

Moving Forward in Carmarthenshire

The Council's Corporate Strategy 2018-2023

Annual Report 2018/19



The following sections within the document are relevant to this Scrutiny:

- **Introduction**
- **WBO 9.** Support good connections with friends, family and safer communities
- **WBO 10.** Support the growing numbers of older people to maintain dignity and independence in their later years
- **WBO 11.** A Council-wide approach to support Ageing Well in Carmarthenshire
- **Appendices**

Please Note: The detailed action plans for all the WBOs will be available as document links within the final published document

Welcome from the Leader of the Council

To follow ...

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



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Introduction

In June 2018, we published a New Corporate Strategy for 2018-23. This document is an Annual Report that examines our progress in the first year 2018/19 of the strategy.

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. It is also a statutory duty under the Local Government Measure (Wales) 2009 and the Well-being of Future Generations Act 2015.

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. During the year, we have also worked closely with other public sector organisations to present and discuss key consultations such as the Transforming Clinical Services Programme.

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

We are continuing to implement the Welsh Language Standards across the Council. A great deal of internal communication has been 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 developed a positive working relationship with the National Centre for Learning Welsh and staff have been able to access various opportunities such as Intensive and Residential Courses. Our Learning and Development Advisor (Welsh language) leads on this work and 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.

A summary of our Key Success Measures

See *Appendix 2* for comparative ranking of performance

The Council is working with local, regional and national partners to improve the following measures.
Key - 😊 Better result than previously / 😞 Worse result than previously

Start Well	1. <i>Help to give every child the best start in life and improve their early life experiences.</i> <i>More detail on page 14</i>	10.4% of children in care who had to move 3 or more times 	😞
	 26.6% of children are overweight or obese <i>More detail on page 16</i>	2. <i>Help children live healthy lifestyles.</i> <i>More detail on page 16</i>	😊
	3. <i>Continue to improve learner attainment for all.</i> <i>More detail on page 18</i>	 363.1 is the average score (best 9 exam results) for Year 11 pupils	😊
	1.8% year 11 pupils are Not in Education, Employment or Training (NEET) 	4. <i>Reduce the number of young adults that are Not in Education, Employment or Training.</i> <i>More detail on page 20</i>	😞
	5. <i>Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty.</i> <i>More detail on page 24</i>	35.5% of households living in poverty 	😞
Live Well	419 Jobs created 	6. <i>Create more jobs and growth throughout the county.</i> <i>More detail on page 26</i>	😊
	7. <i>Increase the availability of rented and affordable homes.</i> <i>More detail on page 28</i>	 247 Additional Affordable Homes	😊
	TBC% of Adults who say their general health is Good or Very Good 	8. <i>Help people live healthy lives (tackling risky behaviour and obesity).</i> <i>More detail on page 30</i>	

Age Well

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

More detail on page 34

TBC%

Of adults felt they had a **sense of community**



TBC%

Agree there's a **good social care service available** in their area

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

More detail on page 36

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

More detail on page 38

16.6% of people are **lonely**



In A Healthy, Safe & Prosperous Environment

Our **recycle rate** is

58.94%



12. *Look after the environment now and for the future.*

More detail on page 42



13. *Improve the highway and transport infrastructure and connectivity.*

More detail on page 44

Roads that are in poor condition:



5.2% of our A Class

4.2% of our B Class

12.5% of our C Class



We have

TBC% of

people who can speak Welsh

14. *Promote Welsh Language and Culture.*

More detail on page 46

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

More detail on page 50



9.8 staff **sick days** per year



Other Assessment Information

Citizen Satisfaction



[National Survey for Wales](#)

The 2018/19 National Survey for Wales data will be published in June/July 2019



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

DRAFT

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 2018/19, **36%** of our measures improved while **61%** have declined. It has been increasingly difficult to sustain improvement as measured by these PI due to sustained budget reductions and increased demand and expectations.

The table below shows year on year results

Year	 Improved	 Constant	 Declined	Net Difference (Improved - Declined)
2018/19	36% (12 measures)	3% (1 measure)	61% (20 measures)	-25%
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

This data will be available in September 2019



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

The 2018/19 Annual Improvement Report is expected in June 2019.

