

October 2018

Annual Report 2017/18



If you would like this document in an alternative format, e.g. large print, audio tape or Braille, then please contact Performance Management on 01267 224486

Welcome from the Leader of the Council

Eleanor Roosevelt, an American social activist and wife of the US President Franklin D Roosevelt summed it up nearly 60 years ago when she said: *“The purpose of life, after all, is to live it, to taste experience to the utmost, to reach out eagerly and without fear for newer and richer experience.”* These are very simple and yet very profound words that so closely reflect the objectives of the Carmarthenshire Well-being Plan.

The Welsh Government has withdrawn plans for the wholesale reorganisation of local government. But whilst Carmarthenshire may be here to stay, quite rightly we are expected to work in collaboration with other organisations as we all strive to improve the lives of our citizens.

Some 18 months ago we published our own Well-being objectives for 2017/18 and in this report we aim to assess how far we have gone in order to achieve our goals. We have established 15 inter-related objectives and I am pleased to say that we have made significant progress in each area, ranging from helping children to live healthy lives to promoting the Welsh language and culture.

The last ten years have been incredibly challenging for everyone in the public sector. After a decade of austerity local authorities have had to make do with less. But despite reduced budgets, our administration has been determined to adopt innovative strategies in order to deliver services. We can't just allocate more money or people to tackle problems and therefore it is encouraging to see new approaches and new ideas coming forward.

The council's strategy for achieving these key aspirations has been concisely outlined in the document published earlier this year: *“Moving Forward in Carmarthenshire: the next five years”*. This plan identifies a number of key objectives and programmes that the Council will strive to deliver over the next five years. It sits comfortably alongside the new Corporate Strategy, consolidating and aligning our plans for the future – a healthy and prosperous future for the citizens of Carmarthenshire.

Councillor Emlyn Dole **Leader of Carmarthenshire County Council**

We welcome constructive comments on our strategies and services. Feedback from customers and service users is essential in identifying opportunities for improvement and we hope that if you have any comments or suggestions that you believe would help that you will share them with us. Please contact us at:

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



Contents

	Page
Introduction	4
Carmarthenshire's Well-being Objectives	
Start Well	1. Help to give every child the best start in life and improve their early life experiences 12
	2. Help children live healthy lifestyles 14
	3. Continue to improve learner attainment for all 16
	4. Reduce the number of young adults that are Not in Education, Employment or Training 18
	5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty 22
Live Well	6. Create more jobs and growth throughout the county 24
	7. Increase the availability of rented and affordable homes 26
	8. Help people live healthy lives (tackling risky behaviour and obesity) 28
	9. Support good connections with friends, family and safer communities 32
Age Well	10. Support the growing numbers of older people to maintain dignity and independence in their later years 34
	11. A Council wide approach to support Ageing Well in Carmarthenshire 36
In A Healthy, Safe & Prosperous Environment	12. Look after the environment now and for the future 40
	13. Improve the highway and transport infrastructure and connectivity 42
	14. Promote Welsh Language and Culture 44
15. Building a Better Council and Making Better Use of Resources 48&50	
Appendices	54-68

Introduction

Our first Annual Report on our Well-being Objectives

In March 2017, we published our Well-being Objectives (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 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, has 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)	
4	Reduce the number of young people that are Not in Education, Employment or Training	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)	
6	Create more jobs and growth throughout the county	Adults that are able to keeping up with bills without any difficulties (NSW) (Pensioner) (Non-Pensioner)	
		Average Gross weekly pay (ONS - Annual Survey of hours and earnings)	
		Jobs created with Regeneration assistance (EconD/001)	
7	Increase the availability of rented and affordable homes	The level of Private Sector Investment / external funding secured (EconD/008)	
		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)	
		Adults who say they have a longstanding illness (NSW)	
		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).	New combined measure for 2016/17 & 2017/18

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)							
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)									
14 	Promote Welsh Language and Culture	Can speak Welsh (NSW)(NWBI)							
		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)	New Measure for 2017/18						
		People know how to find what services the Council provides (NSW)	New Measure for 2017/18						
		People agree that they have an opportunity to participate in making decisions about the running of local authority services. (NSW)	New Measure for 2017/18						
		Staff sickness absence levels (PAM/001)							
		Reducing organisational 'running costs'							
		People agree that the Council asks for their views before setting its budget. (NSW)	New Measure for 2017/18						

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

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 published results are based on over 10,000 interviews carried out across Wales between April 2017 and March 2018. Over 600 were interviewed in Carmarthenshire.

There are presently 32 results available at Local Authority level for 2017/18, but not all of these are attributable to the Councils performance.

We have ranked the results for all 22 authorities from worst position (22nd) to best (1st)
- **See Appendix 3.**

The summary below shows that 56% (18 results) are in the top half and 44% (14 results) in the bottom half.

Summary of National Survey for Wales results 2017/18

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
Worst results											Best Results										
14 Results in this half											18 Results in this half										



[Link to Welsh Government's National Survey for Wales](#)

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, **64%** of our measures improved while **36%** have declined; there is less improvement than in the previous year but it 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	64% (16 measures)	0% (0 measures)	36% (9 measures)	28%
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

