within pod's) incorporating the **Signs of Safety** model. The format of assessments, care and support plans, reviews and child protection case conferences have all been adjusted to reflect this approach. The new Edge of Care Team is also focusing on preventative work at the point of referral.

A prospective Mum was very anxious about the birth and being at home completely alone with a newborn child as she had very little support from the baby's father and no family support in the area. A Home-Start volunteer was placed to provide support a week prior to the baby's arrival to discuss Mum's anxieties and needs for when the baby arrived. The volunteer then provided practical support after the birth; helping with feeds, support to go out, to go to baby groups, and attend appointments. Support was provided at home to allow Mum to catch up with chores. Additional emotional support was also provided by GP and psychotherapy sessions for Mum.

Mum developed a great bond with her son and became less and less overwhelmed by motherhood. She has now embraced the challenge of becoming a Mum and provides her child with everything he needs. As a result is a very happy little boy showing secure attachment to his mother.



Executive Board Member
For Education & Children
Cllr Glynog Davies



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



Well-being Objective 2

Start Well - Help children live healthy lifestyles

Starting to turn the corner on children who are overweight or obese by 0.2%.

This is a long term invest to save objective laying down the foundations for the long term health of children. We will continue to monitor if current measures and actions are making any difference. We have increased the number of children participating in sport and continue to raise awareness of healthy eating.

Why it is important

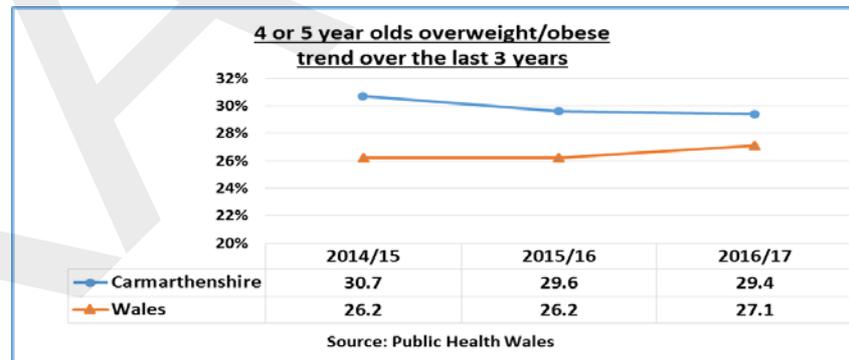
- Because projections suggest an increase in trends for childhood obesity going forward with figures showing males between the ages of 2 – 15 being at greatest risk.
- Because the [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried so much about their child's safety that it affected their children's opportunity to play.
- Because assessment engagement activity with primary school children showed being physically active to be the second most important factor for positive well-being of children aged 6 – 11, after connections with family and friends.
- Because living healthy lives allows children to fulfil their potential and meet education aspirations.
- Because 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

29.4% of children are overweight or obese



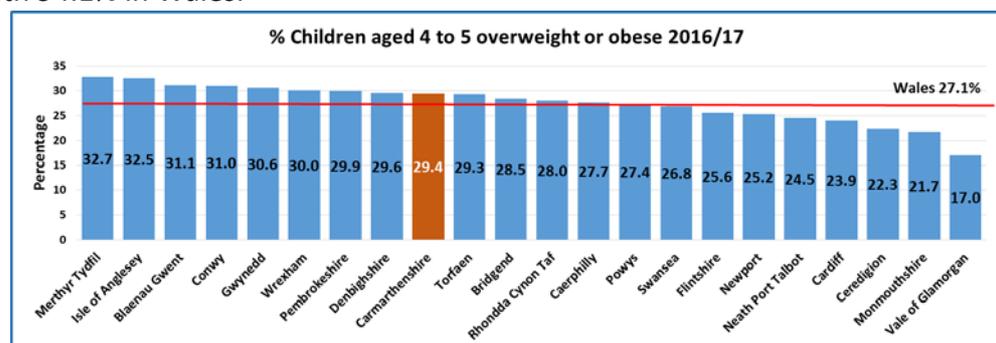
(A slight improvement on the previous year)



Explaining the Results

[Public Health Wales](#) (PHW) NHS Trust published its data on the 2016/17 Child Measurement Programme (CMP) for Wales which contains findings of the programme of child measurements carried out with children attending reception class in schools in Wales. 93.2% of eligible children participated in the programme in Carmarthenshire with 94.1% in Wales.

- The % **overweight or obese** in Carmarthenshire has reduced slightly from **29.6%** in 2015/16 to **29.4%** in 2016/17 and we have moved from 3rd highest to 9th highest in Wales but continue to be above the Welsh average of 27.1%.



- The proportion of children who are **obese** has increased from **12.9%** in 2015/16 to **14%** in 2016/17.
- 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 Made

- ⊙ Another successful year for the Leisure Service saw *increasing physical activity* for children, particularly for the swim programme; teaching 3,700 children to swim and increasing the percentage of pupils who can swim 25m by the end of year 6 from 66% to 77%.
- ⊙ Percentage of school children that are **'Hooked on Sport'** increased from 40% to 47% (Sport Wales survey comparison 2015 to 2013 - compared to 48% across Wales)
- ⊙ Over 600 young people have taken part in sporting events including the *Gwent Cross Country League*.
- ⊙ Over 1,700 pupils have used *Pendine Outdoor Education Centre* for the residential outdoor education centre experience in the past 12 months.
- ⊙ Work is continuing with schools regarding the potential of utilising school grounds outside of teaching hours to enable children greater access to **play opportunities**. Some schools have already implemented it and all new schools are being designed to allow this access. Various Play training is being delivered to childcare and play settings along with primary schools across the county to raise the quality of play experiences for children
- ⊙ The **Healthy Schools Scheme** saw an increase in schools achieving all Phases of the scheme, with Peniel Community School becoming the second Carmarthenshire School to achieve the National Quality Award. Other key commitments were also achieved;
 - Ensuring all schools embedded the Food & Fitness, Health & Mental & Emotional Health topics;
 - Continued to ensure that schools are abiding by the Healthy Eating in schools (Wales) Measure 2009 and Healthy Eating in Schools (Nutritional Standards & Requirements) (Wales) Regulations 2013;
 - Promoted the **'10 steps to a Healthy Weight'** in partnership with the Sustainable Ore-school Healthy Schools Scheme.

Successful Conferences focus on young peoples health and well-being



Diwrnod Gwael, Dim Bywyd Gwael
It's A Bad Day, Not A Bad Life

The Youth Council's 15th Annual Conference entitled **'It's a Bad Day, Not a Bad Life'** was held on the 22nd of November at Parc y Scarlets and focused on the mental health of children and young people. Activities were organised in order that participants achieved a better understanding of mental health and how to provide support.

Our **Healthy Schools Conference** held at Parc y Scarlets focussed on the well-being of pupils and staff. Following a welcome and setting the scene by Cllr. Glynog Davies, Executive Board Member for Education & Children's Services, there were contributions by Aeron Rees, Head of Curriculum & Well-being, Professor Sally Holland, Children's Commissioner for Wales and Sian Griffiths, Education Lead of the ACE's Hun. Drama students from the University of Wales Trinity St David, directed by Jain Boon, Theatrical Director & Creative Practitioner, presented a powerful piece of theatre to highlight the impact of ACEs and the importance of supporting children & young people affected by Adverse Childhood Experiences. This was followed by a series of workshops and time to spend in the 'Marketplace' showcasing the services available to schools.



Executive Board Member
For Education & Children
Cllr Glynog Davies



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



Well-being Objective 3

Start Well - Continue to improve learner attainment for all

Learner attainment has been maintained despite changes to examination specifications and financial challenges

Following substantial policy and key changes to Key Stage 4 performance measures by Welsh Government, comparisons with previous years isn't appropriate. Carmarthenshire's outcomes at GCSE mirrors performance across Wales with 57.2% of our learners achieving the key Level 2 Inclusive indicator (at least 5 GCSE passes at grade A* to C including mathematics and language). Our result places us comfortable above the Wales average by 2.6 percentage points. Outcomes of national literacy and numeracy tests at other key stages of education declined very slightly but results at Key Stage 3 continued an encouraging upward trend in performance.

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 21st 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

No year on year comparison available

360.8 is the average score (best 9 exam results) for Year 11 pupils



7th highest in Wales
Source: StatsWales



94.4%

Attendance at Primary Schools

94.3%

Attendance at Secondary Schools



Both results have declined from previous year (Primary 94.8% & Secondary 94.5%)
Source: StatsWales

Awaiting Result

??%

are satisfied with their child's primary school



Source: National Survey for Wales

Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 2017/18 (2016/17 Academic Year) is 360.8 where girls had an average score of 372.6 and boys 349.4.
- **School attendance** in both Primary and Secondary schools in Carmarthenshire *declined* during 2017/18 (2016/17 Academic Year). Primary school attendance reduced from 94.8% to 94.4% and from 13th to 21st position in Wales. Secondary school attendance reduced from 94.5% to 94.3% and from 8th to 9th position. There will be robust consultation with Headteachers, Educational Welfare Service and related professionals to develop an action plan to improve school attendance moving forward.
- The [National Survey for Wales](#) shows that **??** were satisfied with their child's primary school

Progress Made

- Outcomes of **national literacy and numeracy tests** at other key stages of education declined very slightly but results at Key Stage I continued *an encouraging and ongoing upward trend* in performance. Our outcomes for the Key Stage I Core Subject Indicator (learners achieving Level 5 for English or Welsh, Maths and Science) have achieved *higher results* than the Wales average for the past four years.
- Our performance at the Level I threshold (learners attaining two or more 'A' levels or equivalent qualification) continues to remain strong with an impressive 97.8% of our learners successfully achieved this goal. The result places us *above the Wales average* of 97.1%. Our performance has been **above the national figure for five consecutive years**.
- Six Carmarthenshire schools were invited to **ESTYN's Recognising Excellence in Education** event in Cardiff in October. These excellent schools were commended for their hard work, strong leadership, clear vision and relentless commitment to improvement. Representatives from these schools received a certificate and congratulations from Meilyr Rowlands, *Chief Inspector* and Kirsty Williams, *Cabinet Secretary for Education*. They were - Ysgol Bynea, Ysgol Parcyrhun, Ysgol Saron, Ysgol Heol Goffa, Ysgol Glan-y-mor and Ysgol Bryngwyn. A further eight schools were inspected during the year; four schools were placed in the Estyn Monitoring category and one was placed in the Estyn Significant Improvement category.
- Our **Modernising Education Programme** (MEP) continued apace benefitting thousands of our learners with the completion of major projects, valued at over £20 million, at Ysgol Bro Dinefwr, Maes y Gwendraeth, Carreg Hirfaen, Bryngwyn, Coedcae, St. John Lloyd, Trimsaran and Pen Rhos.
- A common theme for all Carmarthenshire schools this year has been engaging with the **Digital Competence Framework**, using workshops and networking sessions to support development of digital skills. Carmarthenshire schools were strongly represented at the 2017 National Digital Learning Event (NDLE). Ysgol Bro Banw won the Online Safety award for Developing Digital Competence through Flip Teaching & were Joint Winners of the Digital Project award for The Superheroes. Coedcae School won the 2017 Hwb Community award for Resources for new GCSE Religious Studies. Online safety continues to be promoted and evidenced with 100% engagement by Carmarthenshire schools through the Welsh Government and SWGfL 360° Safe Cymru online framework.

Ysgol Pen Rhos – First Day

Mr Gareth Morgans, Director of Education and Children, joined Ysgol Pen Rhos pupils as they started their first day in their new school premises in Llanelli. The new school building is considered exceptional and there were wide smiles on the faces of pupils, parents and staff alike.

After managing for many years in challenging school building Mr Joe Cudd, Headteacher and his staff had ensured that the school was ready to receive pupils and to get on with their learning.

The scheme is part of the 21st Century Schools Programme, funded by Carmarthenshire



Executive Board Member
For Education & Children
Cllr Glynog Davies



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



Well-being Objective 4

Start Well - Reduce the number of young people that are Not in Education, Employment or Training (NEET)

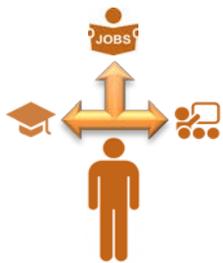
Continuing progress towards reducing NEET

A range of actions linked to the six elements of the Welsh Government's Youth Engagement and Progression Framework are on-going in Carmarthenshire, contributing to the reduction of young people becoming NEET.

Why it is important

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

Success Measures



1.4% year 11 pupils &
3.0% year 13 pupils
 are Not in Education, Employment or Training (NEET)
 (Previous year - Yr 11: **2.1%** & Yr 13: **2.0%**)



Year 11

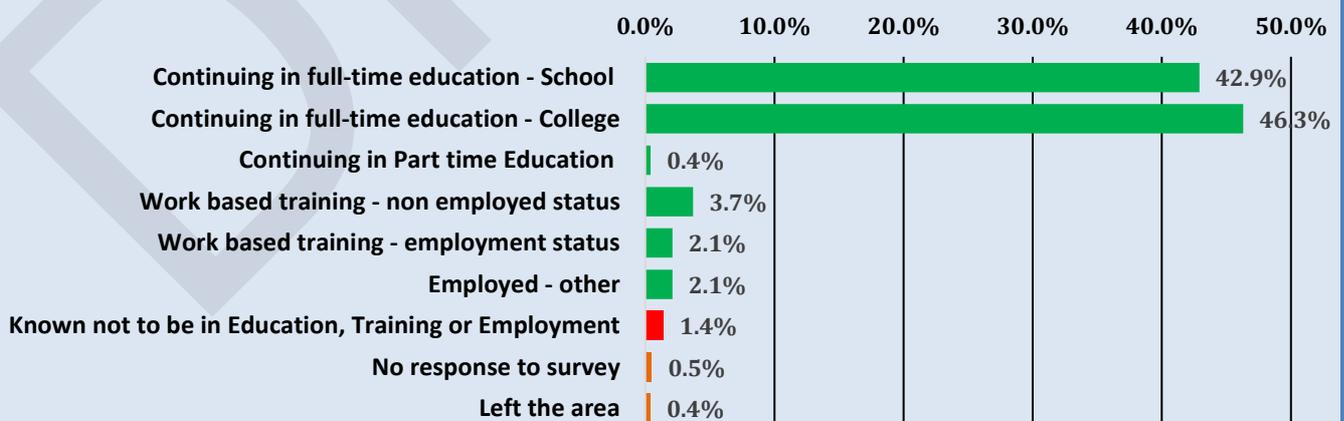


Year 13

Explaining the Results

- 1.4%, or 27 of **Year 11** pupils becoming NEET equated to 98.6%, or 1,830 pupils remaining in Education, Employment or Training. A small number of pupils (27), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 12th in Wales and below the Welsh average of 1.6%.

Destination data for Carmarthenshire Year 11 pupils (Academic Year 2016-17)



- 3.0%, or 20 out of 663, **Year 13** pupils were known to become NEET, with only 10 pupils either not responding to contact or being known to have left the area. Factors 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.