During the year the Wales Audit Office issued a number of reports on Council Services and these are listed in **Appendix 5**

During the year there was also a report on one of our Well-being Objectives.
It found:-

'The Council has acted in accordance with the sustainable development principle in setting the 'step' and has effectively taken account of the five ways of working in the actions it is taking to deliver it'

Wales Audit Office – Feb. 2019

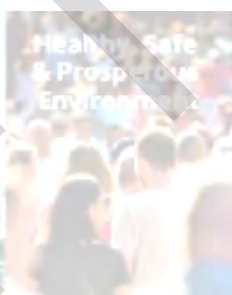
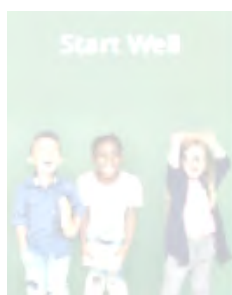
Well-being of Future Generations An examination of 'Start Well-Help children to live healthy lifestyles'



TBC



TBC



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

Start Well



Live Well



Age Well



Healthy, Safe & 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

Start Well





Well-being Objective 1

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

The number of children Looked After has continued to reduce

We have one of the lowest number of Looked After Children in Wales. Preventative teams such as Family Support service and Edge of Care Team have been re-designed to focus on working intensively with families and children to try and avoid the need for statutory intervention whenever possible. Systemic practice incorporating Signs of Safety model is embedding in our child care teams. The revised Families First programme, comprising 13 projects, has been delivering a range of activities in partnership with other agencies with an aim of preventing, and mitigating the effects of Adverse Childhood Experiences (ACEs). Full roll-out of the 30 hours of free childcare offer commenced in January 2019.

Why it is important

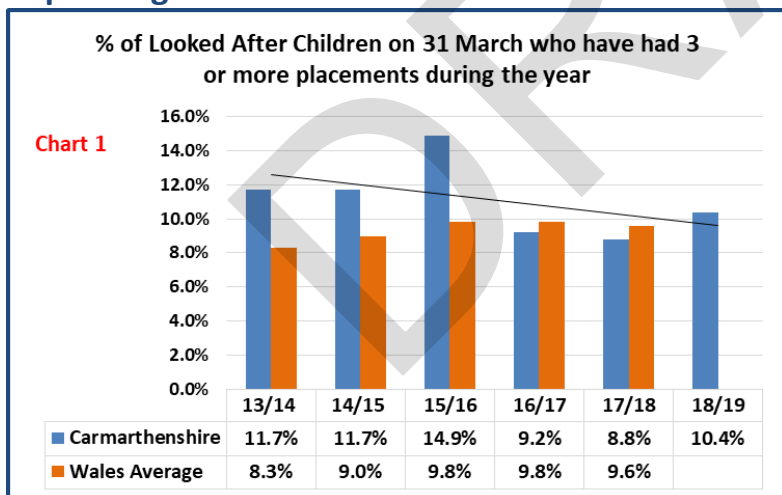
- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease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

Success Measure

10.4% of children in care who had to move 3 or more times

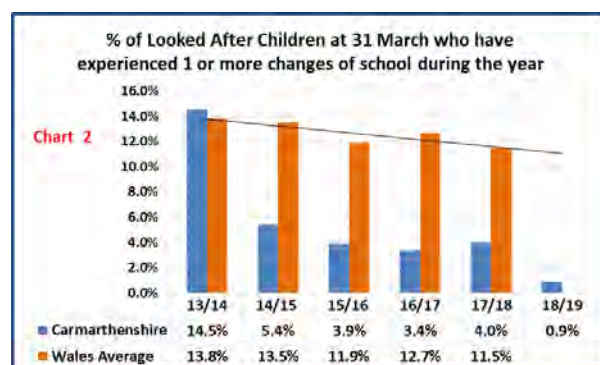


Explaining the Results



We have seen a slight dip in performance this year with 19 children having moved 3 or more times compared to 17 during 2017/18. However, it shows an overall improvement of 4.5% since 15/16. (See Chart 1)

School stability is also an important factor in improving outcomes, and it is important to note that Looked After children in Carmarthenshire experience significantly fewer school moves than anywhere else in Wales – 0.9% during 2018/19 (better than Wales average 11.5% 2017/18) (See Chart 2)



In the **long-term** our focus is 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 to avoid the need to move wherever possible.

Progress Made

- ⦿ **30 hours free childcare offer** will be a significant savings for many Carmarthenshire families. To date **557** applications received from Carmarthenshire parents/carers, **180** Carmarthenshire Childcare providers have signed contracts, and **£172,640.25** in payments has been administered to local childcare providers since implementation.
- ⦿ We are continuing to implement the **Team Around the Family (TAF)** approach across the county for 0-25 year olds. The Eligibility document regarding thresholds and access to TAF services has been completed. The new JAFF, and the new TAF-in-Schools project have also commenced implementation since April 2019.
- ⦿ **9291 individuals** received support from **Families First (FF)** projects during 2018-19. From April 2019 FF programme will be included with 6 other funding streams under the Children & Communities Grant (CCG).
- ⦿ **Flying Start** service is being fully delivered across 18 areas, covering 768 postcodes within Carmarthenshire. FS Health Visitors are delivering the healthy child Wales Programme (HCWP) through a multi-disciplinary approach.
- ⦿ **Attachment awareness** training has been provided to all 73 schools that have looked after children, and is being embedded as part of the core training within the 'behaviour transformation programme' in schools.
- ⦿ An active consultation group for care experienced children called ECHOES, run jointly with Voices from Care and Children's Services have developed the 2019 Corporate Parenting Strategy.