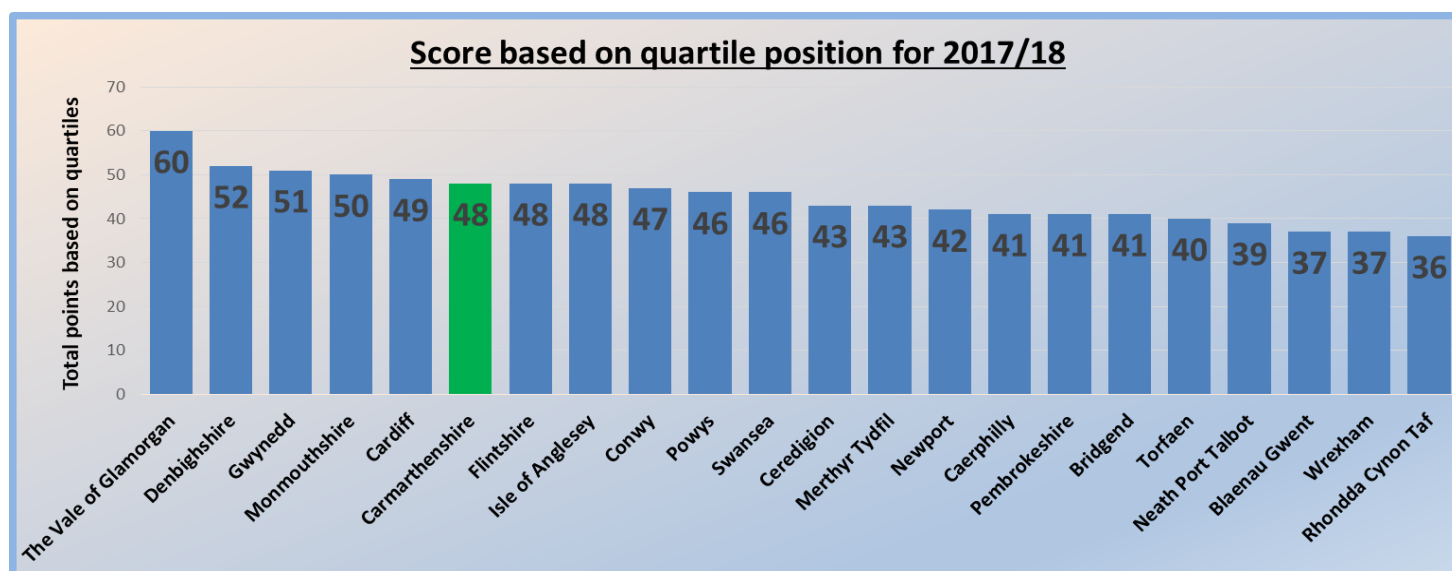
An established way of comparing results is to look at the proportion of indicators that an authority has in the upper quarter of results, the lower quarter and above and below the median result.

Of the 27 measures in the suite, we currently have comparative data for 18 measures where **56%** (10 measures) are in the **upper two quartiles**, this is up on 43% for last year.

****	Upper quartile results	6 Results 34%			56%
***	Upper middle results	4 Results 22%			
**	Lower middle results	4 Results 22%			
*	Lower quartile results	4 Results 22%			
			25%	50%	

The chart below shows how we rank against all authorities in Wales in our quartile positions – this is based on a score of 4 points for each measure in the upper quartile, 3 points for those in the upper middle quartile, 2 points for those in the lower middle quartile and 1 point for those measures in the lower quartile.

This shows us in joint **6th best position** for 2017/18 based on 18 results, additional comparative data will be available in October 2018.



Regulatory Verdict

Annual Improvement Report for 2017-18

In August 2018 the Wales Audit Office issued an Annual Improvement Report for 2017-18. In summary it concluded that:-

'The Council is meeting its statutory requirements in relation to continuous improvement'

Certificate of Compliance for the Council's 2018-19 Improvement Plan

In July 2018 the Auditor general for Wales issued a Certificate of Compliance for the Council's 2018-19 Improvement Plan. This confirms that the Council has discharged its duties under the Local Government (Wales) Measure 2009.

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**.

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).

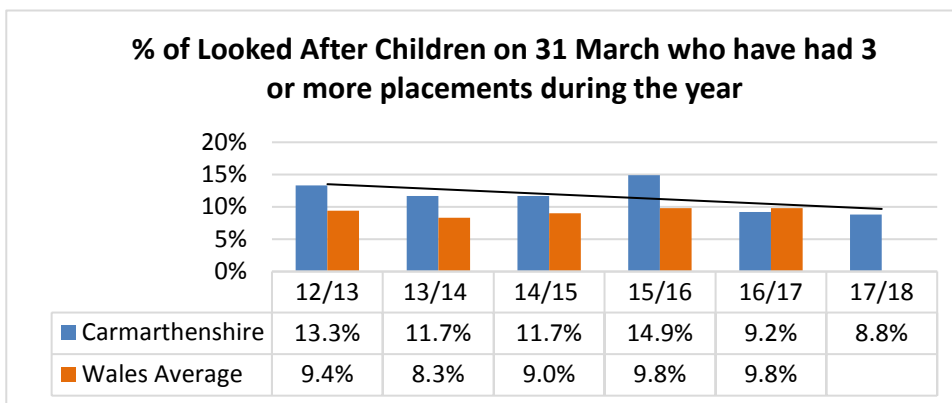
Success Measure

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

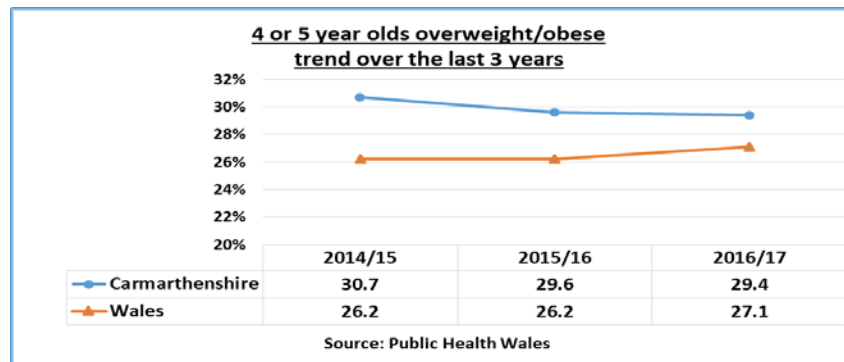
- Because projections suggest an increase in trends for childhood obesity going forward with figures showing males between the ages of 2 – 15 being at greatest risk.
- Because the [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 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



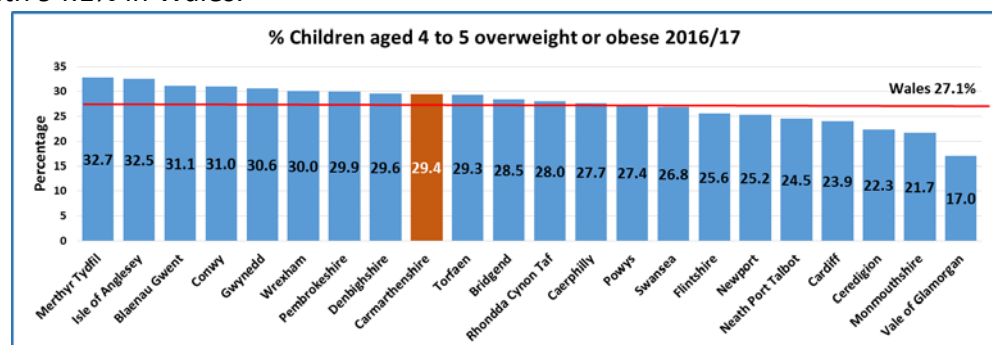
(A slight improvement on the previous year)



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



90% are satisfied with their child's primary school



(a slight decline on the previous year of 93%)

9th highest in Wales
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 **90% were satisfied with their child's primary school**, this is slightly down on the previous year's result of 93%, we have moved down from 4th to 9th position in Wales.