Progress Made

- ⦿ Carmarthenshire's delivery of the **Youth Engagement and Progression Framework** includes identification of young people most at risk of disengagement, brokerage and co-ordination of support, tracking and transition of young people through the education system, provision to meet identified needs and developing the employability skills and opportunities for employment. This work is delivered primarily by the County Council's Youth Support Service, together with schools, Coleg Sir Gar, training providers, voluntary organisations and Careers Wales.
- ⦿ Involvement in the Regional European Social Fund (ESF) Projects *Cynnydd* and *Cam Nesa* will mean that **nearly £4m** of additional ESF funding will be available to provide support services for young people at risk of becoming NEET in the period 2018-2021.
- ⦿ Further development of the local, bilingual 11-19 Curriculum, closely linked to the Welsh Government's Successful Futures review and the projects within the Swansea Bay City Region will enable young people to develop the skills they need to gain jobs in the local and regional economy.

Cynnydd Project Case Study

The young person was identified via referral from the school, and following a series of meetings with the young person and their family he was engaged on the *Cynnydd* project.

The young person was given a flexible package of support to help him overcome his anxieties. He had been a complete school refuser with no aspirations or progression plans for the future and had received previous support from *CAMHS*.

We were able to accommodate him on a one to one basis, which proved very successful.

With the support and intervention of *Cynnydd* he has progressed from zero attendance to a secured place on *Youth Access* in Yr11. He has grown in confidence and as a result has been willing to meet with *Careers Wales* to discuss a possible work placement. He has already identified that he would like to pursue a course in photography after he leaves school and has shown commitment and enthusiasm in embracing the steps necessary to achieve this. He has also been attending group trips, which would have been unachievable previous to *Cynnydd* support.

The young person is very positive about the changes that have happened in his life and has a hope for the future that was non-existent when we first met him. He says that he is far happier, is excited about moving forward with his life and has more confidence and feels better about himself.



Executive Board Member
For Education & Children
Cllr Glynog Davies



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

DRAFT

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

800 less households living in poverty (down from 35.9% to 35%)

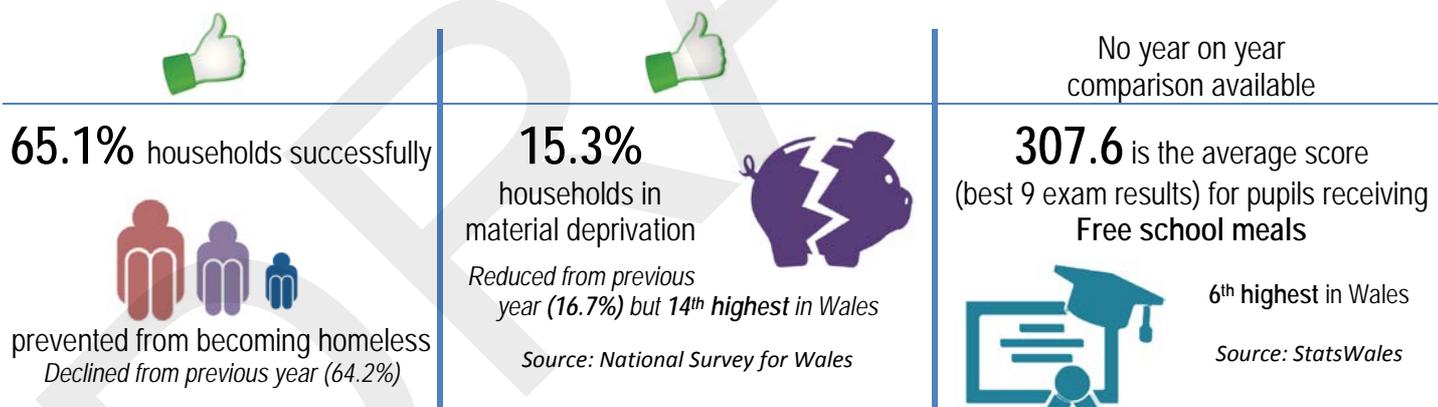
Welsh Government defines poverty as when “household income is less than 60% of the GB median income”. This means a household where income is less than £18,553 a year (2017 - 60% of £30,921). On this definition, 35% can be defined as living in poverty Carmarthenshire, well above the Welsh average of 33% and 8th worst in Wales.

Household Income Figures Source: CACI's 'PayCheck' data								
Households Living in Poverty	2014		2015		2016		2017	
	Carmarthenshire	Wales	Carmarthenshire	Wales	Carmarthenshire	Wales	Carmarthenshire	Wales
	29,956 (37.1%)	446,586 (33.6%)	29,086 (36.3%)	459,283 (35%)	29,020 (35.9%)	460,322 (34%)	28,223 (35.0%)	450,616 (33%)

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.
- Research shows that children growing up in workless households experience consistently poorer outcomes than other children whose parents are always working, in relation to educational attainment and cognitive ability.

Success Measures



Explaining the Results

- Of the 413 households **threatened with homelessness** during 2017/18, 269 were successfully prevented from becoming homeless – 65.1%. There were 111 unsuccessful preventions and 33 withdrawals.
- According to the 2016/17 [National Survey for Wales](#), 15.3% of participating households in Carmarthenshire were classed as **living in material deprivation** (just above the Welsh average of 15.1%). It is encouraging that it has reduced from the 2014/15 result of 16.7%, but we have moved down from 13th to 14th position
- The average score based on the best 9 **exam results** for Year 11 pupils that received **Free School Meals** is 307.6 compared to a score of 360.8 for those who don't.

Progress Made

- ⦿ We have established the *Financial Exploitation Safeguarding Scheme (FESS)* which consolidates ten initiatives in to one to detect and support victims of financial abuse and prevent victimisation. The *FESS* initiative creates a network where third sector and local authority partners agree to work together with Trading Standards to identify, refer and support victims of financial abuse.
- ⦿ Financial literacy is now on the school curriculum.
- ⦿ With the aim helping to tackle poverty, the *School Holiday Enrichment Scheme* focuses on providing a healthy breakfast, lunch and healthy activities for Year 6 free school meals and the working poor.
- ⦿ During the year a pilot Wi-Fi initiative to boost connectivity and drive economic regeneration in the community commenced. The Council, on behalf of the *Grŵp Cefn Gwlad* Local Action Group was successful in securing funding up to the value of £120,000 from the *LEADER* scheme, with additional contributions being made by the Council and participating rural towns.
- ⦿ A pilot to identify and provide pre-tenancy support to those tenants who may struggle to make their rent payments has been launched in Carmarthen area. This includes efforts to obtain more robust financial information at the first point of contact and identify those who may require further assistance. All new applicants will receive pre-tenancy guidance and specific one to one pre-tenancy advice is also available to successful applicants
- ⦿ There are a number of projects working to address issues of rural poverty highlighted through the rural poverty study 2015 which have been delivered in 2017/18. These include; educating younger and future tenants to better manage their finances and avoid debt; expanding the way services are offered at the 'Hub' location in Llanelli to people living in rural areas; a mental wellbeing and mental health awareness project; providing support for rural community members to become work ready and a project by *UWTSD* which aims to maximise the social and economic benefit of the relocation of *S4C* to Carmarthen. However, further opportunities to address these issues are currently being identified through the work of the newly establish *Rural Affairs Advisory Panel*.



AFTER SCHOOL CLUB

Pupils at *Ysgol Gymraeg Brynsierfel* in Llanelli and their parents are benefiting from a new after school club (and recently a holiday club) which provides fun activities and child care in a safe environment.

The Club runs Monday to Friday during term time and is a vital resource for parents and carers, in particular those who are working and are seeking high quality, low cost childcare and low income families are eligible for help with funding.



Executive Board Member
For Communities and Rural Affairs
Cllr Cefin Campbell



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 4.7% (from £494.5 to £517.5)

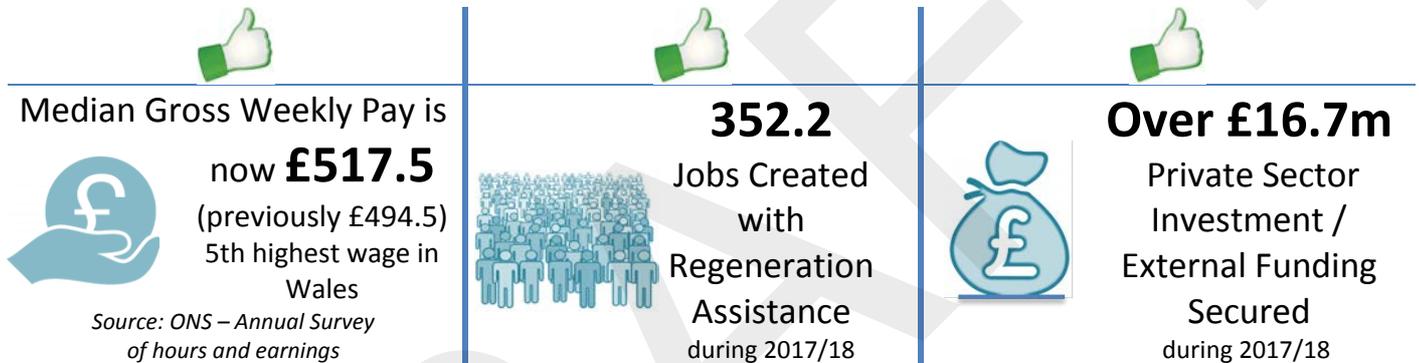
Carmarthenshire has the 5th highest wage in Wales for 2017, 8th highest the previous year

This is above the Welsh average of £505.9

Why it is important

- *Well paid jobs* for local people is the Council's number one priority.
- *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

- **352.5 jobs were created** with regeneration assistance during 2017/18 at the following locations:- Parry Thomas Centre; Business Support; Beacon Bursary; Opportunity St; Cross Hands Growth Zone and through the Carmarthenshire Rural Enterprise Fund Projects. In addition 250 people were placed into jobs and over a 1,000 people were helped into volunteering.
- A total of **£16.7m of private sector investment** was secured during 2017/18 via Community Bureau, Carmarthenshire Rural Enterprise Fund, Transformation Commercial Property Development Fund (TCPDF), Pendine Attractor, Jacksons Lane, Cross Hands Growth Zone and Wetlands Projects.

Progress Made

CITY DEAL

- ⊙ Since the *City Deal* was signed, considerable progress has been made with eight of the eleven project business cases having now been submitted to the UK and Welsh Governments for final sign-off:-



1. The new building, part funded by the City Deal, on the University of Wales Trinity Saint David campus, called 'Yr Egin', will give creative industries top quality office spaces which will benefit from state-of-the-art digital technology and will also feature the new headquarters for S4C.
2. In Llanelli, an outline planning application has been submitted for the **Life Science and Well-Being Village** at Delta Lakes. This £200m project will include a cutting-edge new leisure centre, spaces for medical research, health service provision and extensive landscaping that will lead to opportunities for cycling and scenic walks.

KNOWLEDGE ECONOMY & INNOVATION

- ⦿ The **Skills and Talent project** being led by the [South West Wales Regional Skills Partnership](#), is already exploring the gaps that currently exist in the provision of skills and how this can best be addressed, both now and in years to come, by introducing courses that are tailor made to the City Deal projects.
- ⦿ Our **Rural Affairs** Task Group aims to identify actions the Council, in partnership with other public bodies and organisations, can take to address issues effecting rural communities in Carmarthenshire. This includes economic development, broadband, housing, transport, agriculture, service provision, education and community life to name but a few and will also ensure and support rural regeneration in future years.

TRANSFORMATIONS – A STRATEGIC REGENERATION PLAN FOR CARMARTHENSHIRE 2015-30

- ⦿ We have made progress on the **6 transformational projects** within the [Strategic Regeneration Plan](#):
 1. A number of projects identified in the **Carmarthen** Town Centre Regeneration Masterplan are progressing with funding and permissions being secured to deliver both the Jackson’s Lane Redevelopment Proposals & Carmarthen Wetlands and Gateway projects.
 2. A number of **Ammanford** Task Force action plan projects have also progressed during 2017/18. Work has commenced on: Tir Y Dail Junction, Margaret St Road Widening Scheme, and Railway Crossing Enhancement Schemes, whilst 41 Quay St has been acquired to develop a new Hwb.
 3. **Llanelli** Town Taskforce projects have progressed - the Opportunity Street project to acquire 15 properties and 1 development site has been successfully completed. Future funding is being sought in relation to Targeted Regeneration Fund to expand work on the portfolio purchased through the Opportunity Street Programme. Llanelli Joint Venture is progressing with demolition of Pontrilas Factory in North Dock with outline planning to redevelop the site for housing.
 4. Funding has been secured to deliver second phase of the **Cross Hands** East Strategic Employment Site.
 5. We are working on a number of tourism projects such as the Parry Thomas Commercial Centre in **Pendine** which has been fully let and funding has been secured to deliver the £7m Pendine Attractor project. See more on tourism in Well-being Objective 15-Promoting Welsh Language Culture.
 6. In the **rural area** of the county a number of business growth projects have been supported with assistance from the Carmarthenshire Rural Enterprise Fund. To date 16 applicants have completed or are in the process of completing projects that will deliver new employment opportunities for rural Carmarthenshire. In addition 4 capital projects are under construction (through the TCPDF) that will significantly increase commercial employment space in the county.

LIFT people in to work! - Moving to Llanelli from South Shields after losing his job, Gary had lost a significant amount of confidence in his ability to find work. He was not sure whether he had the skills to enter an unfamiliar workplace and to succeed in a new job. Through discussion with his *LIFT* mentor, Gary’s transferable skills were identified and it was decided that manufacturing or construction were the best routes for him to follow as many of his skills would carry over. Gary was supported by the *LIFT* programme to successfully complete CSCS training and apply for his CSCS green card. Through the *LIFT* programme Gary secured a work placement at *Lloyd and Gravell* and upon completing his placement was offered a job as a full time paid employee.

“I can’t thank Lift enough for their support and guidance. My career finally looks like it is aettina back on track!”



Executive Board Member
For Economic Development
Cllr Emlyn Dole (Leader)



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



Well-being Objective 7

Live Well - Increase the availability of rented and affordable homes

On track to meet the affordable homes target of 1,000 additional affordable homes between 2016 - 2021

Good quality, affordable homes are the bed rock of healthy and sustainable communities. We have delivered over 400 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* - as the energy use within the home will be reduced, having a significant effect on reducing the fuel costs for the occupying residents. It will also have a significant effect on reducing pollutants in the atmosphere and mitigating fuel poverty in our communities.
- 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* - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.