CELEBRATING SUCCESS: LOOKED AFTER CHILDREN AND CARE LEAVERS FESTIVAL OF CELEBRATION

In the company of council officers, a number of children and young people received an award for their academic success, artwork, sporting and volunteering contributions. A young person compered the event very effectively and a special talk was given.



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

Obesity in children in Carmarthenshire is reducing

The obesity rate in Carmarthenshire is at its lowest point for four years. This remains a long term invest to save objective ensuring the long term health of children.

Why it is important

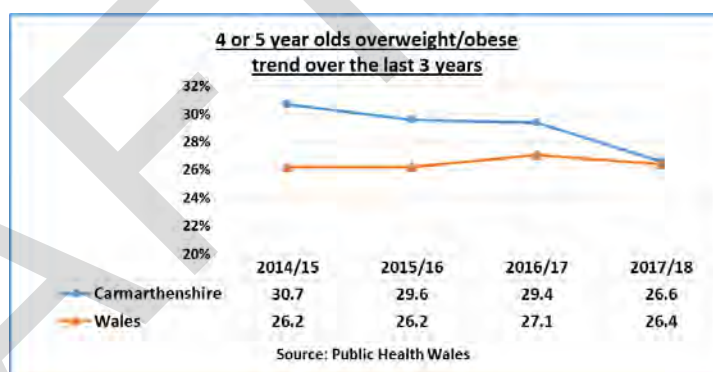
- The [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child's safety.
- Assessment engagement activity with primary school children showed being physically active to be the second most important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

Success Measure

26.6% of children are overweight or obese



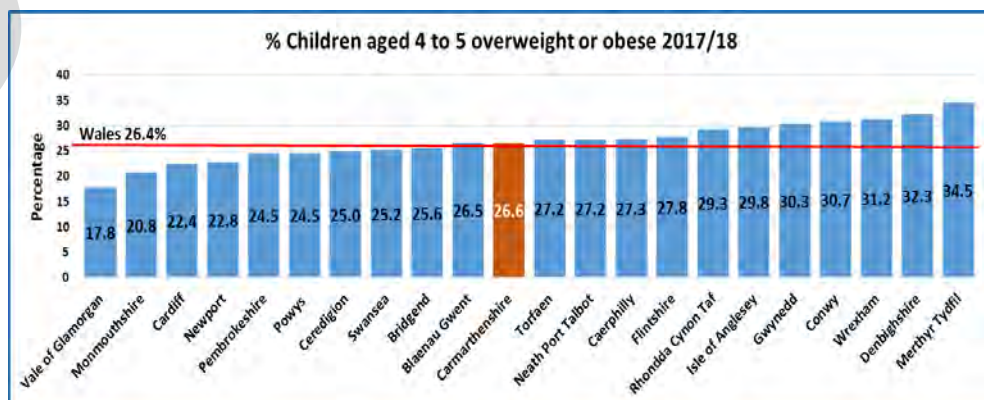
(An improvement on the previous year)



Explaining the Results

[Public Health Wales](#) (PHW) NHS Trust published its data on the 2017/18 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.

- There has been a downward trend in the **% of overweight or obese** children aged 4 to 5 in Carmarthenshire over the last 4 years. From **30.7%** in 2014/15 to **26.6%** in 2017/18 and moved from 3rd highest to 11th highest in Wales. The gap between us and the Welsh average has closed and currently just above the figure of 26.6%.