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

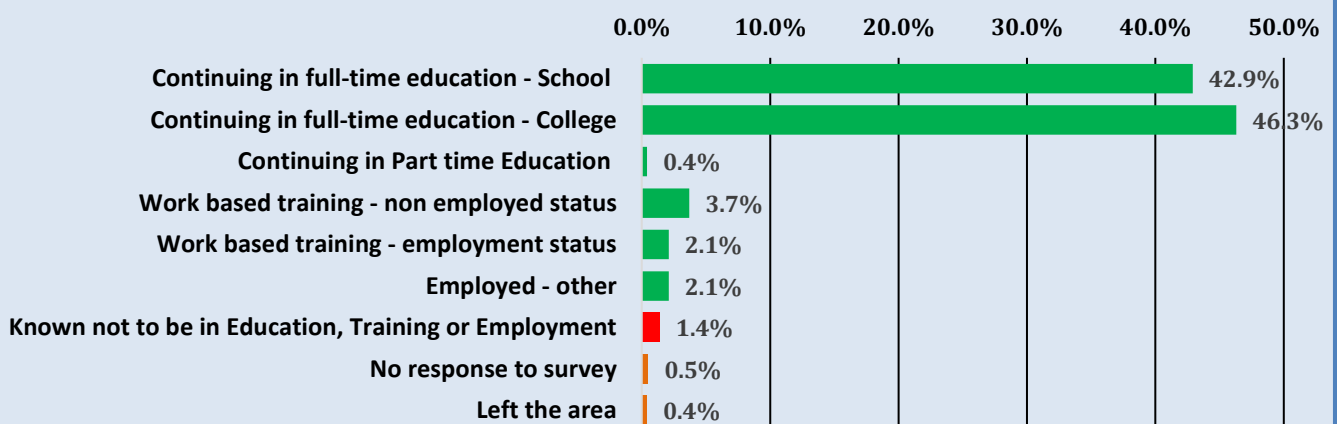


Year 13

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.

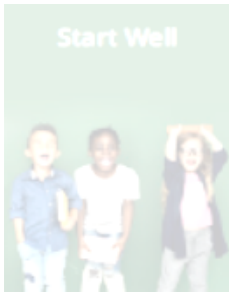
The young person is very positive about the changes that have happened in his life and has a hope for the future that was non-existent when we first met him. He says that he is far happier, is excited about moving forward with his life and has more confidence and feels better about himself.



Executive Board Member
For Education & Children
Cllr Glynog Davies



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



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%)

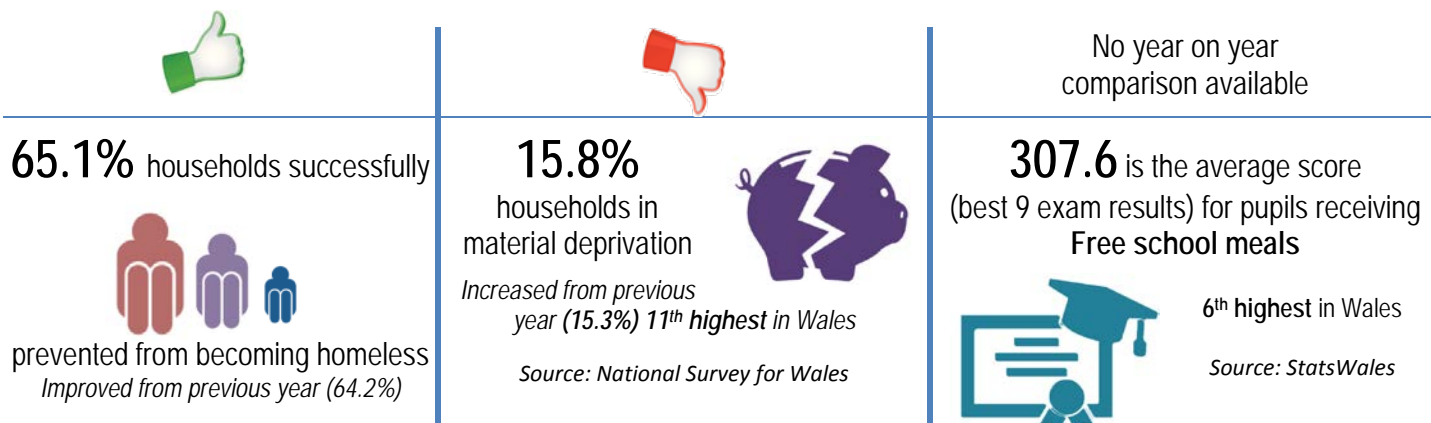
Welsh Government defines poverty as when “household income is less than 60% of the GB median income”. This means a household where income is less than £18,553 a year (2017 - 60% of £30,921). On this definition, 35% can be defined as living in poverty Carmarthenshire, well above the Welsh average of 33% 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 2017/18 [National Survey for Wales](#), 15.8% of participating households in Carmarthenshire were classed as **living in material deprivation**, this is below the Welsh average of 16.2% but has increased from the previous year's survey result of 15.3%. Despite a slight increase in figure, we have moved up from 14th to 11th 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.
- ⦿ The *Tackling Poverty Advisory Panel* reconvened and a number of key areas for further exploration were identified going forward - one being for a case study to be undertaken as a pilot project in the **Tyisha Ward** next year, in order to develop ways of addressing poverty.
- ⦿ 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

 Median Gross Weekly Pay is now £517.5 (previously £494.5) 5th highest wage in Wales <i>Source: ONS – Annual Survey of hours and earnings</i>	 352.5 Jobs Created with Regeneration Assistance during 2017/18 	 Over £16.7m Private Sector Investment / External Funding Secured during 2017/18 
--	---	--