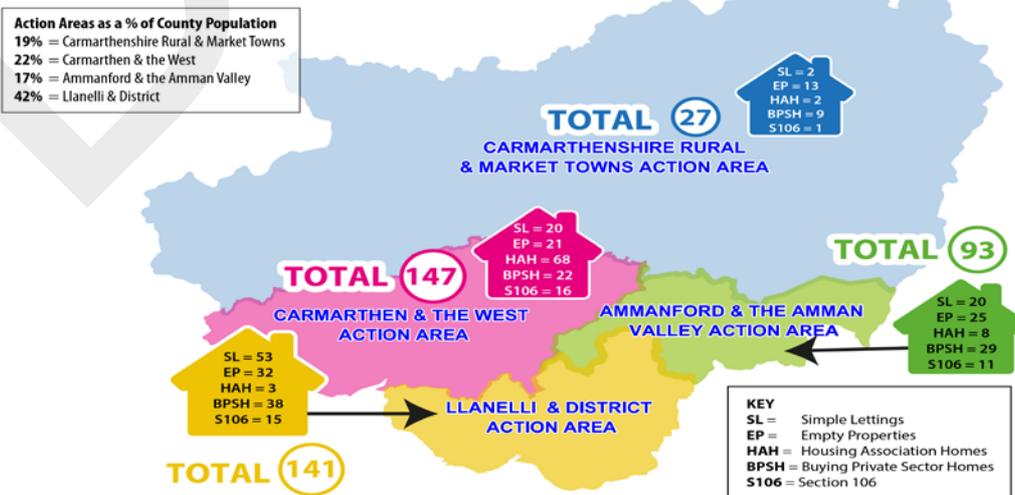
Success Measure

+ 235
Additional Affordable Homes
during 2017/18



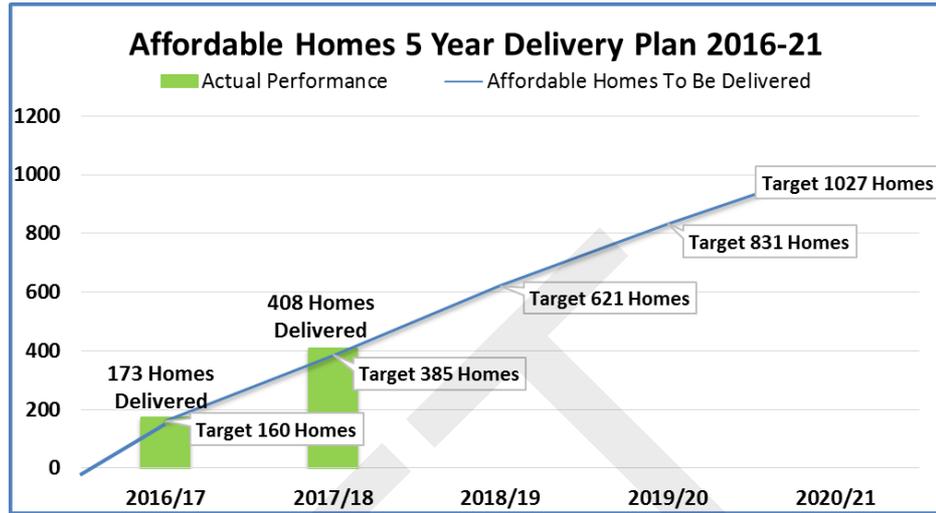
Explaining the Results

Affordable Homes Performance - Overall Performance from April 2016 408 Affordable Homes Delivered



Progress Made

- ⊙ As part of the *2016 - 2020 Affordable Homes Plan* to date we have provided **408** additional affordable homes made up of the following:-
 - *Simple lettings agency* - 95
(32 – 2016/17 – 63 -2017/18)
 - *Empty homes brought back into use* - 91
(28 – 2016/17 – 63 -2017/18)
 - *Buying private sector homes* – 114
(45 – 2016/17 – 69 -2017/18)
 - *Housing Association new build development* – 65
(45 – 2016/17 – 20 -2017/18)
 - *Contribution by development (section 106)* - 43
(23 – 2016/17 – 20 -2017/18)



- ⊙ We have bought **98** private sector homes to increase the *council’s own housing stock*. 16 homes have also been bought directly by Bro Myrddin Housing Association.
- ⊙ Funding has been secured to build **over 60 new council homes** (including the latest projections for Affordable Housing Grant from Welsh Government). 3 sites have been identified where building works will commence in 2018/2019.
- ⊙ The contribution by development are *low cost home ownership* properties
- ⊙ Through the planning system (Section 106) 43 homes have been provided for [Low Cost Home ownership](#) and nominated to local people who needed help to buy their own home

Carmarthenshire County Council is already making good on its promises to deliver 1,000 more affordable homes by 2021. Over 60 new council homes will be built in Carmarthenshire over the next two years in an £8.5million investment to grow the local authority’s housing stock.



Executive Board Member
For Housing
CLlr Linda Evans



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



Well-being Objective 8

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

Almost 1.6 million visits to our Leisure Centres, generating a Social Value Return of £4.6 million during 2017/18

We want Carmarthenshire to be a place:

- That is the most active and healthy in the UK
- Where every person is an active participant at a *Community Club or Leisure / Cultural Facility*
- Where every child is hooked on Leisure / Cultural activity for life

Why it is important

- Because our way of life is changing, people are living longer with a higher quality of life.
- Because the challenge is to prevent ill health.
- Because living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- Because many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.

Success Measures

Awaiting Result	Awaiting Result	No year on year comparison available	Awaiting Result
 <p>??% of Adults who say their general health is Good or Very Good</p> <p>Source: National Survey for Wales</p>	 <p>??% of Adults who say they have a longstanding illness</p> <p>Source: National Survey for Wales</p>	 <p>Adult mental well-being score of 50.2 (Out of a maximum of 70)</p> <p>Source: National Survey for Wales</p>	 <p>??% of Adults who have <2 healthy lifestyle behaviours</p> <p>Source: National Survey for Wales</p>

Explaining the Results

- Good or Very Good health to follow – results available later in the year from NSW
- Adults with longstanding illness to follow - results available later in the year from NSW
- **Mental well-being score** is based on 14 positively worded statements asked as part of the [National Survey for Wales](#) which represents positive attributes of wellbeing and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population. The average mental well-being score for Carmarthenshire respondents was 50.2 from a maximum of 70, this is below the Welsh average score of 50.9 and in 16th place.
- Adults with fewer than two healthy lifestyle behaviours to follow - results available later in the year from NSW

Progress Made

- ⦿ We have continued to monitor *air quality* (nitrogen dioxide) for the residents of and visitors to the County implementing a sampling programme. This supports a consultation for Air Quality Management Area's action plans for Llanelli and Carmarthen as well as the current action plans for Llandeilo. Data has been captured across all sites and results assessed and reported.
- ⦿ Following a million pounds of investment to enhance our *leisure centres*, creating more space and bringing in brand new state of the art fitness equipment we have seen an 2.8% (48,000) increase in the numbers of visits to 1,582,994 during 2017/18. This has also resulted in an increase in income by 23% (from £978k to £1.2m). The impact has been extremely well received by new and existing customers and the satisfaction survey shows an increase from 29% to 44%.
- ⦿ We have a vision designed to make Carmarthenshire 'The Cycling Hub of Wales'. A cycling strategy has been developed, this includes the exciting Twyi Valley Cycle Path, the Millennium Coastal Path, Closed Road Cycle track in Pembrey and the Amman Valley Cycle Path. Together with the recently refurbished Velodrome in Carmarthen Park which is one of only two in Wales.
- ⦿ A further 1,510 people were referred to the *National Exercise Referrals* scheme during 2017/18, with 53.8% of engaging with the scheme and 45.6% having completed the 16 week programme.
- ⦿ Our mental health teams, leisure colleagues and Run Wales are training a group of individuals with mental health issues to compete in the Swansea half marathon and also in local park runs. This is an innovative project to improve the mental health, well-being and physical health of individuals. It is also contributing to the anti-stigma agenda as staff and those who use services are training together and co-production is an essential feature of the scheme.

"The scheme has really been a life saver. It has totally transformed my life not just physically but emotionally"

Sport & Leisure – Changing Lives

Neil has been a member of Carmarthen Leisure Centre for several years, initially referred through the NERS scheme. He is now an ongoing member, attending most days to get his dose of physical activity. 2 years ago, Neil developed to the point that he no longer needed the use of his wheelchair, which he puts down to the support the staff at the centre have given – an emotional moment for both Neil and staff!

Neil said, *"The gym class enabled me to ditch my wheelchair after 15 years of being stuck in it. Nearly 2 years since I have seen it"*

The recent million pound investment into our Health & Fitness facilities shows our intent to continue offering, and to improve, such life-changing services as received by Neil.



Executive Board Member
For culture, Sport & Tourism
Cllr Peter Hughes-Griffiths



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

DRAFT

Age Well



DAVE



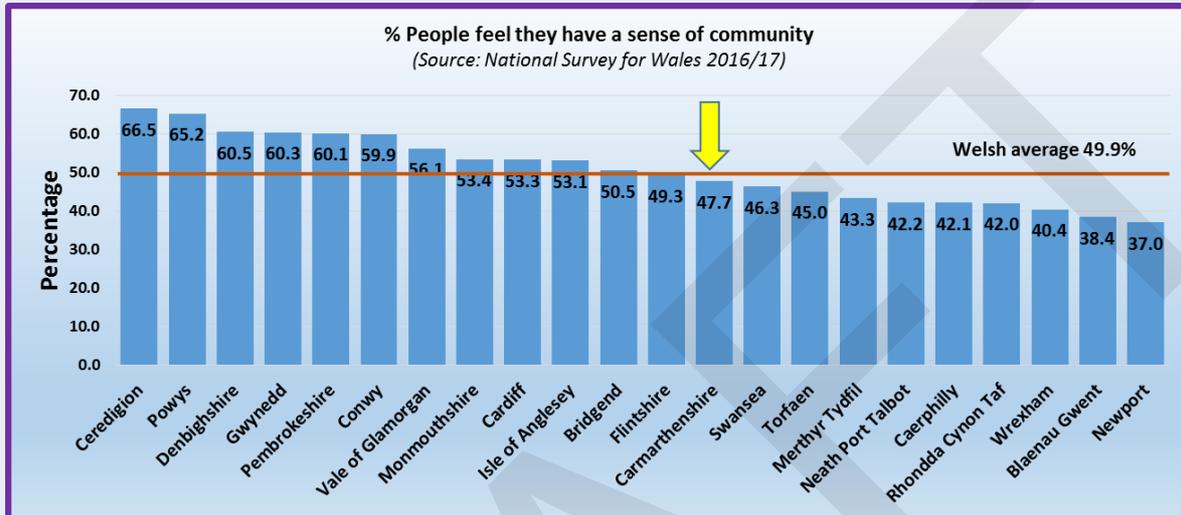


Well-being Objective 9

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

Sense of community survey results have declined by 26% in Carmarthenshire Overall in Wales the results declined by 12%

The 'Sense of Community' is derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect*.



Carmarthenshire has the 4th highest year on year % change having reduced from 73% in 2014/15 to 47.7% and moved down from 5th to 13th position.

Why it is important

- Carmarthenshire's *Well-Being Assessment 2017* highlighted community togetherness and cohesion as important for positive well-being. It was the 3rd highest thing that mattered to people.
- Loneliness and social isolation are harmful to our health, with research showing that lacking social connections is as damaging to our health as smoking 15 cigarettes a day and is worse for us than well-known risk factors such as obesity and physical inactivity.
- Social networks and friendships not only have an impact on reducing the risk of early death and illness, but they also help individuals to recover when they do fall ill.

Success Measure

No year on year comparison available

79% People who feel safe

7th Highest in Wales

Source: National Survey for Wales



Explaining the Results

- According to the 2016/17 [National Survey for Wales](#), 79% said they **felt safe** at home, walking in the local area and while travelling on local transport after dark, with the 65-74 age groups feeling the safest. These survey questions are based on perception of crime.

Progress Made

COMMUNITY RESILIENCE is a way of describing the ability of communities and the individuals that create them, to be stronger and more empowered to help themselves stay healthy, strong and maintain their wellbeing - no matter what the circumstances

- ⦿ We have continued to develop and implement how we provide information, advice and assistance (IAA), ensuring it's easily accessible and this also links in with the national 'Dewis' system, which gives information or advice about well-being – or if they want to know how they can help somebody else. Our newly improved *Family Information Service (FIS)* website went 'live' on 31st March 2018 which is compatible with mobile devices and more interactive.
- ⦿ The *Community Resilience* coordinators continue to work with their local communities to inform our understanding of assets in the community that contribute to promoting and supporting health, wellbeing and reduce loneliness. Dementia friendly community initiatives are continuing to be rolled out across the County. We have populated the Dewis website with assets and resources available to the community with over 500 organisations currently identified.
- ⦿ We are on target to deliver Carmarthenshire's pledge of resettling 60 Syria Refugee families. A voluntary support group *Syria Sir Gâr*, has been set up to provide informal support to the refugee families, together with support and advice from our regional Community Cohesion co-ordinator.

Also see Well-being Objective 10+11 for how we support people to stay at home and in their communities and Well-being Objective 1 regarding Family Support services.

SAFEGUARDING

- ⦿ We have an '*everybody's business*' approach to safeguarding in Carmarthenshire by working with local authority colleagues and partner agencies.

COMMUNITY SAFETY

- ⦿ A new partnership initiative has been implemented to support individuals detained in custody who have served in the armed forces.
- ⦿ An alcohol awareness outreach work event was held in Trostre, Llanelli on 24th February in partnership with Cyfle Cymru, Drug Aid and Domestic abuse support groups, providing advice and access to services. The *Paul's Pledge* campaign continues to receive support and raise awareness of the dangers of alcohol-related violence.
- ⦿ Joint proactive licensing enforcement visits were conducted throughout the year in all the main towns within Carmarthenshire by Council Licensing officers and Police. These visits target problem premises and help reduce incidents of alcohol related violence by improving security and engagement.
- ⦿ Reported crime in 2017/18 has shown a significant **increase** from 2016/17 of 16.8% (1,460 additional crimes), resulting in 10,137 crimes. However, it is important to note that crime rates continue to be significantly lower in Carmarthenshire compared to the national average.
- ⦿ Levels of anti-social behaviour (ASB) have **reduced** over the year by 14.3%, Total number of reported incidents was 5,810 compared to 6,780 in 2016/17 – a reduction of 970 incidents

Carmarthenshire United Support Project (CUSP) Through projects such as CUSP and Home from Hospital, Carmarthenshire has facilitated a range of activities to develop community resilience, by supporting people to remain independent in their own homes for longer or return to their own homes more quickly and safely after a hospital stay.