- The proportion of children who are **obese** has reduced slightly from 14% in 2016/17 to **13%** in 2017/18.
- 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

- ⦿ The **Healthy Schools Scheme** is now in its 15th year with 100% of schools now on board with the scheme. During this academic year a total of 9 schools were successful in completing another phase of the scheme and were presented with their awards at the Annual Healthy Schools Award Ceremony. 109 schools have achieved phase 1; 106 schools have achieved phase 2; 101 schools have achieved phase 3; 72 schools have achieved phase 4; 37 schools have achieved phase 5; 2 school, Parc y Tywyn and Nantgaredig, has achieve Phase 6; 2 schools, Nantgaredig and Peniel, have achieved the National Quality Award.
- ⦿ Training delivered to pupils includes; 70 Year 12 pupils attended the 2 day Sexual Health and Relationships Educator training course which is delivered annually by the Healthy Schools team in partnership with the Local Senior Sexual Health Nurse; 145 Year 5 and Year 6 pupils were trained as Playground buddies during this academic year by the Healthy Schools Team. As a result 2 schools within the Authority were commended by ESTYN in their inspection reports for implementing the scheme due to its positive impact on the well-being of its pupils. The Playground Buddy Scheme continues to work very well in schools by reducing levels of loneliness, low level conflict and increased levels of feeling safe amongst pupils.
- ⦿ 104 delegates attended a Well-being Conference delivered by the Healthy Schools Team in order to raise awareness on the importance of **Mental & Emotional Health** of both pupils and staff and its impact on performance.
- ⦿ Actif Sport & Leisure view the Sports Ambassador programme as key way of developing **physical activity** opportunities in schools and the community investing time to encourage young people to be 'Hooked on Sport for Life'. Offering the full ambassador pathway from bronze to platinum, Actif Sport & Leisure increased the number of participants from 75000 in 2016/17 to 107615, with 2000 active hours increasing to 3045 active hours in 2017/18. 95 Primary schools out of 98 and all 12 secondary schools are currently delivering the ambassador programme and each year the success of the programme is celebrated with all volunteers

Carmarthenshire's Outdoor School Scheme



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

Examination outcomes continue to Improve

Carmarthenshire's performance at GCSE continued to improve with 58.2% of our learners achieving the Level 2 Inclusive indicator (at least 5 number GCSE passes at grade A* to C including mathematics and language). This result places us comfortably above the Wales average of 55.1%.

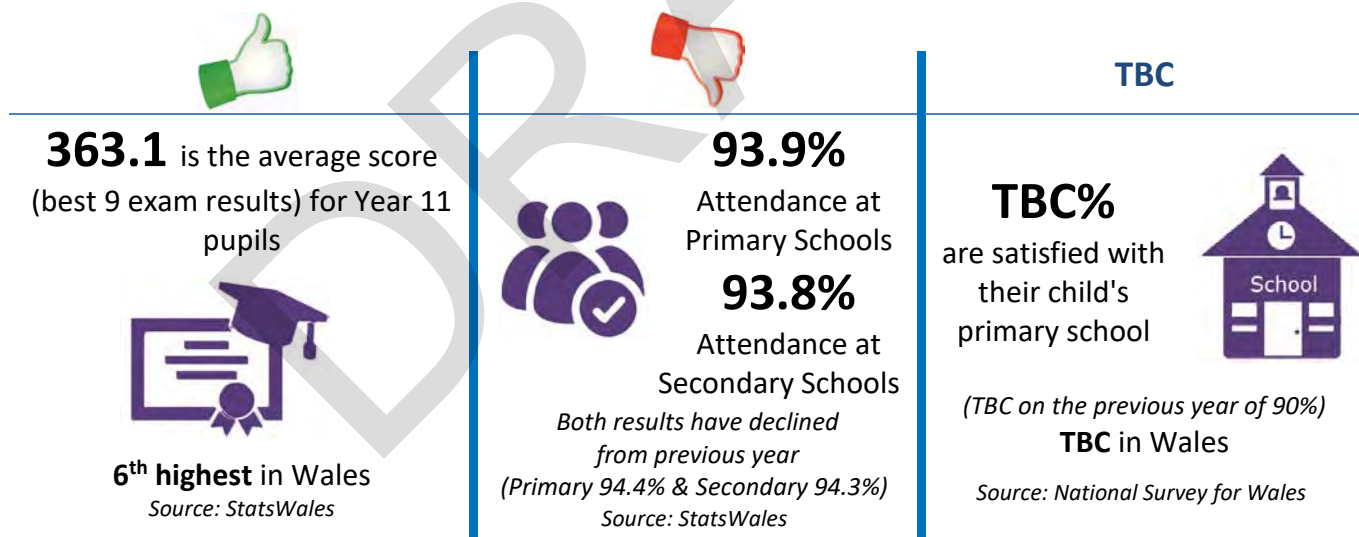
At a national level, this year's GCSE results have hit the headlines with the impact of issues such as revised examination specifications triggering levels of variance in outcomes across Wales. We have to be cautious when considering any comparisons with the performance trends from previous years' data.

Within Carmarthenshire, we continue to emphasise and focus on the progress our learners achieve from their individual starting point and firmly believe that this is the true measure of success and celebration.