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

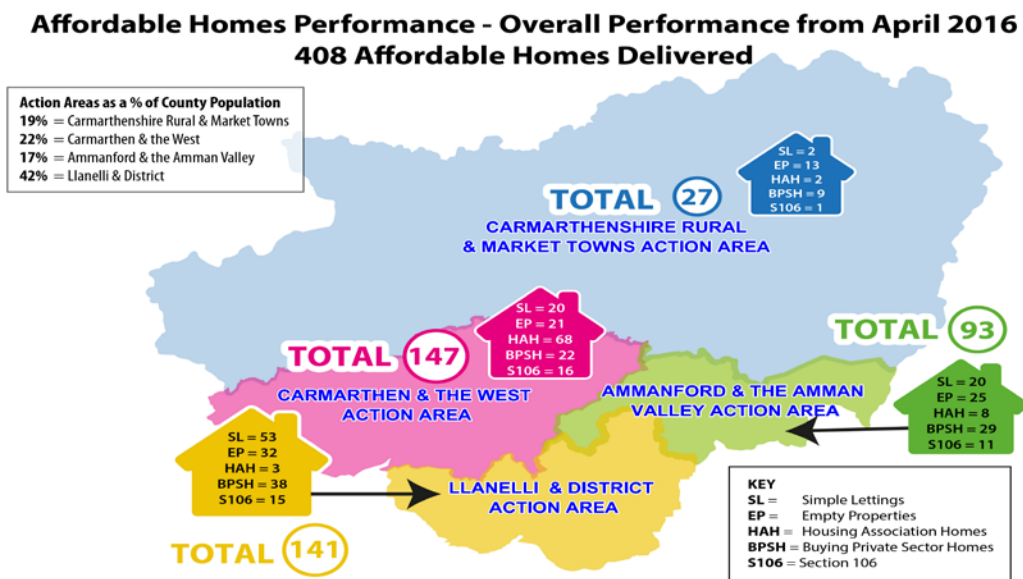
- Good quality affordable homes promote *health and well-being*, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the *People and the Environment* - as the energy 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

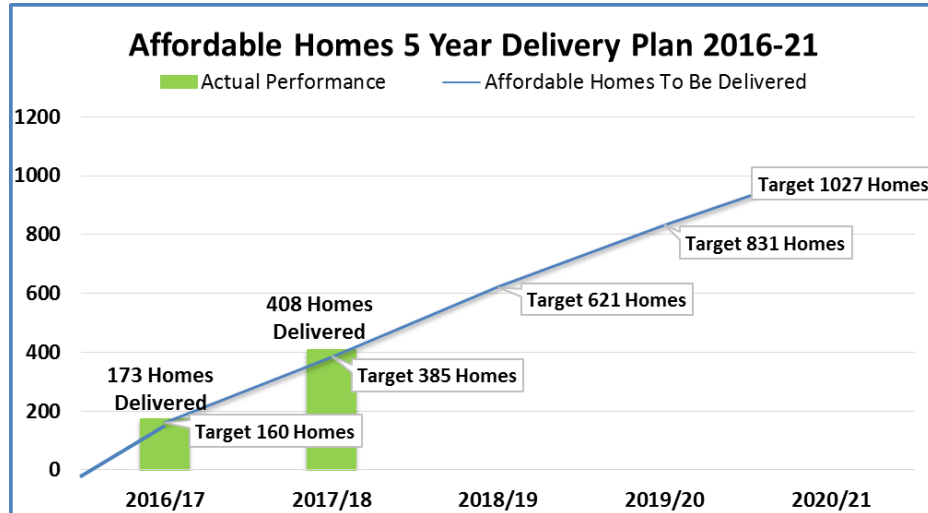


Explaining the Results



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

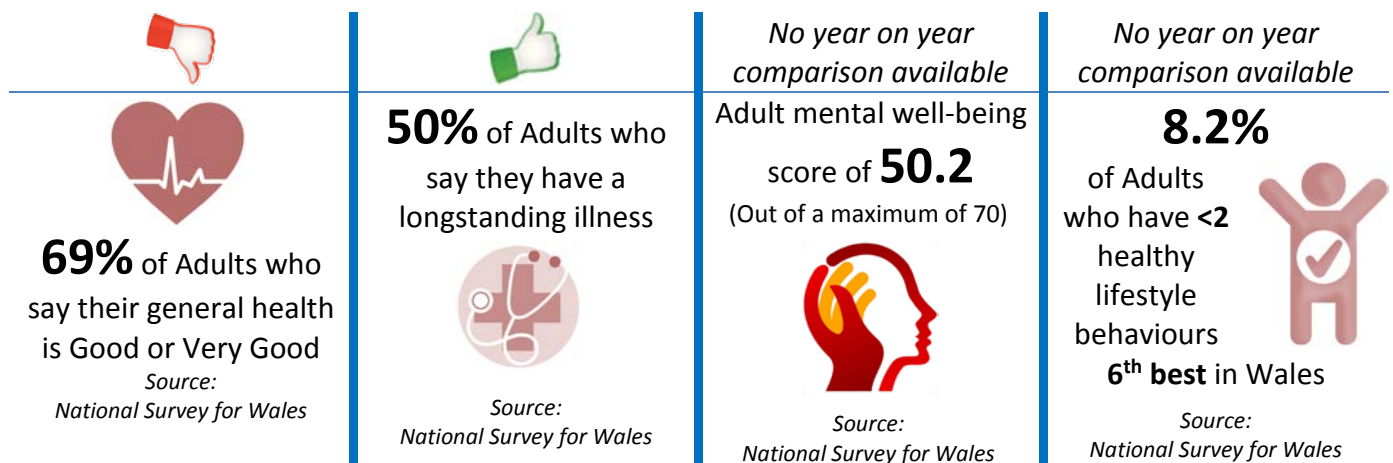
We want Carmarthenshire to be a place:

- 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



Explaining the Results

The following [National Survey for Wales](#) shows that:-

- **69%** of participating adults say their **general health is Good or Very Good**. This is slightly down on last year's result of 70% but continue to be 14th highest in Wales.
- The number of participating adults with **longstanding illness** has reduced slightly during the 2017/18 survey to 50% compared to 53% in the previous survey. This has moved us from 21st to 16th position.
- **Mental well-being score** is based on 14 positively worded statements asked as part of the survey 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.
- We have the 6th best result in Wales for the number of adults with **fewer than two healthy lifestyle behaviours** at 8.2%. This has been published as a combined 2017/16 & 2017/18 figure therefore not comparable with the previous year. The result is based on a combination of not smoking; body mass index (BMI) of less than 25; eating at least 5 portions fruit & veg; weekly alcohol consumption of 14 units or lower and being physically active at least 150 minutes a week.