Executive Board Member
For Community Safety
Cllr Cefin Campbell



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



Well-being Objective 9

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ x	Progress Comment
A - We will implement Carmarthenshire's Family Support Strategy		
Please see Well Being Objective 1 – <i>Help to give every child the best start in life and improve their early life experiences</i> , for a full range of Actions for Supporting families.		
B – Social Care information, advice & assistance		
We will continue to develop and implement how we provide information, advice and assistance (IAA), ensuring information is available and easily accessible, and linking with the Dewis system. <i>(Action ID 12558)</i>	✓	New Family Information Service (FIS) website went 'live' on 31 st March '18. Official launch end April following further consultation/ feedback. The new website is compatible with mobile devices and more interactive, it's linked to DEWIS Cymru and vice versa for easy accessibility. All new referrals for Disability / Transition will be going through Central Referral Team from 1 st May 2018 which will streamline process, create single point of access, and ensure threshold is consistent for all children & young people (0-25) being referred to Department.
We will review our disability service to ensure seamless transition and pathways from children to adults. <i>(Action ID 12717)</i>	✓	Work has been undertaken with the Children's Disability Team and the Transition Team so that all new referrals will be going through the Central Referral Team. This will streamline the referral process and create a single point of access to ensure that the threshold is consistent for all children and young people being referred to the department. This change will commence on the 1 st May 2018.
C - Community Cohesion		
We will implement the new Community Cohesion National Delivery Plan 2017/18. <i>(Action ID 12609)</i>	✓	We have worked with partners during 2017/18 to deliver on the four Objectives in the delivery plan :- Objective 1: Work at a strategic level to break down barriers to inclusion and integration across marginalised groups. Objective 2: Work at a local level to break down barriers to inclusion and integration across marginalised groups. Objective 3: Supporting migrants, refugees and asylum seekers and settled communities during the integration process. Objective 4: Tackling discrimination, hostility and extremism.
D - Promoting and supporting the health and well-being of neighbours		
We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing. <i>(Action ID 12610)</i>	✓	The Community Resilience coordinators continue to work with their local communities to inform our understanding of assets in the community that can contribute to population wellbeing. Dementia friendly community initiatives are continuing to be rolled out across the County. A significant amount of work has been undertaken to populate the Dewis

Last Year's Commitments	✓ x	Progress Comment
		<p>website with assets and resources available to the community. Drop in and sign up events have been held across the community which have been run in conjunction with a third sector partner. We now have 503 organisations identified on Dewis.</p>
<p>Workforce modernisation to support implementation of new legislation as well as strategic objectives of both Department of Communities (CCC) and Hywel Dda's Integrated Medium Term Plan. <i>(Action ID 12611)</i></p>	✓	<p>Integrated Care Fund investment funding secured through Integrated Services Board has enabled both organisations to develop and consolidate the competencies and skills of the workforce in order to comply with new legislation and the strategic objectives.</p> <p>We have also continued to work closely with the Learning and Development Team to invest in relevant training for staff.</p>
<p>We will further develop Money Wise web resource in order to enhance income generation develop product and market it. <i>(Action ID 12612)</i></p>	✓	<p>The contract for the commercial sale of the product (Web Based Moneywise Resource) was approved by Legal, and is ready to be marketed. The product was trialled by a North Wales Authority, and the feedback was excellent.</p> <p>A service level agreement has been confirmed with our marketing partner Canolfan Peniarth in order that we can increase the marketability. We are now in a position to engage with potential customers.</p>
<p>We will Implement proceeds of crime across regulatory services to protect people. <i>(Action ID 12613)</i></p>	✓	<p>All Regulatory Services within the Authority have received training on the Proceeds of Crime Act. There are a number of on-going Trading Standards and Animal Health cases proceeding through the Court system, with more cases identified for possible Proceeds Of Crime Act (POCA). Several other Authorities (currently 8) have signed a memorandum of understanding in order for Carmarthenshire Trading Standards to conduct their financial investigations. This essentially means we are contracting as a provider of accredited financial investigation and associated Proceeds of Crime benefits to Carmarthenshire county council.</p>
<p>We will develop a range of options which will reward tenants to look after their home. <i>(Action ID 12851)</i></p>	✓	<p>A range of options were considered following a best practice review and a focus group was set up. Their recommendations formed the bases of discussions with the Carmarthenshire Home Standard+ Consultative forums made up of tenant representatives across the County. A range of proposals were put together and presented to tenant's focus groups before going to Housing Advisory Panel. We are considering a range of options with a particular focus on those tenants who keep to their tenancy agreement. Areas of focus are up to date rent accounts, leaving the property in a good condition, and incentives on encouraging Direct Debit take up.</p>

Last Year's Commitments	✓ x	Progress Comment
E - Support Safer Communities		
<p>We will maintain and strive to reduce further, the low levels of crime that are already amongst the lowest in England and Wales (5.1.1.2) (Action ID 12614) (2016/17 - Figures 8,677)</p>	✓	<p>Reported crime in 2017/18 has shown a significant increase of 16.8% (10,137 crimes) compared to the previous year, amounting to 1,460 additional crimes. Local Neighbourhood Policing Teams have continued to work in partnership with the Council throughout the year to protect local residents. The Carmarthenshire 'Fair and Safe Communities' group have continued to support initiatives aimed at protecting vulnerable people against crime. Free domestic abuse kits, funded by the 'Fair and Safe Communities' group continue to be offered to victims by trained police officers. Specialised items such as panic alarms, motion sensors and a door brace are included in the kit to provide reassurance and help keep a victim safe in their home.</p>
<p>We will improve the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels. (Action ID 12615)</p>	✓	<p>We have continued to promote the ongoing partnership working throughout the year. A new initiative has been implemented in consultation with the Council's Armed Forces Champion, Cllr David Jenkins, and the Carmarthenshire Armed Forces Covenant Steering Group (and the steering groups across the Dyfed Powys Police Force area) to support individuals detained in custody who have served in the armed forces.</p> <p>A number of proactive initiatives have been introduced involving the Council and Police working closely together. These have included partnership meetings with Care Home staff supporting children in care. This has involved the distribution of Barnardo's Child Sexual Exploitation (CSE) awareness literature to care homes for staff to discuss with children in care to raise awareness of risks associated with CSE and to reduce potential vulnerability and missing incident reports. Free training to taxi drivers to help protect vulnerable people by raising awareness of child sexual exploitation as well as all other aspects of safeguarding.</p> <p>A Multi-Agency Day of Action was run on May 17th across the county, involving Police officers and specialist departments, Council's Trading Standards, Environmental Enforcement & Social Services as well as Immigration officers and voluntary organisations. The aim was to target and disrupt criminal activity, with a particular focus on tackling issues of greatest concern to communities i.e. Misuse of Drugs, domestic abuse perpetrators and vulnerable victims and raising awareness of Child Sexual Exploitation (CSE) and psychoactive substances.</p> <p>A 'Christmas Drink Drive' campaign during December.</p>

Last Year's Commitments	✓ x	Progress Comment
		<p>Awareness was also raised through local media such as seasonal crime prevention advice; advice about cold callers ; encouraging residents to join the `Community Messaging Service`; `White Ribbon Day` tackling violence against women.</p>
<p>We will reduce anti-social behaviour by working in partnership to tackle local problems (5.1.1.3) (Action ID 12616) (2016/17 Figures 6,780)</p>	✓	<p>The number of Anti-social behaviour (ASB) incidents in Carmarthenshire during 2017/18 reduced by 14.3% to 5,810 – a reduction of 970 incidents on the previous year.</p> <p>Partners including Council departments and local Neighbourhood Policing teams have continued to monitor incidents of anti-social behaviour working in partnership with other agencies to tackle and resolve local issues. A multi-agency partnership approach “OP BANG” was implemented across the Carmarthenshire and South Wales region to reduce ASB and associated risks during the Halloween and Guy Fawkes period. This involved education and awareness messages being delivered at schools and through local media.</p>
<p>We will reduce the incidences of alcohol-related violence. (Action ID 12617)</p>	✓	<p>The Licensing action group which includes the Police and Council licensing department, continues to tackle any problem locations and licensed premises where there are concerns relating to alcohol and substance related crime and disorder. Joint proactive licensing enforcement visits were conducted throughout the year in all the main towns within Carmarthenshire especially at such as Autumn and Six Nations Rugby Internationals, Christmas period and in June, as part of a National Licensing Week of Action.</p> <p>`Behave or Be Banned` meetings were held to ensure that licensed premises are seeking to prevent potentially violent individuals from accessing licensed premises.</p> <p>An alcohol awareness outreach work event was also held in Trostre, Llanelli on 24th February in partnership with Cyfle Cymru, Drug Aid and Domestic abuse support groups, providing advice and access to services.</p> <p>The Paul`s Pledge campaign continues to receive support and raise awareness of the dangers of alcohol-related violence. Paul Pugh was the victim of a violent attack in Ammanford 10 years ago.</p>
<p>We will Reduce drug and alcohol misuse. (Action ID 12618)</p>	✓	<p>The regional Area Planning Board (APB) continues to have strategic oversight of substance misuse across the Hywel Dda area, commissioning a range of services. A number of areas of focus have been identified by the Board and progress made during the year is outlined below:-</p> <ul style="list-style-type: none"> • An information sharing protocol is being developed for non-fatal poisonings along with a flowchart of the pathway to be followed. This will

Last Year's Commitments	Progress Comment
	<p>✓ x</p> <p>help improve organisations' and partnership responses to such incidents.</p> <ul style="list-style-type: none"> • A review of the schools prevention programme is being undertaken by the APB Children and Young People/Prevention sub group, mapping what is currently delivered by all service providers and developing a regional age appropriate prevention programme to complement the Police All Wales School Liaison Programme. • A Task and Finish Group is being established to tackle the issue of discarded needles in Llanelli. This group will look to raise awareness and promote the safe disposal of needles. • Additional priorities being addressed include the changing profile of substances used, including New Psychoactive Substances and prescribed medication, changes in availability e.g. supply via internet routes and targeted drug dealing, Alcohol & Older People, Alcohol Related Brain Damage, Co-occurring Substance Misuse and Mental Health and targeting of health promotion & prevention messages to adults & young people.
<p>We will respond to the Wales Audit Office Community Safety in Wales Report and its recommendations for Welsh Government, Police Crime Commissioner's and Local Authorities. (Action ID 12619)</p>	<p>✓</p> <p>The Wales Audit Office's 'Community Safety in Wales' report was considered at the Public Service's Board's 'Fair and Safe Communities' group meeting in July 2017, but was noted that it was not clear what action was expected by Partnerships. The group was made aware that a review of community safety relating to how public services work together on this in Wales and to develop an ambitious, shared vision would be undertaken by the Welsh Government as a result of the WAO report. An Oversight Group has been established to undertake this work, with the aim of reporting their findings to the Cabinet Secretary by November 2017. The Police and Crime Commissioner is a member of the Oversight Group.</p> <p>Community safety partners were asked to contribute to the review and the Fair and Safe Communities group submitted a response to the Welsh Government in August.</p> <p>The Welsh Government's 'Working Together for Safer Communities' review was published on 12th December 2017 with a proposal to establish a long-term programme of work in partnership with partners and stakeholders, to implement a new and ambitious vision for working together in safer communities. This Safer Communities programme will include the development of a Welsh justice system, establish a more effective leadership role for Welsh Government in community safety partnership working, develop new Wales-specific guidance for partnerships and consider how to secure funding. Partners agreed that there is no clear way forward in terms of the delivery.</p>

Last Year's Commitments	✓ ✘	Progress Comment
		of the programme and was also discussed by Community Safety Managers and the Police and Crime Commissioner in February whom agreed to raise this with the Oversight Group. Further information is awaited.
<p>We shall establish and promote an “everybody’s business “approach to safeguarding in Carmarthenshire by working with local authority colleagues and partner agencies. (Action ID 12621)</p>	✓	<p>Carmarthenshire council has undertaken a series of actions to embed an everybody’s business approach to Safeguarding across the county. We have placed a dedicated Safeguarding Officer within the Information, Advice and Assistance Service team (IAA) to ensure that Safeguarding concerns are appropriately managed by the right person at the right time. As a result the whole organisation takes a more proactive approach to keeping people safe. In addition to this, a great deal of work has been undertaken with partner agencies to ensure there is a consistent approach to safeguarding and that regular dialogue is maintained between agencies. The Local Operational Group meets regularly to discuss agency responsibilities and to identify good practice. This the group will also identify and discuss any operational barriers that affect existing safeguarding arrangements.</p>
<p>We will review third sector contracts to establish compliance with the SSWB Act and service transformation in mental health and learning disability. (Action ID 12716)</p>	✓	<p>We continue to work with the third sector in relation to the mental health and learning disability transformation projects and in the redesign of learning disability day services. The focus in 2018/19 will be to engage more proactively with the third sector to progress our strategic approach to prevention and early intervention. This work has commenced with the Carers Information Service and the appointment of a Carers Assessment and Information officer who is based in the third sector and working closely with our information, advice and assistance (IAA) service.</p>
<p>We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days (THS/009) (2016/17 Result - 4.26 days / 2017/18 Target - 4 days)</p>	✘	<p>2017/18 Result – 6.41 days. This is off target and showing a decline due to a period of inclement weather and high winds prohibiting the Mobile Elevated Work Platform from operating safely earlier in the financial year. Additionally, an external problem in the supply of Low Pressure Sodium lamps where the lead time for orders increased from approximately 1 week to 6 months during quarter 1. To try to mitigate this issue going forward we placed bulk orders based on previous lamp usage, to keep a larger quantity in our stores. There was a vast improvement in the last quarter with a standalone figure of 4.57 days.</p>



Well-being Objective 10

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

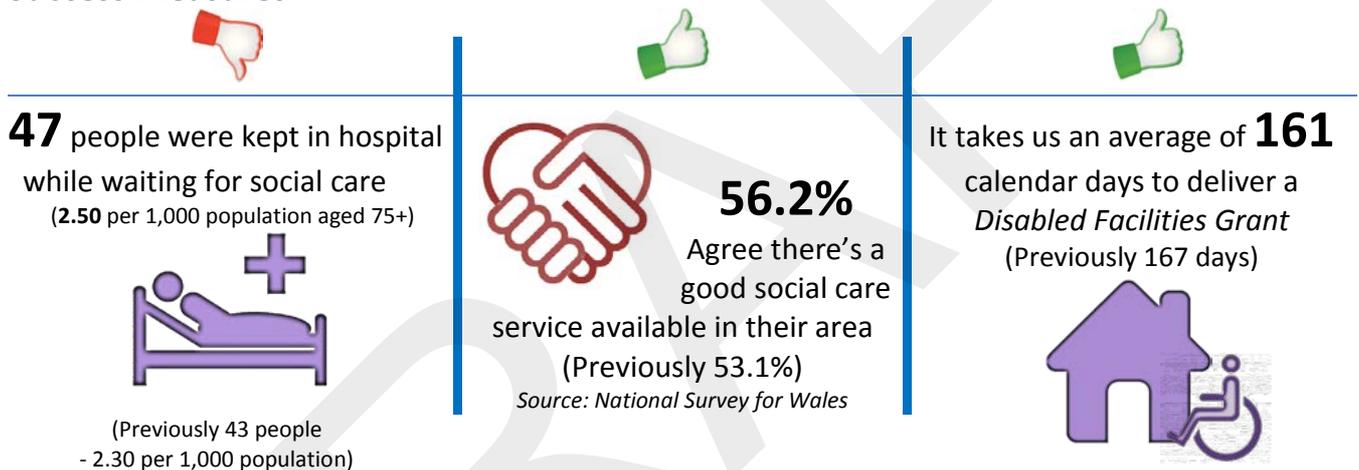
We have reduced admissions to long term residential care by almost 5% (from 1066 to 1016)

Our Offer to the Population - 'Help to Help Yourself' (Prevent ill health or injury)
Promote independence, well-being, community engagement and social inclusion.