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



Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 2018/19 (2017/18 Academic Year) is 363.1 where girls had an average score of 375.2 and boys 352.5. This is an improvement on the previous year and well above the Welsh average of 349.5.
- **School attendance** in both Primary and Secondary schools in Carmarthenshire *declined* during 2018/19 (2017/18 Academic Year). Primary school attendance reduced from 94.4% to 93.9% and from 21st to 22nd position and worst in Wales. Secondary school attendance reduced from 94.3% to 93.8% and from 9th position to 11th position. There will be robust consultation with Governors, Headteachers, Educational Welfare Service and related professionals to develop an action plan to improve school attendance moving forward.
- The [National Survey for Wales](#) data will be published **late June/July.**

Progress Made

- ⦿ An impressive 72.1% of our Carmarthenshire GCSE entries were graded A* to C, remaining well above the Wales average of 61.6%. In addition, performance at the highest end of awarded grades witnessed an encouraging 18.1% of our pupils achieving grades A* to A compared to 18.5% across Wales.
- ⦿ Further success has also been gained by our pupils within the National Welsh Baccalaureate with 62.9% of pupils achieving this award, compared with 57.6% achieving nationally.
- ⦿ At Key Stage 5, the commitment and dedication shown by our students and their schools resulted in nearly 78% of students achieving A*-C grades (an increase of 1.8% in comparison to results in 2017) which witnessed Carmarthenshire remaining comfortably above the Welsh national average of 73.8%. Almost a quarter of the grades awarded (24.8%) were at the A*- A level. Improved outcomes were also reflected in the AS Level grades with 91.8% of entries being awarded an A - E grade. An increasingly effective range of learning opportunities on offer to our AS students has ensured a 4.6% increase in the A - E pass rate over the last three years.
- ⦿ During the academic year 2017-18, Estyn inspected 16 primary schools and one Pupil Referral Unit. These schools were inspected under the new inspection framework. Most schools inspected received 'Good' or better in all 5 inspection areas. An encouraging number of our schools received judgements of 'Excellent' against specific areas within the Framework and were invited to provide 'Good Practice Case Studies' to support the work of other schools. This is cause for much recognition and celebration and builds well on our previous year's performance. Indeed, our schools and services have continued to work hard through effective partnership to achieve such pleasing and encouraging outcomes.
- ⦿ The Modernising Education Programme continued apace benefitting thousands of our learners with the completion of major projects, valued at over £20 million, at Ysgol St. John Lloyd, Ysgol Parc y Tywyn, Ysgol Pontyberem and the completion of the phase 1 at Ysgol Llangadog.

OFFICIAL OPENING OF YSGOL GYMRAEG PARC Y TYWYN

To commemorate the occasion local bard and national Chair winner Rev. Meirion Evans wrote an *englyn* (a traditional Welsh short poem form)



*This is our garden, this is our old language's oasis
between the barren dunes;
and after sowing from this grows
the green shoots of our scholars.*



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)

The number of NEET has risen for the first time in 3 years

The number of Year 11 NEET young people in Carmarthenshire has risen slightly for the first time in three years. The figure of 1.8% however remains below that of 2016/17. Disappointingly we have also seen an increase in Year 13 NEET young people. We will continue to work to ensure that all our young people will remain in Education, Employment and Work Based Training

Why it is important

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

Success Measures



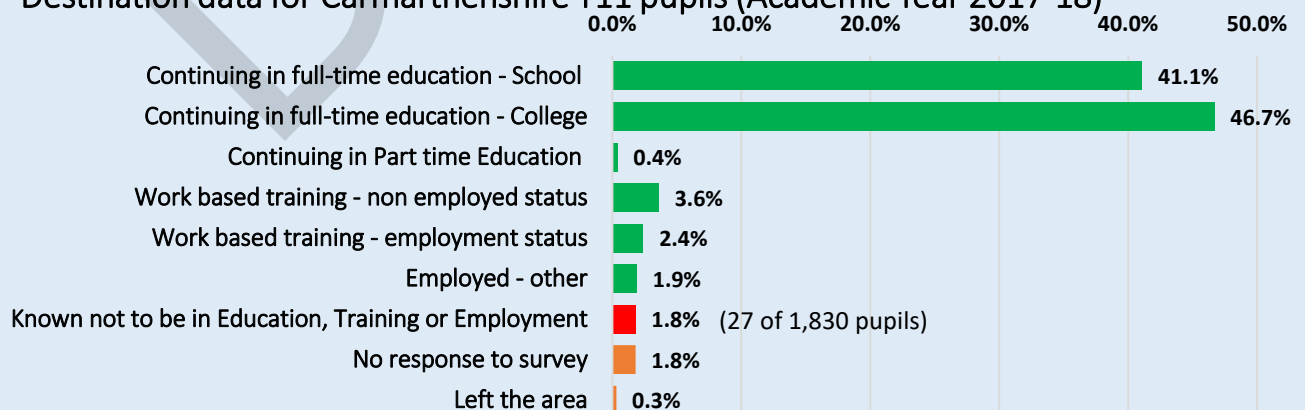
1.8% year 11 pupils &
4.9% year 13 pupils
are Not in Education, Employment or Training (NEET)
(Previous year - Yr 11: **1.4%** & Yr 13: **3.0%**)