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"*

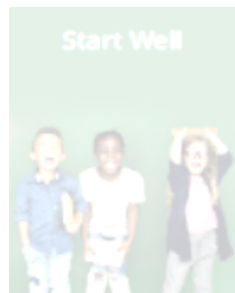
The recent million pound investment into our Health & Fitness facilities shows our intent to continue offering, and to improve, such life-changing services as received by Neil.



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



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



Age Well



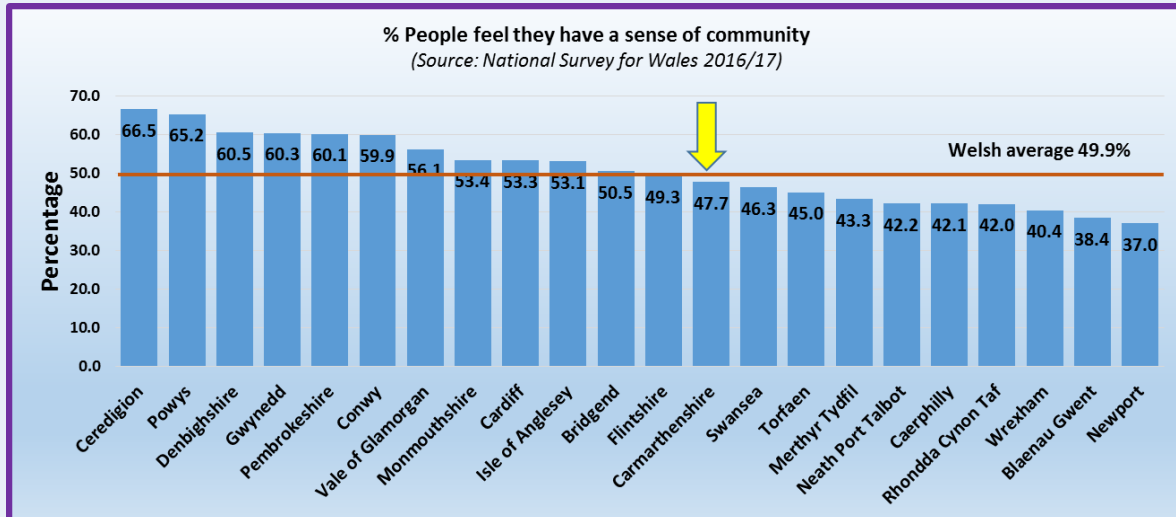


Well-being Objective 9

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 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

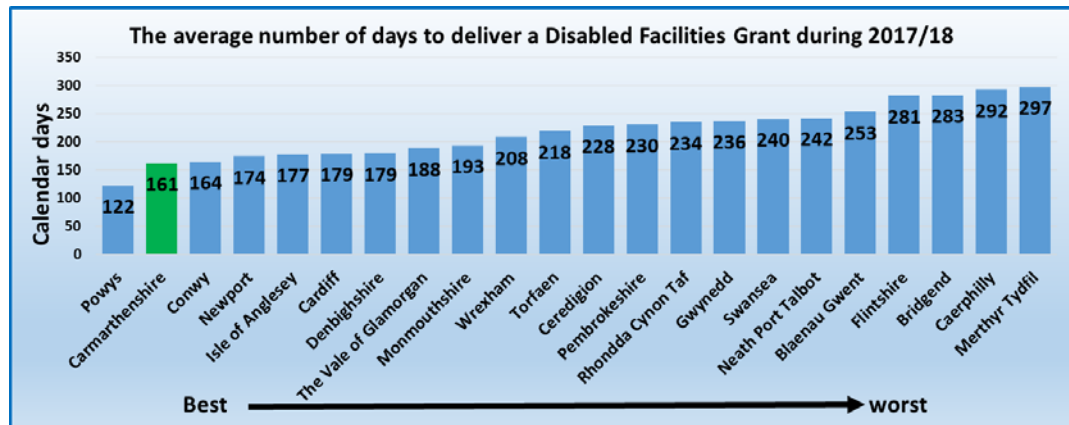
- Because consultations have demonstrated that 'what matters' to individuals is to be able to be as independent and well as possible for as long as possible.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because it is essential 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

 <p>47 people were kept in hospital while waiting for social care (2.50 per 1,000 population aged 75+)</p>  <p>(Previously 43 people - 2.30 per 1,000 population)</p>	  <p>56.2% Agree there's a good social care service available in their area (Previously 53.1%)</p> <p><i>Source: National Survey for Wales</i></p>	 <p>It takes us an average of 161 calendar days to deliver a <i>Disabled Facilities Grant</i> (Previously 167 days)</p> 
--	--	---

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 2nd best in Wales.



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 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

16.6% of people are lonely

Source: National Survey for Wales



Explaining the Results

According to the 2017/18 [National Survey for Wales](#), **16.6%** of participating adults in Carmarthenshire **classed themselves as lonely**, this is slightly above the Welsh average of 16.3% but has reduced from previous year's result of 17.1% and we continue to be in 10th position.

Please note that this survey result is for all participating adults and not just the elderly.

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.

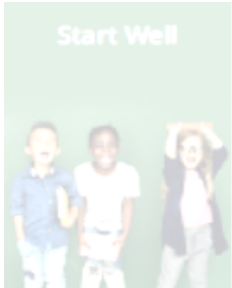
Whether it's helping someone find the right bus or spreading the word about dementia on social media or within the community a dementia friend can make a big difference. Carmarthenshire County Council, Hywel Dda Health Board and Dyfed Powys Police together with local GP surgeries and voluntary groups 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: **CLlr Linda Evans** &
Social Care & Health: **CLlr Jane Tremlett**



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



Healthy, Safe & Prosperous Environment





Well-being Objective 12

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

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



We used **937,330 kWh** of renewable energy during 2017/18 (increased from 670,400 kWh in the previous year)



Our recycle rate is

64.80%

(This is less than the previous year's figure of 66.23%, but we continue to meet our target)