Why it is important

- Because 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.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because 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

- 47 clients (75+) were **kept in hospital** during 2017/18 while waiting for social care, a slight increase on the previous year of 43. The decline mainly occurred in January due to the winter pressures, inclement weather and the domiciliary care market being compromised due to one provider ceasing to deliver domiciliary care in the Llanelli area. Our Commissioning Team will continue to work very closely with other providers across the County to stimulate and support the domiciliary care market and monitor demand to ensure resilience in the market.
- According to the 2016/17 [National Survey for Wales](#) 56.2% of those surveyed agreed that there's a **good social care service available** in their area, this is just below the Welsh average of 56.8% but an improvement on the previous year of 53.1%. This puts us in **15th** position in Wales compared to 12th place in the previous year.
- The average number of days taken to deliver a Disabled Facilities Grant adaptation continues to reduce year on year and are currently ****** best in Wales. (Possible comparable graph when data is available)

Progress Made

- ⦿ We have developed an innovative **social prescription scheme** in partnership with GPs where patients are prescribed time credits so that they can attend events and community groups. Time Credits work very simply: for every hour that an individual contributes to their community or service, they earn one Time Credit. This Time Credit can be spent accessing an hour of activity provided by a contributing organisation like a cinema or Theatre. Last year across the whole of the county there were 1,659 members of the Carmarthenshire Time Bank.
- ⦿ According to the 2017/18 Social Care survey **86.8%** of clients were satisfied with their care and support, this is an *improvement* on 83.2% in 2017/18.
- ⦿ A 'Carmarthenshire is Kind' event was held in the National Botanical Gardens on National Kindness Day to raise awareness to the benefits of kindness to individuals. Over 500 Carmarthenshire residents attended and was profiled on Radio Wales.
- ⦿ We have successfully delivered **Carmarthenshire's United Support Project (CUSP)** and has been identified as an Exemplar Initiative in Wales through the Bevan Commission. Third sector collaboration that supports people in the community to stay independent for as long as possible.
- ⦿ *Transfer of Care Advice and Liaison Service (TOCALs)* has expanded in the Glangwili General Hospital and Prince Phillip Hospital to include community based Occupational Therapists, Social workers, Nurses and Physios which ensures timely discharges from hospitals.
- ⦿ *Fulfilled Lives* is a long term service that supports people living with dementia, it provides individuals with a key worker that helps people to live their life as fully as possible as their dementia progresses. The focus is on the individual directing the support that they need to maximise their independence.

Fulfilled Lives pilot project has had encouraging results so far with many positive comments made from individuals and their families:

Daughter - *"He comes back with a smile on his face, allowing dad to bring something to the table to discuss his day. Both dad and the family are experiencing new experiences and more opportunities; we have travelled to Donnington and Leicestershire due to doing the life story work. We are not only learning about the past we are building new memories"*

Daughter – *"Mum really enjoys going out with the key worker. Mum now goes to 'Knit and Natter' and mostly natters!"*

Service User - *the service had made a difference "kept me in contact with people outside" "I love being in the company of lots of people".*



Executive Board Member
For Social Care and Health
Cllr Jane Tremlett



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

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ ✗	Progress Comment
A - Integrated Community Health & Social Care 'infrastructure'		
We shall continue to aim to reduce the rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025) (2016/17 - 43 clients - 2.30 rate/ 2017/18 Target - 42 clients - 2.24 rate)	✗	47 clients or 2.5 per 1,000 population aged 75+ were kept in hospital during 2017/18 which is off target and has declined on the previous year. Up until November 2017 we were on target but unfortunately due to the winter pressures, inclement weather and the domiciliary care market being compromised due to one provider ceasing to deliver domiciliary care in the Llanelli area we experienced capacity delays within our domiciliary care provision.
B - Delivering Sustainable Services		
We will progress prudent commissioning of long term care using effective professional and performance management (Action ID 12622)	✓	We have effective systems in place to manage our long term commissioning of care with particular reference to the Authority's Performance Management Framework and its appropriate focus on data analysis and solutions. This is supported by the work of the Integrated Services Management Team in data analysis and managing professional performance.
We will effectively commission short term assessment and interventions to maximise independence and wellbeing outcomes for our population. (Action ID 12623)	✓	Realignment of short term pathway completed. The effectiveness of short term interventions, resulting from therapist, nurse and social worker multi-disciplinary assessment, is being monitored. A positive effect on the backlog of people awaiting Occupational Therapy and Social Work assessment has been noted.
C - Local communities supporting well-being & independence		
Clients are asked whether they are satisfied with their care and support. The 2016/17 survey showed that 83.2% were satisfied. We shall do all we can to improve on this. (PAM024) (No target set for 2017/18)	✓	According to the 2017/18 survey 86.8% of clients were satisfied with their care and support, this is an improvement on 2017/18.
Carers are asked whether they feel supported to continue in their caring role. The 2016/17 survey showed that 78.5% felt they were. We shall do all we can to improve on this. (PAM/026) (No target set for 2017/18)	✗	According to the 2017/18 survey 62.1% of carers felt supported to continue their caring role, this is a decline on 2017/18.
D - Interventions to maximise independence		
We will continue to reduce the number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015) (2016/17 Result - 167 days/ 2017/18 Target - 165 days)	✓	The average number of days taken to deliver a Disabled Facilities Grant during 2017/18 is 161 days , this an improvement on 2016/17.

DRAFT



Well-being Objective 11

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

65% agree that they live in an age friendly community

We conducted a 50+ Forum Survey in 2017 and specifically asked questions around the 5 priorities in the Ageing Well Plan with a total of 400 responses. The consultation also showed that 65% of the responses strongly agree/agreed that they do live in an age friendly community.

Why it is important

- *Older people's rights* must be promoted and protected so they can live free of abuse, neglect, ageism and discrimination and are able to participate fully in their communities and thrive in older age.
- In order to fully support the 'Dublin Declaration on Age-Friendly Cities and Communities in Europe, 2013' and our commitment to delivering the expectations of this Declaration, within our local approach to the *Ageing Well in Wales* Programme through this well-being objective.
- 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.
- At a meeting In March 2018, the *Older People's Commissioner* praised the inclusion of Ageing Well in Carmarthenshire as a Well-being Objective.



Success Measure

??% of people
are lonely

Source: National Survey for Wales



Awaiting Result

Explaining the Results

Remember that this figure is not only for older people – expected June 2018 from NSW

Progress Made

The 5 priority aims of our *Ageing Well Plan 2015-18*

1. AGE FRIENDLY COMMUNITIES

- Over half (65%) of respondents to the *50+ Forum* Consultation strongly agreed/agreed that they live in an age friendly community.
- We are continuing to strengthen links with the Royal Voluntary Service (RVS) and Hywel Dda University Health Board (HDUHB) developing *community transport services* and *access opportunities* for health appointments.
- We continue to work in partnership with *Age Cymru* where elderly, disabled and infirm people are offered assistance with general recycling.

2. DEMENTIA SUPPORTIVE COMMUNITIES

- ⊙ There was a very small agreement that Carmarthenshire is a dementia supportive community.
- ⊙ A regional delivery group has been established to implement the actions within the Regional Dementia Plan '[More than just Memory Loss](#)'.
- ⊙ We are making significant progress in making Carmarthenshire dementia friendly so that people feel included and safer within their community. We have recruited 4,847 [dementia friends](#) with 57 [dementia champions](#).



3. FALLS PREVENTION

- ⊙ There was agreement from the *50+ Forum* that the Council used the right sort of actions to help prevent falls.
- ⊙ We have a range of targeted physical activity interventions in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive. An examples of this is '*Walking Hockey*' as a means of re-engaging past hockey participants of all adult ages, including older adults and many more.
- ⊙ We have piloted a *Falls Prevention Project* to reduce the number trips, slips and falls in the home through strength and balance exercise sessions. This will reduce the number of care hours in the home and to improve independence and increase confidence in reducing the fear of falling.

4. OPPORTUNITIES FOR EMPLOYMENT AND NEW SKILLS

- ⊙ Overall the *50+ Forum* agreed that the Council are doing the right things to maximise opportunities for employment and new skills.
- ⊙ 152 *computer class sessions* have taken place this year with a total of 1,150 attendees. Courses are delivered by both library and community based organisations.

5. LONELINESS AND ISOLATION

- ⊙ In the *50+ survey* there was relatively strong agreement that the Council is doing all that we can to help reduce loneliness and isolation.
- ⊙ We have ensured all sheltered housing residents continue to benefit from *Wi-Fi internet provision and IT training*. Wi-Fi has been installed/set-up and is available for residents to use in all communal lounge areas and we continue to support tenants who wish to improve IT knowledge and skills.

ACTION GROUP SET UP TO HELP PEOPLE WITH DEMENTIA

Residents in Laugharne, St Clears and Whitland are being encouraged to become a Dementia Friend and help those living with the condition in their communities.

Whether it's helping someone find the right bus or spreading the word about dementia on social media or within the community a dementia friend can make a big difference. Carmarthenshire County Council, Hywel Dda Health Board and Dyfed Powys Police together with local GP surgeries and voluntary groups are working together to support the Alzheimer Society's Dementia Friends initiative with the ultimate aim to register the above areas with the society as dementia friendly communities



Executive Board Members For
Housing: **Clr Linda Evans** &
Social Care & Health: **Clr Jane Tremlett**



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



Well-being Objective 11

A Council-wide approach to supporting Ageing Well in Carmarthenshire

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ x	Progress Comment
A - Age Friendly Communities		
We will consult on the Ageing Well Action Plan with the 50+ Forum. <i>(Action ID 12624)</i>	✓	50+ survey report completed and considered by the 50+ Steering Group in December 2017. Feedback advised further development of Ageing Well Plan
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. <i>(Action ID 12625)</i>	✓	The Multi-agency MECC Project Group have developed an approach and training package. The proposal for undertaking pilot MECC training with a cohort of 30 staff was supported by the Public Service Board (PSB) in November 2017 with the first round of training delivered January and February 2018. This approach will be evaluated and reported back to PSB to consider further roll-out.
We will continue to review the County's Public Transport network and work with Operators and Stakeholders to sustain the network within the confines of the resources available. <i>(Action ID 12626)</i>	✓	The Authority has maintained a stable core bus network during the year, ensuring coverage in rural areas where possible. Over 50% of bus Kilometres in the County are subsidised. Expenditure has continued on the network to support the movement of people. The Authority has also worked with Welsh Government and regional partners to maintain and developed the delivery of the Traws Cymru network.
We will continue to promote the all Wales Concessionary Travel Pass. <i>(Action ID 12627)</i>	✓	During the year we have promoted the availability of the All Wales Concessionary Travel Pass by means of information on our website, printed timetables and bus stop displays. There are currently 46,776 pass holders in Carmarthenshire.
We will undertake a review to determine the present condition of care homes and sheltered housing. <i>(Action ID 12628)</i>	✓	We have completed a stock condition survey of our care homes and sheltered schemes. The results analysed and an interim report produced. A project plan is in its final stages (due for completion end of May) this is to ensure that the investment needed meets future needs and standards across the County, particularly in the Llanelli area. As part of this process we will be engaging with residents, their families and employees to make sure it is as robust as possible.
We will launch a website to signpost learners to the learning opportunities available from all providers in the county. <i>(Action ID 12629)</i>	✓	Following consultation with the Carmarthenshire Adult Community Learning (ACL) partnership and the Welsh Government Dewis team. A Carmarthenshire Adult Community Learning website has now been established via the Welsh Government Dewis hub site. Officers are now waiting for information to be supplied by groups and individuals running ACL courses in the county.

Last Year's Commitments	✓ ✗	Progress Comment
<p>We will help older people contribute to recycling through the 'assisted lift' scheme for people unable to take waste to the kerbside. (Action ID 12630)</p>	✓	<p>We continue to offer (subject to appropriate assessments) an assisted lift service for those residents having difficulty in carrying their waste to the normal kerbside collection point. We currently have over 1300 active assisted lifts in operation</p>
B – Dementia Supportive Communities		
<p>We will implement the actions within the Regional Dementia Plan in line with the findings of the Older People's Commissioner Report "More than just Memory Loss". (Action ID 12622)</p>	✓	<p>A regional task and finish group has been established by Hywel Dda University Health Board to develop and implement this work. The first meeting of this group was held on 24th April, 2018.</p>
C - Falls prevention		
<p>We will Inspect Highways, footways and lighting infrastructure on a regular basis to identify any defects posing a danger to the public. (Action ID 12634)</p>	✓	<p>Regular highway safety inspections are carried out in accordance with the authority's policy. Highway inspections are carried out to set frequencies which are based on the road type and with allowable tolerances. Inspections are recorded digitally and records saved into the Highway management system.</p>
<p>We will ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive. (Action ID 12635)</p>	✓	<p>Strategic Health Group have helped identify risk areas, where the group have set about planning and implementing interventions to address where possible. Examples of interventions implemented include: Baby let's move project (pre & post-natal programme to address obesity linked to pregnancy) / Early years programmes such as 'Actif Story Time' / Expansion of 'Learn to Swim' programme down to 4 months old / SKIP (Successful Kinaesthetic Instruction for Pre-schoolers) which is a cognitive catch up programme targeted at children in deprivation / Adolescent Girls programmes via a) focus groups of girls who have disengaged from PE and school sport & b) larger groups of girls via a female 'role model' being put in place to mentor young females through a 10 week physical activity journey in Carmarthen / 'Walking Hockey' & many more</p>
<p>We will support the all-Wales 'Steady on' falls prevention campaign by distributing leaflets and posters to the 50+ Forum and other networks. (Action ID 12636)</p>	✗	<p>We were not able to distribute all-Wales 'Steady on' falls promotional material as no information was received through the national campaign. However, the Council's website links in with the 'Steady on Stay SAFE' falls prevention campaign information. We will be taking an action forward to 2018/19 to collaborate with our Public Service Board Partners to deliver staff training through Making Every Contact Count (MECC) which includes training on falls prevention. In addition, the focus of campaigns during 2018-19 will change towards reducing and tackling loneliness</p>
D - Opportunities for employment and new skills		
<p>We will deliver computer classes at libraries throughout the County. (Action ID 12639)</p>	✓	<p>Courses including ipad, tablet and PC sessions covering areas such as Universal credit, learn-direct and introductory computer classes were delivered by both library and community based organisations during 2017/18 with 570 sessions with just under 5,000 attendees</p>