Explaining the Results

- 1.8%, or 32 of **Year 11** pupils becoming NEET equated to 96.1%, or 1,743 pupils remaining in Education, Employment or Training. A small number of pupils (38), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 14th in Wales and above the Welsh average of 1.6%.

Destination data for Carmarthenshire Y11 pupils (Academic Year 2017-18)



- 4.9%, or 33 out of 673, **Year 13** pupils were known to become NEET, with 41 pupils either not responding to contact or being known to have left the area. Factors previously affecting the result include the rising cost of higher education, young people's awareness of training and employment opportunities and limited identification of this group of young people by schools following the A Level results. We will seek qualitative data to improve on this situation.

Progress Made

- ⦿ We have continued to deliver the local elements of the Cam Nesa and Cynnydd European Social Fund (ESF) projects, providing support services for young people at risk of becoming NEET. Funding for Cynnydd has been confirmed until 2022 while we await an announcement about continuing Cam Nesa funding. In seeking alternatives beyond ESF Funding we have used the Alternative Learning Company to deliver provision for 33 Key Stage 4 learners. This initiative is now being evaluated.
- ⦿ We are working in collaboration with the Regeneration department and Secondary Head Teachers to align learning pathways with the City Deal. The soon to be launched local curriculum will help to embed these pathways.
- ⦿ We have continued to discuss opportunities for apprenticeships within the county with Coleg Sir Gar including a heightened vocational offer for young people in the Llanelli area.
- ⦿ We have increased participation with young people, such as involving them in recruitment off staff and gathering their views and opinions to influence business planning and setting of priorities within our Youth Support Service, in order to effectively engage with those children and young people who are NEET. As a Council we employed 15 Apprentices 2017-19 and 18 Graduates.
- ⦿ Carmarthenshire's delivery of the Welsh Government 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.

A group of young people volunteering to transform the area around the reservoir in Tanerdy

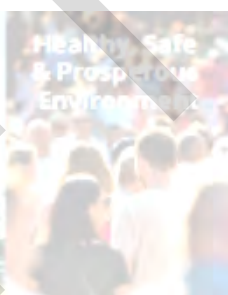
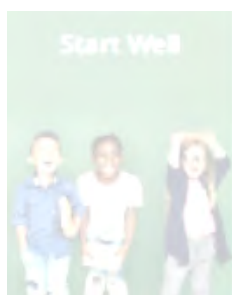
This will support their job prospects in the future, have a huge impact on their own skills development, self-esteem and confidence



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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

650 more households living in poverty (up from 35% to 35.5%)

Welsh Government defines poverty as when a "household income is less than 60% of the GB median income". This means a household where income is less than £18,868 a year (i.e. 60% of £31,446).

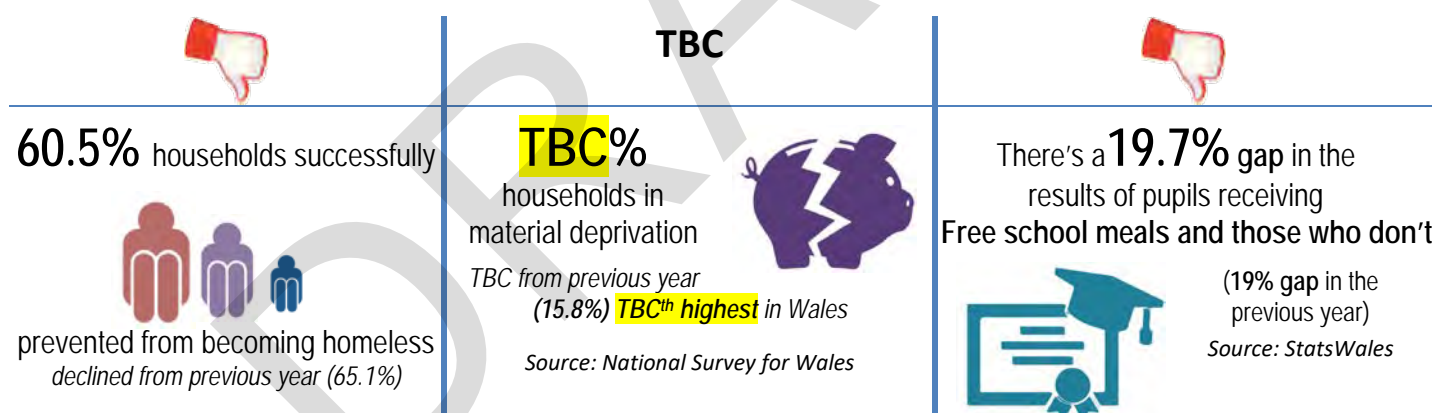
Therefore, 35.5% can be defined as living in poverty in Carmarthenshire which is above the Welsh average of 33.6% and has moved from 8th to 13th worst in Wales.