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

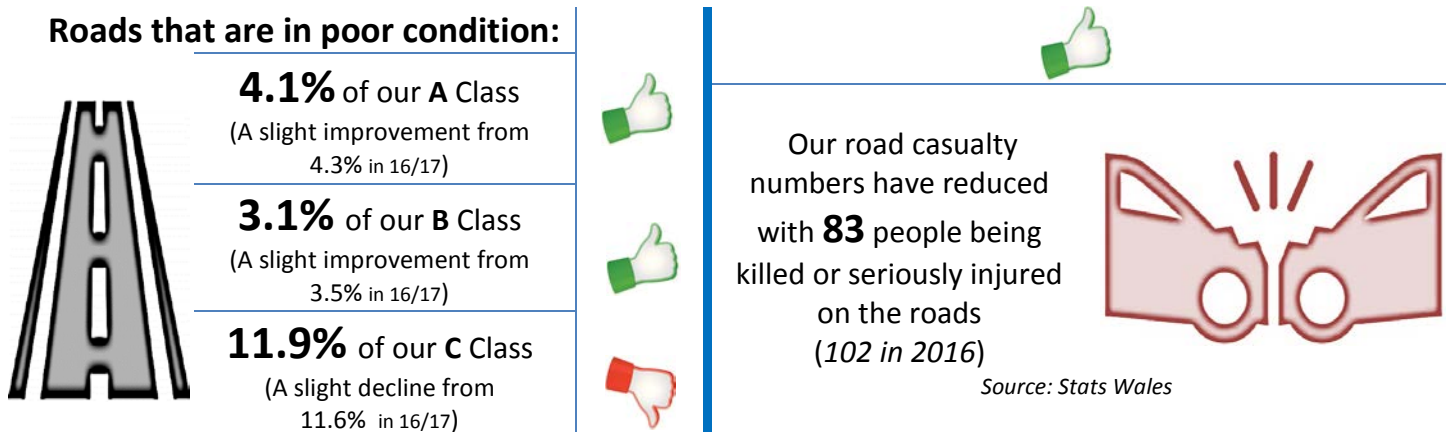
We are improving the county's road infrastructure, rural transport and sustainable transport

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



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.
- **A total of 83 people were killed or seriously injured** on Carmarthenshire's roads in 2017, this is a reduction on 102 in 2016. This includes **19 motorcyclists** (a reduction from 33 in 2016) and **24 young people aged 16-24** (an increase from 19 in 2016). The Council's Road Safety Unit has worked collaboratively with a range of public safety agencies to deliver the Carmarthenshire Road Safety Strategy with various education, engineering and enforcement initiatives.

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

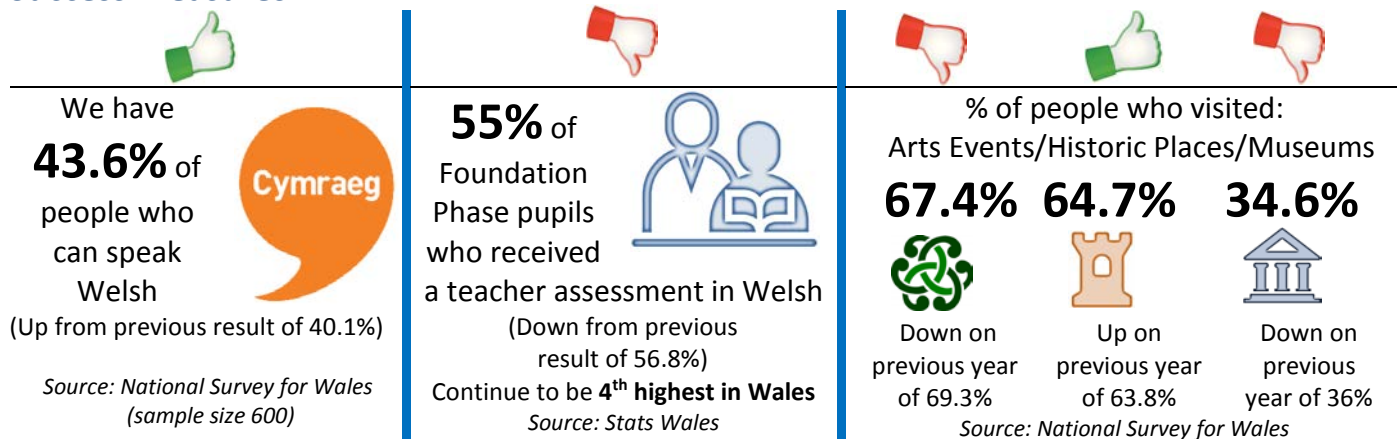
Good progress made on the implementation and compliance with the Welsh Language Standards

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 43.6% can speak Welsh in Carmarthenshire an increase on the previous year of 40.1%.
- 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 event and visiting a museum in Wales during 2017/18 reduced slightly at 67.4% and 34.6% respectively, this is below the Welsh average figures of 68% and 40.4%. The number visiting heritage sites increased slightly to 64.7% this is above the Welsh average of 63.4%. 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!

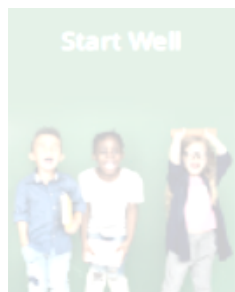
In February, seven members of staff from Carmarthenshire County Council attended a residential course at Nant Gwrtheyrn in North Wales. The course was organised and funded in partnership with the National Centre for Learning Welsh. The aim of this 1 week course was to immerse our staff in the Welsh Language 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



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

 **70.8%** of people agree that they can access information about us in the way they would like to.
(Welsh average 75.2%)
Source: National Survey for Wales

71.9% of people know how to find what services we provide
 (Welsh average 75.8%)
Source: National Survey for Wales

11.4% of people agree that they have an opportunity to participate in making decisions about the running of our services
 (Welsh average 17.3%)
Source: National Survey for Wales


Staff sickness has decreased from **10.8** days to **10.1** days per year
(with main cause of sickness being stress, mental health & fatigue)

Explaining the Results

- According to the 2017/18 [National Survey for Wales](#)
 - 70.8%** of participants agreed that they could access information about us in the way they preferred, this is below the Welsh average of 75.2% and in 18th position.
 - 71.9%** agreed that they knew how to find what services we provide, again this is below the Welsh average of 75.8% and in 17th position.
 - Only **11.4%** agreed that they have an opportunity to participate in making decisions about the running of our services, this is well below the Welsh average of 17.3% and in 16th position.
- 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

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. FGC - The journey so far : May 2018	1 Corporate Planning	Covered by Building a Better Council
	2 Performance Management	
	3 Workforce Planning	
	4 Financial Planning	Covered by Making Better Use of Resources
	5 Assets	
	6 Procurement	
	7 Risk	