Last Year's Commitments	✓ x	Progress Comment
<p>We will co-ordinate the signposting of digital activity across the County for older people. <i>(Action ID 12640)</i></p>	✓	<p>The availability of various Digital training resources for older clients has been compiled and contact details distributed via partner organisations. Promotion events for the 50+ have been held in Carmarthen, Pontyberem, Ammanford and Llanelli. Partnerships have been established utilising the Over 50s network and through the Welsh Government's programme Digital Communities Wales. The Council's Community Bureau is now a member of the Online Centres Network, part of the Good Things Foundation charity supporting digitally and socially excluded people to improve their lives through digital technology. The Learn My Way online learning platform helps thousands of people per year to gain basic digital skills and go on to further informal and formal learning and this will hopefully become the lynchpin for over 50s Digital Inclusion support</p>
<p>We will retain and promote Carmarthen Community Education Centre as a flagship hub venue for Basic Skills and English for speakers of other languages (ESOL) provision, private classes, community clubs and societies. <i>(Action ID 12641)</i></p>	✓	<p>The profile of the centre has been raised by recent events and there is a full programme of Carmarthenshire County Council classes, private classes and clubs/societies is on offer at this venue on an on-going basis. The Management Committee for the centre has been re-established to provide an opportunity for elected members, centre users and the community to be involved in the further development of this facility to meet local community needs. The Centre plays an essential role in the local community, providing a unique safe and social environment for learners in the heart of Carmarthen. The centre is also highlighted as a key local authority venue should there be a critical incident in the town or surrounding area.</p>
<p>E - Loneliness and isolation</p>		
<p>We will develop the Actif Sir Gar programme to support healthy lifestyles and provide opportunities to make friends and socialise. <i>(Action ID 12644)</i></p>	✓	<p>The Activity coordinator for Specialist Populations oversees evidence based clinical exercise pathways for older adults and frailer older adults. Throughout the county projects are carried out in relation to reducing injurious falls in older adults and the impact this can have on maintaining their independence, thus reducing the need for formal commissioned care and the risk of hospital admission. The support for healthy lifestyles has involved:-</p> <ul style="list-style-type: none"> • Complimenting and integration with the National Exercise Referral Scheme (NERS) in order to develop a robust exercise based exercise continuum addressing key health agendas • Liaising with strategic partners within the Health Board to ensure safe exercise pathways for clinical populations (e.g falls, stroke, heart failure, COPD and Osteoporosis) • Development and delivery of an outreach specialist exercise programme for older, frailer adults

Last Year's Commitments	✓ ✗	Progress Comment
		<ul style="list-style-type: none"> Identifying opportunities for developing pilot programmes in order to extend and increase exercise opportunities to 'hard to reach' groups.
<p>We will support inclusion by ensuring all sheltered housing residents continue to benefit from Wi-Fi internet provision and IT training. <i>(Action ID 12645)</i></p>	✓	<p>Wi-Fi has been installed/set-up and is available for residents to use in all communal lounge area`s within our sheltered Schemes. Tenants arrange their own Wi-Fi with suppliers within their own individual flats. Our supported housing officers ask tenants in our sheltered schemes if they wish to improve their IT knowledge and skills and how they would like to do this, we will take this forward with our tenants and continue to support them.</p>

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Healthy, Safe & Prosperous Environment



Well-being Objective 12

Healthy & Safe Environment - Look after the environment now and in the future

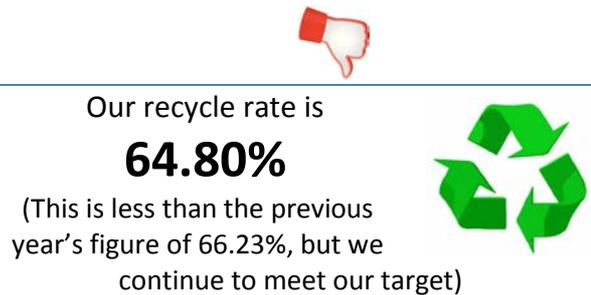
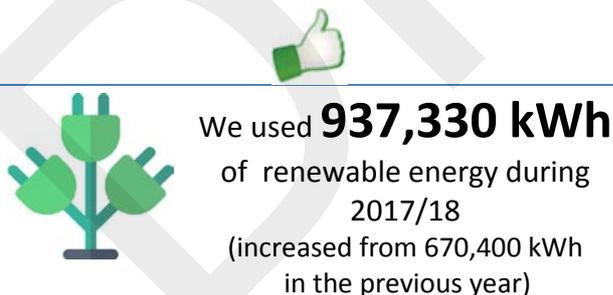
We are improving our environment through enhancing biodiversity and using renewable energy in our buildings

We have delivered sustainable projects that protect and enhance our environment. The managed habitat for the marsh fritillary butterfly and 300 ha of local nature reserves are both projects that contribute to sustainability and biodiversity. Renewable energy technology is being used more and more in our buildings and is intrinsically part of all our new builds. Our Flood Management Plan and shoreline Management Plan allow the Authority to deliver its obligations under the Well-being and Future Generations Act by making Wales more *resilient* and in turn more *prosperous*. We are presently meeting our 2019/20 targets.

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*.
- The conservation and enhancement of biodiversity is vital in our response to climate change and key ecosystem services such as food, flood management, pollination, clean air and water.
- 60% of the County's people live in rural areas and the remaining 40% live within 400m of natural or semi-natural green space.
- The *Well-being Needs Assessment* survey identified 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.
- Under the '*Resilient Wales*' goal set out in the Well-being Future Generations Act, it requires public bodies to set objectives to achieve a '*biodiverse natural environment with healthy functioning ecosystems*' - must be considered within the context of all the goals being integrated (biodiversity contributes to our economy, health & well-being).

Success Measures



Explaining the Results

- **Renewable energy** – We continue to invest in solar photovoltaic (PV) systems on our non-domestic buildings with a total installed capacity of 1.15 MWp. This has generated over 937,000 kWh of Electricity during 2017/18, an increase on the previous year of 670,400 kWh.
- **Recycling** declined slightly in 2017/18 to 64.80% from 66.23% the previous year. The slight decline is predominantly as a result of the difficulties with the refuse derived fuel (RDF) outlets. However we have met our target of 64% for this year.

Progress Made

- ⦿ We continue to meet our targets for *waste management and recycling* despite a challenging conditions in 2017/18, has seen considerable changes in the recycling and residual waste markets. The ban on paper and plastics imports by China has significantly affected commodity prices, but not recycling performance in a significant way at this stage. However, the residual waste market (where non-recyclable waste is shipped to Europe for heat recovery which can be counted against recycling targets) has been difficult with a drop in recycling performance for 17/18 compared to 16/17. The current overall recycling performance figures for 2017/18 have resulted in a performance of 64.80%, which continues to meet the 19/20 statutory recycling target. Similarly, we continue to meet our landfill diversion targets.
- ⦿ We delivered the *Dwynant* bypass culvert capital works flood scheme in Burry Port. This project is seeking to manage the flood risk to 5-properties who had experienced multiple flooding events in recent years while not compromising their ability to access their property over their private bridges.
- ⦿ We have delivered *sustainable projects with multiple benefits*. An example of this is the work towards providing and managing suitable habitat for marsh fritillary butterfly through the *Caeau Mynydd Mawr* Special Area of Conservation project is an on-going commitment and received a highly Commended Award from the RTPI Wales in November 2017. It received this award because it facilitates a structured solution for developments within the economic growth area, delivering the necessary mitigation required and ensuring that each development is compliant with the legislation.
- ⦿ In 2017/18 across the **Local Nature Reserves (LNR)**: • 18 acres of sea buckthorn managed • 5 school visits to LNRs • 11 guided walks delivered • 5 public events during Wales Biodiversity Week on LNRs • Approx. 300 Ha of land is currently managed as LNRs – Pembrey Burrows, Ashpit ponds/Pwll lagoon, North Dock Dunes and Morfa Berwig LNRs.
- ⦿ Other **Biodiversity Work**: • Approx. 100 km of cycle route has been developed to link up the sites in the Carmarthenshire Bogs Project. • 5 ponds and scrapes created on CCC land outside WWT
- ⦿ **Coed Cymru** woodland work: 69 advisory visits were made including advice on Glastir schemes, Woodland Trust planting schemes, felling licences and tree management at CCC sites. • 15 woodland management plans were produced- Glastir Woodland Creation, Glastir Small Grants & Woodland Trust Morewoods.

Carmarthenshire Local Nature Reserves

Local Nature Reserves (LNRs) not only protect important habitats and species but can be sites that help increase people's awareness of their local environment. They are places where people can learn about Nature, be active, and they are often situated in or near built-up areas. We currently own and manage four LNRs. These sites may be comparatively small but can naturally support many of the goals of the WFG Act, contributing to environmental resilience, health and well-being and to how communities value their local area. The work delivered by our Conservation Ranger across these reserves illustrates their multiple benefits.

Work with partners has started which will develop the concept of positive prescribing and the promotion of the health and well-being benefits that these sites can provide for local people. Local volunteers help out with management and 72 conservation volunteer activity days were organised last year on the LNRs involving local people and groups such as Mencap Cymru. School visits allowed children to find out more about Nature on their doorstep and guided walks encourage people to look more closely and see the variety of wildlife these sites hold. In addition sites can help out with local flood alleviation - work with Natural Resources Wales to the ditches in Morfa Berwig has contributed to wider work in the Llanelli area to control local flooding. There is much more to be done in coming years to realise the full potential of these important local sites.



Executive Board Member
For Public Protection:
Cllr Philip Hughes



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



Well-being Objective 13

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

We are improving the county's road infrastructure, rural transport and sustainable transport

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 sustainable travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity in the county 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 four Welsh Governments' aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, for residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being.
- Sustaining access to services will deliver improvements in health and well-being for all sections of the community e.g. that includes: 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**
(A slight improvement from 4.3% in 16/17)



3.1% of our **B Class**
(A slight improvement from 3.5% in 16/17)



11.9% of our **C Class**
(A slight decline from 11.6% in 16/17)



Awaiting Result

Our road casualty numbers have **decreased** to **??** people being killed or seriously injured on the roads



Source: Stats Wales

Explaining the Results

- The percentage of principal (A) roads and non-principal (B) roads in Carmarthenshire in a poor condition *reduced* during 2017/18; with (A) roads from 4.3% to 4.1% and (B) roads from 3.5% to 3.1%. There has been a *slight increase* in deterioration in non-principal (C) roads from 11.6% to 11.9%, this contributes to an *increase* in the combined A, B & C roads in poor condition of 9.3% compared to 9.2% in 2016/17.
- Data on road accidents will be published in late June

Progress Made

- ⦿ We have commenced *Crosshands EL2* phase 2 strategic link to support economic regeneration which was designed in-house, improved the *highway infrastructure* at Ammanford to improve traffic flow and reduce congestion. We have successfully lobbied the Wales Government to commence works to progress the Llandeilo *by-pass* road scheme and our ambitious *Tywi Valley Path* project connecting Llandeilo and Carmarthen.
- ⦿ We have continued to engage in *collaboration and partnership working* to deliver road safety education initiatives and identify sites for enforcement and engineering intervention. We have *invested in road safety* through funding of road safety education programmes and engineering schemes, including rural route treatment schemes and 20mph speed limits outside schools. To date such improvements have been introduced outside 55 school sites across the county. Additionally, we have delivered our programme of Road Safety training and engagement with vulnerable road users, including the training of older drivers, young drivers, motorcyclists, and young people.
- ⦿ We have continued investment into *vehicle replacements* during the year in accordance with our strategic fleet replacement programme.
- ⦿ We have successfully delivered *Safe Routes to Schools* Projects at Pontyberem and Carmarthen, and have delivered an investment of £445,500 into traffic management route treatment works to improve infrastructure in Bryn, Llangennech, Penygroes and Tycroes.
- ⦿ We will begin construction of the *Tywi Valley Cycle way* and continue to develop the full scheme. We have built approximately 3.7 Km of cycling/ shared use paths this year throughout the county to support sustainable and active travel.

CYCLE PATH

Proposals to create a 16-mile walking and cycling path between Carmarthen and Llandeilo have moved up a gear thanks to a funding boost.

The Tywi Valley Path project has received a grant of £132,000 through the Welsh Government Rural Communities - Rural Development Programme 2014-2020, which is funded by the European Agricultural Fund for Rural Development and the Welsh Government. The money will go towards developing part of the route at Nantgaredig.

The Tywi Valley Path will follow the route of the former Carmarthen and Llandeilo railway line as much as possible, close to the River Tywi; and is expected to boost tourism and the local economy, as well as encourage active and sustainable travel. The path is being developed in phases; with negotiations with landowners ongoing and funding sources identified as the scheme progresses. It is expected to cost between £5 and £8million in total; and is also being part funded through the Welsh Government's Local Transport Fund.

Planning permission has been secured for the western phase of the path between White Mill and Nantgaredig, and part of the path on an existing carriageway between Fronun and Bwlch Bach, near the concrete works in Abergwili, has been completed.



Executive Board Member
For Environment
Cllr Hazel Evans



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



Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

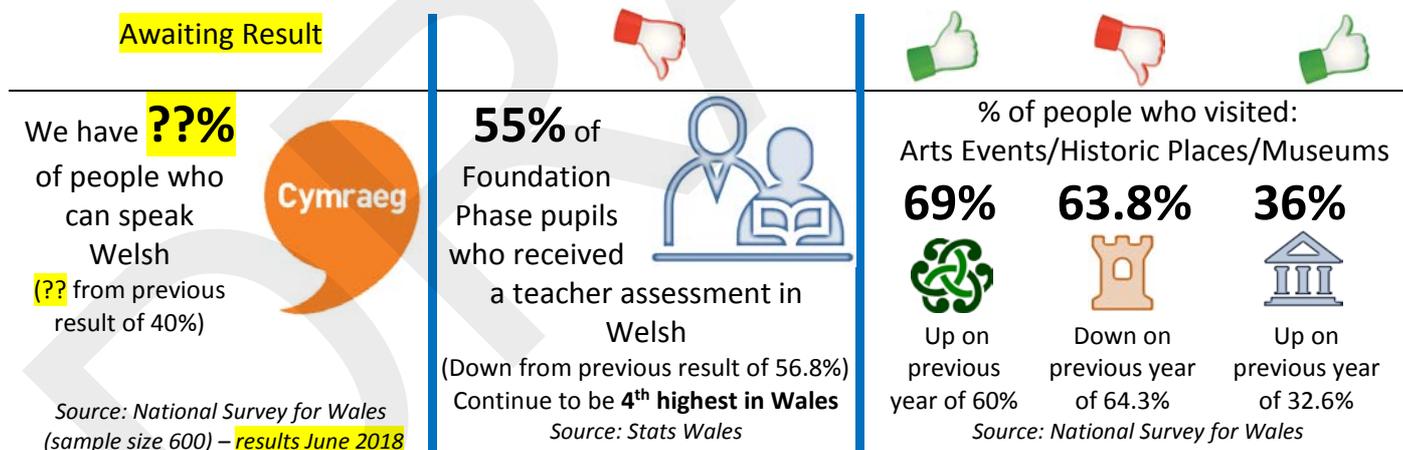
Good progress made on the implementation and compliance with the Welsh Language Standards

Internal communication and a range of resources and guidelines to support staff has been key to this. The Welsh Language Promotion Strategy has bought new opportunities to work with external partners across the county and in ensuring that human and financial resources are used responsibly. Carmarthenshire is recognised as being of strategic importance in the vitality of the Language across Wales.