Household Income Figures Source: CACI's 'PayCheck' data										
Households Living in Poverty	2014		2015		2016		2017		2018	
	Carms	Wales	Carms	Wales	Carms	Wales	Carms	Wales	Carms	Wales
	29,956	446,586	29,086	459,283	29,020	460,322	28,223	450,616	28,881	456,971
	(37.1%)	(33.6%)	(36.3%)	(35%)	(35.9%)	(34%)	(35.0%)	(33%)	(35.5%)	(33.6%)

Why it is important

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

Success Measures



Explaining the Results

- Of the 413 households **threatened with homelessness** during 2018/19, **250 were successfully prevented from becoming homeless – 60.5%**. There were 120 unsuccessful preventions. The introduction of Universal Credit is beginning to have an impact with some private landlords being reluctant to continue with benefit claiming tenants. We have also identified that private sector tenants tend to approach the service at the point of eviction rather than at the point of receiving notice, this then reduces the time to engage with the landlord to prevent or relieve the situation.
- According to the 2018/19 [National Survey for Wales](#) **Data will be published June/July 2019**
- There's a **19.7%** gap between the average score based on the best 9 **exam results** for Year 11 pupils receiving **Free School Meals (FSM)** and **those who don't (Non-FSM)**, this has increased slightly from a 19% gap in the previous year. This is the 7th smallest gap in Wales (previously 6th). However the FSM score has increased from 307.6 to 308.1 (but the score for Non-FSM has also increased by more, from 360.8 to 375.5).

Progress Made

- ⦿ We have developed a new homelessness action plan that will provide more focus on prevention and making people aware of the need to contact us at an earlier stage should they be experiencing housing problems.
- ⦿ A newly formed team also provides a package of advice and support to all prospective tenants to discuss their responsibilities as part of the tenancy agreement. This includes: how to pay their rent and make a benefit claim. Training sessions have been initiated where prospective tenants on our Housing Choice Register undertake a 1 day course which provides information on tenancy issues in far more detail.
- ⦿ After receiving Communities 4 Work and Communities 4 Work Plus programmes,
 - 589 adults received employability support - 100% felt more confident about seeking work.
 - 418 received digital inclusion support with 100% feeling more confident in using the computer.
 - 402 residents gained accredited qualifications in employment related courses.
- ⦿ We now pay our staff the equivalent of the Foundation Living Wage (a voluntary living wage level). This impacts the lowest paid staff who will receive the equivalent of £8.75 per hour (April 2018) which is higher than the National Living Wage (statutory requirement) of £7.83 (April 2018).
- ⦿ The Community Bureau has helped community, voluntary and charitable groups and social enterprises in Carmarthenshire to access support, advice and grants quickly. . During the year 5 enterprises have been created, 25 jobs have been created, 50 jobs safeguarded and 350 individuals have gone into training/education and we have supported, working with CAVS, 450 people into volunteering.
- ⦿ We have carried out extensive engagement in the Tyshia ward to listen to the needs and concerns of its residents. We are in the process of implementing an ambitious master plan that will address the areas needs in terms of housing mix, the environment and general community safety and facilities as well as specific issues such as antisocial behaviour, fly tipping and litter.

Customer service Hwb in Ammanford gets the thumbs up!