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

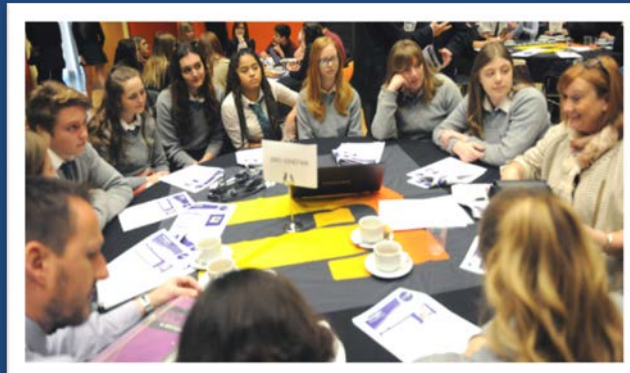
- ⊙ We conducted Local Government Elections in May 2017 and the Brexit referendum in June 2017. A significant programme of member's induction was provided.
- ⊙ We have committed to improving ways of working through the work of the 'Transformation, Innovation and Change' programme (TIC). The TIC Team helped support 20 projects and reviews over the course of the last year, including the launch of agile working.
- ⊙ We have been awarded the **silver accreditation** against the Investors in People (IIP) Standard, demonstrating our commitment to high performance through good people management. This is the international standard for people management. We have held IIP accreditation for the past eight years but only five per cent of organisations assessed are awarded the Silver 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

8% of people agree that we
ask for their
views before
setting our
budget



(Welsh average 12.4% and in 13th place)

(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.

Unfortunately, according to the 2017/18 [National Survey for Wales](#) the number of participants agreed that *we ask for their views before setting our budget* was only 8% (Welsh average 12.4%). We consulted on our 18/19 Budget and received 730 responses.

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%, this is the 9th highest collection figure in Wales (up on the 17th position for last year).
- ⊙ We collected **99.52%** of *non-domestic rates* for the financial year 2017/18 which is **the highest figure in Wales**. This is an improvement from the previous year of 98.20% and 9th highest.
- ⊙ 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.



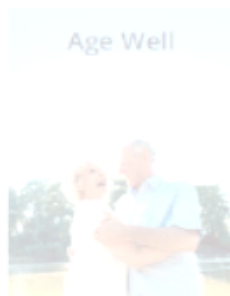
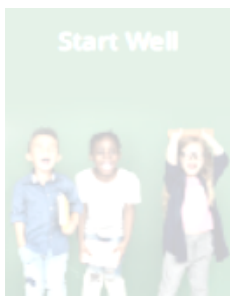
dawnus
a talent for construction



Executive Board Member
For Resources: Clr David Jenkins



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



APPENDICES

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

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

The Local Government (Wales) Measure 2009

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

Well-being of Future Generations Act (Wales) 2015

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

- 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 & safer communities			✓	✓	✓		✓
	10	Support the growing numbers of older people to maintain dignity & independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓		✓	✓	✓	✓	
In a Healthy, Safe & Prosperous Environment	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓

Success measures for our Well-being Objectives

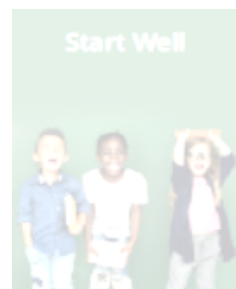
PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 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/032)	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	90	↓	Below 79																						93	
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	↑	42.6																						75.7	
Household in material deprivation (NSW) (NWBI)	15.3	15.8	↓	21.3																						10.6	
% Households Living in Poverty (CACI 'PayCheck')	35.9	35.0	↑	45.3																						23.1	
Keeping up with all bills and commitments without any difficulties (pensioner) (NSW)	75	74	↓	70																						89	
Keeping up with all bills and commitments without any difficulties (non pensioner) (NSW)	51	52	↑	52																						75	
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>	70	69	↓	64											Same											78	
% of adults who say they have a longstanding illness <i>(NSW)(NWBI)</i>	53	50	↑	58																						37	
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>	not available	8.2	Not applicable	15.9																						6.9	
WBO 9 - Support good connections with friends, family and safer communities.																											
Have a sense of community (derived from three questions on belonging; different backgrounds get on, treat with respect) <i>(NSW) (NWBI)</i>	73.0	47.7	↓	37.0																						66.5	
People feeling safe (at home, walking in the local area, and travelling) <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	↑	356																						126	
WBO 11 - A Council-wide approach to support Ageing Well in the county.																											
% of people who are lonely <i>(NSW) (NWBI)</i>	17.1	16.6	↑	22.1																						11.1	
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	↓																								

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 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	↑	6.5																							1.4
% B Class roads that are in poor condition <i>(PAM/021)</i>	3.5	3.1	↑	7.5																							1.3
% C Class roads that are in poor condition <i>(PAM/022)</i>	11.6	11.9	↓	23.0						Same																	4.1
Number of people killed and seriously injured on the roads <i>(5.5.2.21)</i>	102	83	↑	138	Same																						14
WBO 14 - Promote Welsh Language and Culture.																											
Can speak Welsh <i>(NSW) (NWBI)</i>	40.1	43.6	↑	below 9.3																				Same			69.7
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>	69.3	67.4	↓	56.1																							78.8
% of people visited historic places in Wales in last year <i>(NSW)</i>	63.8	64.7	↑	48.3																							77.0
% of people visited museums in Wales in last year <i>(NSW)</i>	36.0	34.6	↓	27.8						Same																	57.6
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	70.8	Not applicable	61.8																							82.0
People know how to find what services the Council provides <i>(NSW)</i>	not available	71.9	Not applicable	66.9																							85.6
People agree that they have an opportunity to participate in making decisions about the running of local authority services. <i>(NSW)</i>	not available	11.4	Not applicable	7.8																							22.4
Number days lost due to sickness absence. <i>(PAM/001)</i>	10.8	10.1	↑	13.6																							7.8
Reduction in organisational 'running costs' (£m)	12.9	8.6		No comparable data available for this measure																							
People agree that the Council asks for their views before setting its budget. <i>(NSW)</i>	not available	8.0	Not applicable	Below 7.0																							17.6



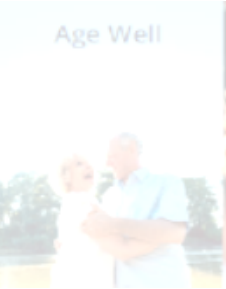
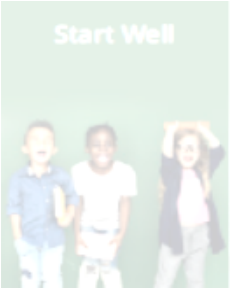
The following are results of the 2017/18 National Survey for Wales available at local authority level, but not all of these are attributable to the Councils performance.