Why it is important

- Carmarthenshire is a *stronghold* for the Welsh language and is considered to be of high strategic importance in its future.
- The Welsh Government has announced a *new strategy* to try to ensure a secure future for the Welsh language. In recognising that the language is a national treasure, the government is planning to double the number of Welsh speakers in Wales by 2050. In addition, they want to ensure that Welsh is a living language.
- 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

Success Measures



Explaining the Results

- The 2017/18 [National Survey for Wales](#) results shows that ****** can speak Welsh in Carmarthenshire an ****** on the previous year of 40%.
- All learners in their final year of Foundation Phase must be assessed through teacher assessments. 55% of our Foundation Phase pupils received a teacher’s assessment in Welsh which is slightly down on the previous year although we continue to have the 4th highest number in Wales.
- According to the [National Survey for Wales](#) the number of survey participants attending an arts events and visiting historic places in Wales during 2016/17 is reasonably high at 69.3% and 63.8% respectively, but the number visiting museums continues to be below the Welsh average of 41.6% at 36%, despite a slight improvement on the 2014/15 survey results of 32.6% .Please note that the questions asked whether they attended or visited these in Wales and not specifically in Carmarthenshire.

Progress Made

PROMOTING WELSH LANGUAGE

- ⦿ The [2016/17 Annual Report to the Welsh Language Commissioner](#) detailed the steps taken to comply with the Welsh language Standards.
- ⦿ Promotion work was undertaken with the *County's Event Organiser Forum* to convey the importance of using the Welsh language when organising community events.
- ⦿ A new club for learners was organised, in partnership with Menter Gorllewin Sir Gâr, at Yr Atom in Carmarthen, in order to bring learners together.
- ⦿ In order to start raising awareness of the advantages of bilingualism in the county, a comprehensive booklet that promotes the advantages of Welsh medium education and specifies the path towards bilingualism, has been designed and printed. This work derived from the County Forum and all partners contributed to the content of the booklet.
- ⦿ The County's *Strategic Welsh Language Forum* is working to market and promote the events being held to promote the Language and is linked in to the newly updated *Discover Carmarthenshire* website. The Forum is leading on the preparation of an 'Information Pack' for individuals / families moving to Carmarthenshire which will provide the linguistic context and the opportunities for a bilingual education.

PROMOTING WELSH CULTURE AND TOURISM

- ⦿ We have developed the '*Stordy Digidol*' digital project to widen access to our County's collections and cultural services. The website infrastructure is now complete with library content of some 770 images already uploaded, this will be followed with content from museums and archives. The objective in the second phase is to tag and link collections through stories.
- ⦿ The launch of '*Makerspace*' in Ammanford Library, a collaborative work space for making, learning, exploring and sharing, that uses high tech tools and open to children, adults, and entrepreneurs, is the 1st of its kind in Wales which will inspire creativity and innovation.
- ⦿ Tourism brings around £370million into our economy. This is up by 2.7% on last year, with the number of overnight visitors going up by 3.6%. Recently, both *Carmarthen* and *Llandeilo* were named as two of the top 10 best places to live in Wales, by the Sunday Times. Carmarthenshire is fast becoming one of Wales' most visited counties,
- ⦿ In order to maximise exposure for St David's Day, we arranged for a local business woman to be live in London radio studio on the UK's most listened radio show, namely the breakfast show on *Radio 2 with Chris Evans*. With over 8 million weekly listeners, this was a major coup for not just Carmarthenshire but Wales in general as *cawl* and other Welsh food was tasted and discussed at length.

Welsh in a Week!

In February, seven members of staff from Carmarthenshire County Council attended a residential course at Nant Gwrtheyrn in North Wales. The course was organised and funded in partnership with the National Centre for Learning Welsh. The aim of this 1 week course was to immerse our staff in the Welsh Language and to increase their confidence to use the Language in the workplace. The course has not only helped our staff use the language within the workplace; but also in our communities.



Executive Board Member
For Welsh Language, Culture and Tourism
Cllr Peter Hughes-Griffiths



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

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Building a Better Council & Better Use of Resources





Well-being Objective 15a - Building a Better Council

Acceptable Governance Arrangements are in place

Carmarthenshire County Council has implemented a *Code of Corporate Governance* that adopts the best practice principles of the Wales CIPFA / SOLACE Governance Framework. To ensure these best practice guidelines were met, our Internal Audit Service undertook a stock take of our arrangements against the standard. It found that our compliance was 'acceptable'.

The best practice guidance identifies 91 behaviours and actions that demonstrate good governance across 7 principles. Our stock take showed that we had strong complete evidence for 54 of these and nearly complete evidence for the majority of the rest. We will examine any gaps and prioritise improvement, where neededthis is not about ticking every box.

Good governance is fundamental to the effective delivery of the Council's services and its corporate priorities. Open and transparent decision making; financial and budgetary control; effective scrutiny arrangements; strategic risk management and effective partnership working are areas which impact on the manner in which the Council runs its business for the benefit of local people. We are making every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.

Success Measures

No year on year comparison available for these measures

 <p>??% of people agree that they can access information about us in the way they would like to.</p>	<p>??% of people know how to find what services we provide</p> 	<p>??% of people agree that they have an opportunity to participate in making decisions about the running of our services</p> 	 <p>Staff sickness has decreased from 10.8 days to 10.1 days per year (with main cause of sickness being stress, mental health & fatigue)</p> 
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Explaining the Results

- Re -people agree that they can access information-----National Survey for Wales Results expected June 2018
- People know how to find what services we provide-----National Survey for Wales Results expected June 2018
- People agree that they have an opportunity to participate in making decisions about the running of our services---- National Survey for Wales Results expected June 2018
- Sickness data is regularly monitored and analysed to ensure the focus is on reducing absence. We have set up a Challenge and Review forum which identifies where there are gaps and good practice.

Progress Made

<p>The Well-being of Future Generations Act requires 7 areas of corporate change, which are a key expectation of the Future Generations Commissioner in Annual Reporting.</p> <p>FGC - The journey so far : May 2018</p>	<ol style="list-style-type: none"> 1 Corporate Planning 2 Performance Management 3 Workforce Planning 	<p>Covered by Building a Better Council</p>
	<ol style="list-style-type: none"> 4 Financial Planning 5 Assets 6 Procurement 7 Risk 	<p>Making Better Use of Resources (Page xx)</p>

CORPORATE PLANNING

- ⦿ The Council's Executive Board has set out almost 100 priority projects, schemes or services they plan to deliver in '[Moving Forward in Carmarthenshire: the next 5 Years](#)'. Therefore we have published a New Corporate Strategy bringing together the previous Corporate Strategy, Improvement Plan, Well-being Objectives and Moving Forward in Carmarthenshire: the next 5 Years.
- ⦿ Support to the Public Services Board has been ongoing throughout the year with the lead being taken on the development of the [Well-being Plan](#) which was published in May 2018.

PERFORMANCE MANAGEMENT

- ⦿ Wales Audit Office issued a Certificate of Compliance of last year's Annual Report.
- ⦿ We reshaped our Performance Monitoring and reporting and fully aligned it to the Well-being Objectives. We tracked the steps we were taking to achieve these objectives using our 'in house' developed Performance Information Monitoring System (PIMS) and reported progress on a quarterly basis. This is a key expectation of the Future Generations Commissioner.



WORKFORCE PLANNING

- ⦿ An assessment tool has been developed to assist service areas identify the supply and demand issues
- ⦿ HR officers attend Departmental Management Team meetings as Business Partners.

OTHER PROGRESS

- ⦿ We conducted Local Government Elections in May 2017 and the Brexit referendum in June 2017. A significant programme of member's induction was provided.
- ⦿ We have committed to improving ways of working through the work of the 'Transformation, Innovation and Change' programme (TIC). The TIC Team helped support 20 projects and reviews over the course of the last year, including the launch of agile working.
- ⦿ We have developed an action plan to prepare for the next Investors in People (Generation 6 Standard) Review during 2018. The Internal Review team have been recruited and trained on the new standard.
- ⦿ As a key employer in the County we have made the transition from the Disability Two Ticks Scheme to being a Disability Confident Employer
- ⦿ Enhancements have been made to ensure the **accessibility of the Council's website** with the addition of **Browse Aloud**, this enables users to listen to web content in English or Welsh for those who have reading difficulties (due to dyslexia, learning difficulties or mild visual impairments).
- ⦿ We published our [Digital Transformation Strategy 2017-2020](#) which outlines the strategic digital vision and identifies a number of key projects that will be delivered over the next three years.
- ⦿ There has been a successful increase in the use of e-learning programmes includes areas such as the *Violence Against Women Domestic Abuse Sexual Violence (Wales) Act 2015 (VAWDASV)*.



2017/18 BUDGET CONSULTATION

Schools across Carmarthenshire gave Councillors their views on budget proposals for the next three years.

Pupils from secondary schools gave presentations at County Council on the proposals being consulted upon. This followed an Insight day held at Llanelli's Ffwrnes Theatre as part of the Council's budget consultation



Executive Board Member For
HR, Performance Mgt, ICT, TIC:
Cllr Mair Stephens



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



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

Over the last 5 years we have made budget reductions of £54M with minimum impact on front line services

The financial position faced by local authorities has had a consistent theme over recent years, with the level of resources available to public services seeing significant reductions, which means that we have less money to invest in services now than we have in the past. Over the last five years we have had to manage reductions in service budgets of £54m, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations.

'The Council has sound savings planning arrangements, which support future financial resilience...'

(Wales Audit Office – Savings Planning Report March 2017 Paragraph 13)



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

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'.
- Further financial pressures are likely to arise from such things as rising energy costs, an increasing number of older people needing services from us, office, school buildings and highways that require significant investment, and this is in addition to the current uncertainty in the economic outlook as the UK embarks on the process of leaving the European Union.

Success Measures



18.9% increase of 'Do it online' payments (From 29,020 to 34,494)



£8.609m current savings were made in 2017/18

No year on year comparison available

??% of people agree that we ask for their views before setting our budget



(Source: National Survey for Wales)

Explaining the Results

Further addressing the *Making Better Use of Resources* Well-being Priority cuts across all service areas and is both about investment as well as efficiency savings. The Council is committed to financially sustainable delivery models - there are many examples of this across different departments, such as increased *Extra Care Provision* where it better meets service user needs, a move towards *agile working*, thus reducing the Council's estate costs in the future. *Channel Shift*, is a TIC project looking to improve the way that external customers can conveniently access Council Services and encouraging a shift to less expensive methods of accessing services such as 'Do it online' payments.

Progress Made

FINANCIAL PLANNING: Extensive *Budget Consultation* took place with seminars for county councillors, town and community councils, a public forum, scrutiny committees, schools budget forum, the Youth Council and trade unions meetings.

ASSETS: We are taking a more sustainable and long term approach to property assets and regeneration. For example, we are leasing Burry Port Harbour to a specialist marina company, which will ensure the Harbour's long term sustainability.

PROCUREMENT: Procurement is seen as an important part of how a public body allocates resources under the Well-being of Future Generations (Wales) Act 2015 and as a strategic function in the Council we support the departments to deliver our 15 well-being. Our current draft procurement Strategy identifies these as reducing the number of young adults that are Not in Education, Employment or Training (NEET), Creating more jobs and growth throughout the County, Looking after the environment now and for the future, promoting Welsh Language and culture and governance and the use of resources.

RISKS: We are managing our risks and performance through robust internal control and strong public financial management. Our Corporate, Departmental and Service Risk Registers were all updated within 2017/18 in line with the new Well-being of Future Generations Act.

Other Progress

- ⊙ We collected 97.57 % of *Council Tax* due for the financial year 2017/18 which is a 0.52% improvement from the previous year of 97.05%
- ⊙ We collected 99.52% of *non-domestic rates* for the financial year 2017/18 which is a 1.32% improvement from the previous year of 98.20%.
- ⊙ We have continued to fulfil the requirements of *Department of Works and Pensions Universal Credit*, delivering partnership agreement in terms of budgeting support for vulnerable claimants and providing technical/specialist support for the universal credit delivery centres.

COMMUNITY BENEFITS:

Dawnus, the contractor for a new Primary School build in Trimsaran has completed a Welsh Government Community Benefits Measurement Tool to track the benefits delivered during the life of the construction project. It was estimated that for every £1 spent on this project £1.89 was reinvested back into the Welsh economy. To date, the project valued at approx. £7 m build cost, recruited 4 individuals who was previously unemployed for over 6 months and a further 9 individuals were retained as a result of this work who would otherwise have been made redundant/unemployed. The contractor has delivered 754 person weeks of targeted recruitment and training which has benefited the local workforce within the local area/community.



Executive Board Member
For Resources: Cllr David Jenkins



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

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APPENDICES

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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 and it makes sense to ensure that these requirements are fully aligned and combined in this New Corporate Strategy.