Where the same question was asked in the previous survey (2016/17), the table below shows whether we have improved our performance and our rank position.

	Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator			Has our result improved from 2016/17 to 2017/18			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	
	2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results														Best Results											
				Arrows start from our 2016/17 position														to our 2017/18 position											
1	People agree that they can access information about the Authority in the way they would like to.	not available	70.8	Not applicable	61.8																								82.0
2	People know how to find what services the Council provides.	not available	71.9	Not applicable	66.9																								85.6
3	People agree that they have an opportunity to participate in making decisions about the running of local authority services.	not available	11.4	Not applicable	7.8																								22.4
4	People agree that the Council asks for their views before setting its budget.	not available	8.0	Not applicable	Below 7.0																								17.6
5	% of people satisfied with their ability to get to/ access the facilities and services they need (within 15 to 20 minutes walk from their home) (NWBI/24)	not available	85.2	Not applicable	60.6																								86.5
6	Satisfaction with child's primary school	93	90	↓	Below 79																								93
7	Yes can speak Welsh (NWBI/37)	40.1	43.6	↑	Below 9.3																					Same			69.7
8	% of adults who speak Welsh daily and can speak more than just a few words (NWBI/36)	29.2	33.8	↑	Below 4.6																					Same			59.8
9	% of people who are lonely (NWBI/30)	17.1	16.6	↑	22.1																				Same				11.1
10	Household in material deprivation (NWBI/19)	15.3	15.8	↓	21.3																								10.6
11	Keeping up with all bills and commitments without any difficulties - All Adults	not available	58.2	Not applicable	58.2																								77.8

Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved from 2016/17 to 2017/18			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			
	2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results												
					Arrows start from our 2016/17 position												to our 2017/18 position											
12 Keeping up with all bills and commitments without any difficulties - Pensioners	75	74	↓	70	→																							
13 Keeping up with all bills and commitments without any difficulties - Non-Pensioners	51	52	↑	52	←																							
14 % of people moderately or very satisfied with their jobs (NWBI/20)	80.0	82.5	↑	74.5	→																							
15 Whether household has internet access	83.1	85.7	↑	80.3	→																							
16 % of people attended arts events in Wales in last year	69.3	67.4	↓	56.1													←											
17 % of people visited historic places in Wales in last year	63.8	64.7	↑	48.3													←											
18 % of people visited museums in Wales in last year	36.0	34.6	↓	27.8	Same																							
19 % of people attending or participating in arts, culture or heritage activities at least 3 times a year	not available	71.9	Not applicable	64.7																								
20 Participating in any sport or physical activity	66.0	63.9	↓	43.9													←											
21 % of people participating in sporting activities three or more times a week (NWBI/38)	39.4	34.7	↓	21.1													←											
22 % of adults that Smoke (combined 2016/17 & 2017/18 result)	not available	18.6	Not applicable	25.8																								
23 % of adults that are E-cigarette users (combined 2016/17 & 2017/18 result)	not available	7.0	Not applicable	9.3																								
24 % of adults that drink > 14 units a week (combined 2016/17 & 2017/18 result)	not available	20.9	Not applicable	23.7																								
25 % of adults that ate 5 portions of fruit & vegetables a day (combined 2016/17 & 2017/18 result)	not available	20.0	Not applicable	15.9																								

Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved from 2016/17 to 2017/18			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		
	2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
				Arrows start from our 2016/17 position												to our 2017/18 position											
26	% of adults that active for 150 minutes or more a week <small>(combined 2016/17 & 2017/18 result)</small>	not available	58.8	Not applicable	38.5																					65.9	
27	% of adults that active for 30 minutes or less a week <small>(combined 2016/17 & 2017/18 result)</small>	not available	26.0	Not applicable	46.7																					22.1	
28	% of adults that are overweight or obese (BMI 25+) <small>(combined 2016/17 & 2017/18 result)</small>	not available	57.8	Not applicable	69.7																					50.9	
29	% of adults that are obese (BMI 30+) <small>(combined 2016/17 & 2017/18 result)</small>	not available	22.4	Not applicable	32.9																					13.6	
30	% of adults that have one or less healthy behaviours <small>(Based on the above measures 21-28) (combined 2016/17 & 2017/18 result)</small>	not available	8.2	Not applicable	15.9																					6.9	
31	% of adults who say their general health is Good or Very Good	70	69	↓	64																					78	
32	% of adults who say they have a longstanding illness	53	50	↑	58																					37	



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																							
1	% Children in care with 3 or more placements in the year (PAM/029)	8.8	↑																				
2	Percentage of children satisfied with their care and support (PAM/027)	80.7	↓																				
3	Percentage of child assessments completed in time (PAM/028)	89.7	↑																				
WBO3 - Continue to Improve learner attainment for all																							
4	% Pupil attendance in primary schools (PAM/007)	94.4	↓	★	94.3																	95.6	
5	% Pupil attendance in secondary schools (PAM/008)	94.3	↓	★★★	93.0																	95.2	
6	% Achieved the Level 2 threshold (PAM/006)	57.2	Not Comparable	★★★	41.1																	67.0	
WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)																							
7	% of Year 11 Leavers not in education, employment or training (NEETS) (PAM/009)	1.4	↑	★★	4.3																	0.8	
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty																							
8	% of households successfully prevented from becoming homeless (PAM/012)	65.1	↑	★★	42.6																	75.7	
WBO7 - Increase the availability of rented and affordable homes																							
9	% Private sector dwellings returned to occupation (PAM/013)	6.90	↑	★★★★	1.25																	33.30	
10	Number of new homes created as a result of bringing empty properties back into use (PAM/014)	5	New Measure	Not applicable	No comparative data available for this measure																		
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)																							
11	Number of visits to Public Libraries per 1,000 population (PAM/016)	7,689	↑	★★★★	2810																	Same 9225	
12	Visits to Sport & Leisure facilities per 1000 population (PAM/017)	8,522	↑	★★★	6986																	11368	

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
	① School Holiday Enrichment Scheme
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.



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



Performance Management
Regeneration and Policy
Chief Executive's Department
County Hall
Carmarthen
Carmarthenshire SA31 1JP



Tel: **01267 224486**
Email: **performance@carmarthenshire.gov.uk**



Follow us and add your comments on the **[Council's Facebook](#)** page



Follow this plan and add your Tweets on our **[Twitter](#)** page - **#CarmsReport**