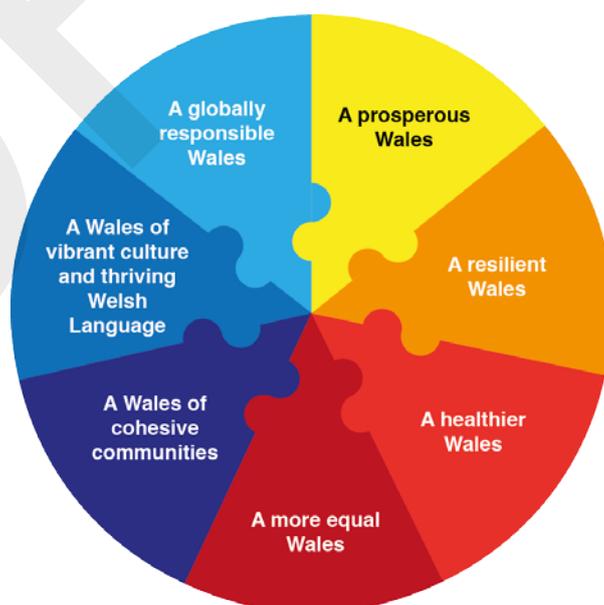
The Local Government (Wales) Measure 2009

- 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:-

- a) We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is **'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'**
- b) We must demonstrate 5 ways of working:
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- c) 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 2017/18 Well-being Objectives / KIOPs			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	Continue to Improve learner attainment for all	✓	✓		✓		✓	✓
	4	Reduce the number of young adults that are Not in Education, Employment or Training	✓		✓	✓	✓		
Live Well	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
	6	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓		✓
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
Age Well	9	Support good connections with friends, family and safer communities			✓	✓	✓		✓
	10	Support the growing numbers of older people to maintain dignity and independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in 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

PAM — Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st			
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results												
				Arrows start from previous position															● ● to our most current position					■				
WBO 1 - Help to give every child the best start in life and improve their early life experiences.																												
% Children in care with 3 or more placements in the year (PAM/029)	9.2	8.8	↑																									
WBO 2 - Help children live healthy lifestyles.																												
% Children overweight or obese	29.6	29.4	↑	32.7																						17.0		
WBO 3 - Continue to Improve learner attainment for all.																												
Average Caped 9 points score for pupils (PAM/007)	not available	360.8	Not applicable	320.4																						380.1		
% Attendance in primary schools (PAM/007)	94.8	94.4	↓	94.3																						95.6		
% Attendance in secondary schools (PAM/008)	94.5	94.3	↓	93.0																						95.2		
Satisfaction with child's primary school (NSW)	93		Published Jun/July																									
WBO 4 - Reduce the number of young adults that are Not in Education, Employment or Training.																												
Year 11 leavers Not in Education, Employment or Training (NEETs) (PAM/009)	2.1	1.4	↑	4.33																						0.76		
Year 13 leavers Not in Education, Employment or Training (NEETs) (5.1.0.2)	2.0	3.0	↓	18.8																						0.0		
WBO 5 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty.																												
Average Caped 9 points score for pupils eligible for FSM (Free School Meals) (4.1.2.4)	not available	307.6	Not applicable	252.6																						336.8		
% of households successfully prevented from becoming homeless (PAM/012)	64.2	65.1	↑																									
Household in material deprivation (NSW) (NWBI)	16.7	15.3	↑	20.9																						10.8		
% Households Living in Poverty (CACI 'PayCheck')	35.9	35.0	↑	45.3																						23.1		
Keeping up with all bills and commitments without any difficulties (<i>non pensioner</i>) (NSW)	51		Published Jun/July																									
Keeping up with all bills and commitments without any difficulties (<i>pensioner</i>) (NSW)	75		Published Jun/July																									
WBO 6 - Create more jobs and growth throughout the county.																												
Median Gross Weekly Full-time Earnings (£) (NWBI)	494.5	517.5	↑	431.4																						619.6		
Jobs created with Regeneration assistance (EconD/001)	253.5	352.5	↑	No comparable data available for this measure																								
The level of Private Sector Investment / external funding secured (£) (EconD/008)	23.5m	16.7m		No comparable data available for this measure																								
WBO 7 - Increase the availability of rented and affordable homes.																												

Success measures for our Well-being Objectives

PAM — Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results												
				← → Arrows start from previous position											● ● to our most current position												
Number of affordable homes in the County <i>(7.3.2.24)</i>	173	235	↑	No comparable data available for this measure																							
WBO 8 - Help people live healthy lives (tackling risky behaviour & obesity).																											
% of adults who say their general health is Good or Very Good <i>(NSW)(NWBI)</i>	69.8		Published later in 2018																								
% of adults who say they have a longstanding illness <i>(NSW)(NWBI)</i>	52.7		Published later in 2018																								
Adult Mental Well-being score <i>(NSW)(NWBI)</i> <i>(Out of a maximum score of 70)</i>	not available	50.2	Not applicable	48.8																						52.5	
% adults who have fewer than two healthy lifestyle behaviours <i>(NSW) (NWBI)</i> <i>(not smoking, healthy weight, eat five fruit or vegetables a day, not drinking above guidelines and meet the physical activity guidelines).</i>	11.0		Published later in 2018																								
WBO 9 - Support good connections with friends, family and safer communities.																											
Have a sense of community <i>(derived from three questions on belonging; different backgrounds get on, treat with respect)</i> <i>(NSW) (NWBI)</i>	73.0	48.0	↓	37.0																						66.5	
People feeling safe <i>(at home, walking in the local area, and travelling)</i> <i>(NSW) (NWBI)</i>	not available	79	Not applicable	57																						91	
WBO 10 - Support the growing numbers of older people to maintain dignity and independence in their later years.																											
Rate of people kept in hospital while waiting for social care <i>(PAM/025)</i>	2.30	2.50	↓																								
Agree there's a good Social Care Service available in the area <i>(NSW)</i> <i>(elderly, children, disabled and carers)</i>	53.1	56.2	↑	44.4																						68.1	
Days taken to deliver a Disabled Facilities Grant <i>(PAM/015)</i>	167	161	↑																								
WBO 11 - A Council-wide approach to support Ageing Well in the county.																											
% of people who are lonely <i>(NSW) (NWBI)</i>	17.1		Published later in 2018																								
WBO 12 - Look after the environment now and for the future.																											
Use of renewable energy (kWh)	670,400	937,330	↑	No comparable data available for this measure																							
% Waste reused, recycled or composted <i>(PAM/030)</i>	66.23	64.80	↓																								
WBO 13 - Improve the highway and transport infrastructure and connectivity.																											
% A Class roads that are in poor condition <i>(PAM/020)</i>	4.3	4.1	↑																								
% B Class roads that are in poor condition <i>(PAM/021)</i>	3.5	3.1	↑																								

Success measures for our Well-being Objectives

PAM — Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
				Arrows start from previous position															● ● to our most current position					■			
% C Class roads that are in poor condition <i>(PAM/022)</i>	11.6	11.9	↓																								
Number of people killed and seriously injured on the roads <i>(5.5.2.21)</i>	102		Published late June																								
WBO 14 - Promote Welsh Language and Culture.																											
Can speak Welsh <i>(NSW) (NWBI)</i>	40.1		Published later in 2018																								
Pupils assessed in Welsh (first language) - Foundation Phase <i>(PAM/033)</i>	56.8	55.0	↓	3.9																			Same			98.5	
% of people attended arts events in Wales in last year <i>(NSW)</i>	60.0	69.3	↑	46.4																						71.3	
% of people visited historic places in Wales in last year <i>(NSW)</i>	64.3	63.8	↓	44.0																						72.3	
% of people visited museums in Wales in last year <i>(NSW)</i>	32.6	36.0	↑	below 27.8						Same																55.2	
WBO 15 - Building a Better Council and Making Better Use of Resources.																											
'Do it online' payments	29,020	34,494	↑	No comparable data available for this measure																							
People agree that they can access information about the Authority in the way they would like to <i>(NSW)</i>	not available	Published Jun/July	Not applicable																								
People know how to find what services the Council provides <i>(NSW)</i>	not available	Published Jun/July	Not applicable																								
People agree that they have an opportunity to participate in making decisions about the running of local authority services. <i>(NSW)</i>	not available	Published Jun/July	Not applicable																								
Number days lost due to sickness absence. <i>(PAM/001)</i>	10.8	10.1	↑																								
Organisational 'running costs' (£m)	12.9	TBC																									
People agree that the Council asks for their views before setting its budget. <i>(NSW)</i>	not available	Published Jun/July	Not applicable																								

APPENDIX 3 - NATIONAL SURVEY FOR WALES

DATA AVAILABLE FROM JUNE

DRAFT

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

- Our 2017/18 result and whether it has improved on our 2016/17 result
- Our quartile (star rating) compared to other Council's in Wales
- Our Rank position for 2017/18 compared to our Rank position for 2016/17

The measures published by all councils in Wales	Has our result improved from 2016/17 to 2017/18		How good is our 2017/18 result?	22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Our 2017/18 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results												Best Results											
				  Arrows start from our 2016/17 position												  to our 2017/18 position											
WBO1 - Help to give every child the best start in life and improve their early life experiences																											
% Children in care with 3 or more placements in the year (PAM/029)	8.8	↑																									
Percentage of children satisfied with their care and support (PAM/027)	80.7	↓																									
Percentage of child assessments completed in time (PAM/028)	89.7	↑																									
WBO3 - Continue to Improve learner attainment for all																											
% Pupil attendance in primary schools (PAM/007)	94.4	↓	★																								
% Pupil attendance in secondary schools (PAM/008)	94.3	↓	★★★																								
% Achieved the Level 2 threshold (PAM/006)	57.2	Not Comparable	★★★																								
WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)																											
% of Year 11 Leavers not in education, employment or training (NEETS) (PAM/009)	1.4	↑	★★																								
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty																											
% of households successfully prevented from becoming homeless (PAM/012)	65.1	↑																									
WBO7 - Increase the availability of rented and affordable homes																											
% Private sector dwellings returned to occupation (PAM/013)	6.90	↑																									
Number of new homes created as a result of bringing empty properties back into use (PAM/014)	5	New Measure																									
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)																											
Number of visits to Public Libraries per 1,000 population (PAM/016)	7,689	↑																									

The measures published by all councils in Wales	Has our result improved from 2016/17 to 2017/18		How good is our 2017/18 result? ★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Our 2017/18 result	Improved ↑ Standstill ↔ Declined ↓		Worst results												Best Results											
				Arrows start from our 2016/17 position to our 2017/18 position																							
Visits to Sport & Leisure facilities per 1000 population (PAM/017)	8,522	↑																									
% Food establishments that meet food hygiene standards (PAM/023)	97.91	↑																									
WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years																											
Days taken to deliver a Disabled Facilities Grant (PAM/015)	161	↑																									
Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)	2.50	↓																									
Percentage of adults satisfied with their care and support (PAM/024)	86.8	↑																									
Percentage of carers that feel supported (PAM/026)	62.1	↓																									
WBO12 - Looking after the environment now and for the future																											
% of all planning applications determined in time (PAM/018)	69.71	↓																									
% of planning appeals dismissed (PAM/019)	52.63	↓																									
% of streets that are clean (PAM/010)	98.7	↑																									
% Fly tipping cleared in 5 days (PAM/011)	95.0	↑																									
% Waste sent to landfill (PAM/031)	20.29	↓																									
% Municipal waste reused, recycled or composted (PAM/030)	64.80	↓																									
WBO13 - Improve the highway and transport infrastructure and connectivity																											
% A roads that are in poor condition (PAM/020)	4.1	↑																									
% B roads that are in poor condition (PAM/021)	3.1	↑																									
% C roads that are in poor condition (PAM/022)	11.9	↓																									
WBO15 - Building a Better Council and Making Better Use of Resources																											
Number days lost due to sickness absence. (PAM/001)	10.1	↑																									

Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)

The Future Generations Commissioner for Wales - Expectations of Annual Reports

In May 2018 *The Future Generations Commissioner for Wales* published her report on Well-being in Wales: the journey so far. She set out 9 key expectations for Annual Reporting. This guidance will inform future Annual Reports and where possible has been included in this publication.

Future Generations Commissioner for Wales Expectations of Annual Reports and how we meet them. Published May 2018

Well-being in Wales: the journey so far –May 2018 by Future Generations Commissioner for Wales

Expectation 1: Well-being objectives and goals

We set out our Well-being Objectives and the steps we were going to take to meet them in our Well-being Objectives 2017/18, published in March 2018.

Expectation 2: Sustainable development principle

We are embracing the *sustainable development principle* and trying to improve the economic, social and environmental and cultural well-being of Carmarthenshire, whilst ensuring the needs of the present are met without compromising the ability of future generations to meet their own needs. We have brought together our previous *Corporate Strategy, Improvement Plan, Well-being Objectives* and the New Administrations *5 year plan* into a *New Corporate Strategy*. These objectives are cascaded into *Service Business Plans* to ensure maximum contributions of Services to achieving our Well-being Objectives. Service Business Plans explain how they use the 5 ways of working in how they do business.

Case studies on the Well-being of Future Generations Act and our Projects

Start well	① Burry Port Community Primary School
	① School Holiday Enrichment Scheme
	① Actions to Reduce NEETs
Live well	① Carmarthen Cycling Strategy
Age well	① Financial Exploitation Safeguarding Scheme
	① Life Science and Wellness Village
In a healthy, prosperous and safe environment	① Cae Mynydd Mawr – Marsh Fritillary Butterfly

Expectation 3: Looking ahead

Change takes time. Our New Corporate Strategy consolidates a number of plans together and links to our *vision for sustainable services for older people for the next decade and Affordable Homes Strategy*. Our Well-being Objectives will also be reflected in our [Local Development Plan 2018-33](#).

Expectation 4: Tracking progress

For each of our Well-being Objectives we set ourselves detailed action plans and targets, Throughout the year we monitored our progress through an in-house developed Performance Information Monitoring System (PIMS) on a quarterly basis. Each Service and Department reviewed progress and the Councils' Executive Board and Corporate Management Team made sure things stayed on course. Twice a year progress was also reported to Scrutiny Committees for challenge.

Expectation 5: Applying and implementing the Act

The guidance to the Act set out where change needs to happen in seven corporate functions – corporate planning, financial planning, risk, workforce planning, assets, procurement and performance management. We cover this in Well-being Objective 15a & b.

Expectation 6: Self-reflecting

The Act requires us to review the continued relevance of our Well-being Objectives annually. The set we published by March 2017 as required by the Act were reaffirmed by the newly elected administration following May 2017 local government elections with the addition of another Well-being Objective – Promoting Welsh Language and Culture. This new Well-being Objective strongly supports the National Goal of ‘A Wales of vibrant culture and thriving Welsh Language’ and supports the wider national goals and five ways of working.

Following publication of the Welsh Governments’ new Well-being Objectives we did a desk top exercise to evaluate our Objectives and felt they should remain the same.

As part of budget consultation we again tested our Well-being Objectives with the public and found high and increasing support.

We also added a 15th Well-being Objective: *Building a Better Council and Making Better Use of Resources*.

Expectation 7: Collaboration with other Public Bodies

At the May 2018 Carmarthenshire Public Services Board (PSB) the first Carmarthenshire Well-being Plan was approved. The PSB established a series of Delivery Groups in order to make progress against the identified Well-being Objectives.

Objective	Approach	Led By
Healthy Habits	Co-ordinated Campaigns	Hywel Dda University Health Board
Healthy Habits	Environmental Risk Assessment	Natural Resources Wales
Early Intervention	Changing the Model of Delivery	Mid and West Wales Fire and Rescue Service
Strong Connections	Innovative Community Assets	Carmarthenshire’s Association of Voluntary Services
Prosperous People and Places	Education and Employment / Procurement Procedures	Carmarthenshire County Council
Safer Communities		Carmarthenshire County Council

Inherent in all the approaches and steps required is a need for a cultural shift in behaviour.

Expectation 8: Accountability

We reported to Executive Board Members on a quarterly basis on the steps we were taking to meet our Well-being Objectives and we set up interactive reports on our Performance Information Management System for the Executive Board Members responsible for each objective.

We reported to each of the 5 Scrutiny Committees - twice each during the year. We will explore how to involve people in the co-production of our Annual Reports and self – evaluation.

We plan to submit our draft ‘Ageing Well in Carmarthenshire’ Well-being Objective to our 50+ Forum on June 12th for their evaluation and invite them to participate in its content and style.

Expectation 9: Making your reports clear

We should be involving people in compiling, writing and presenting reports and plans. As above to 50+ Forum on June 12th



We would welcome your feedback,
please send your thoughts, views and opinions to:



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