People can make payments, get job and training support, access digital facilities, find out about volunteering opportunities and more



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

Regeneration is the Councils' number one priority - during 2018/19 we created 419 jobs

These jobs were created through:-

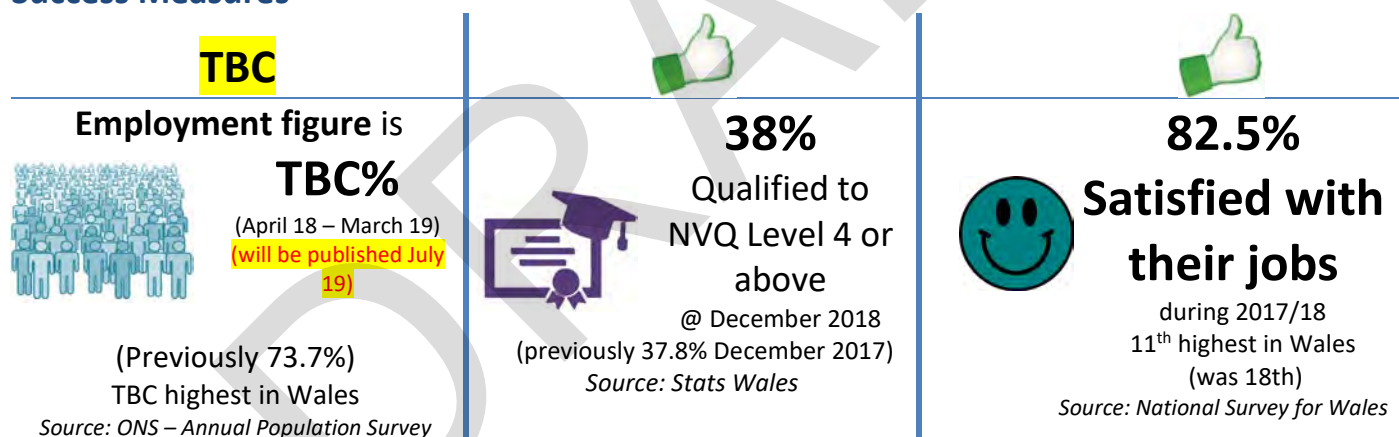
Business Development and Engagement; Beacon Bursary and Incubation; Llanelli Town Centre Schemes; Carmarthenshire Rural Enterprise Fund and Community Bureau

In addition through specific world of work schemes, **951** people were supported to volunteer and **137** were supported into jobs. We secured **£16.2m** private sector and external funding investment. We accommodated **111** Jobs as a result of 5 Transformational Commercial property development fund projects.

Why it is important

- Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.
- We must tackle a GVA (gross value added) gap that is widening between UK GVA & Wales GVA; *GVA is the measure of the value of the wages and profits from goods and services produced in an area.*

Success Measures



Explaining the Results

-Comment to follow when employment figure is published in July 19.
- 38%** of working age adults living in Carmarthenshire are **qualified to NVQ Level 4 or above** in 2018, this is up slightly on the previous year of 37.8% and just above the Welsh average of 37.8%. We are 9th highest in Wales moving up from 10th the previous year.
- According to the [National Survey for Wales](#), **82.5%** of those participated were moderately or very **satisfied with their jobs**, this is above previous year's result of 80%. We have moved up from 18th to 11th position in Wales
- Median Gross Weekly Pay has reduced by 1.2% (from £517.8 to £511.4) Carmarthenshire has gone down from 5th highest wage in Wales for 2017, to the 11th highest in 2018. This is below the Welsh average of £518.6

Progress Made

- ⦿ Delivery of the project plan for the **Llanelli Wellness and Life Science Village**:-
 - Continued with the development of the detail for phase 1 plus energy and infrastructure. Works are now completed to the end of the Royal Institute of British Architects (RIBA) Stage 2 requirements and a tender for ground investigation works has also been undertaken.
 - The Outline Planning application for the Wellness Village has been approved and the Natural Resources Wales flood risk requirements have been met.
- ⦿ **Carmarthenshire Business Fund** was launched in July 2018, to support the set-up of local businesses. It has proved popular with the business community.
- ⦿ Development continues for many of the initiatives and projects which are helping to deliver and support the **Carmarthen, Ammanford & Rural transformational plan**, for example :-
 - The third party led Yr Egin project successfully opened its doors in late summer which has facilitated the relocation of S4C's headquarters in Carmarthen along with a number of related businesses
 - Pendine Attractor Project - work has commenced on the £7m Pendine Attractor project which will see on completion in summer 2020 a new sands of speed museum, 42 eco hostel, external exhibition area, events area, beach sports area, adventure playground, museum gardens and improved parking facilities.
- ⦿ To date, from the initial £2m allocation from the **Rural Enterprise Fund**, 16 businesses have benefited and fourteen of those businesses are now operating in their new or improved premises. This has resulted in an investment in excess of £3m and the creation of 64 jobs in rural Carmarthenshire.
- ⦿ We have continued to deliver the Countywide **Tourism** Destination Management Plan 2015-2020 to support the promotion of Carmarthenshire as an attractive and quality place to visit and stay.
 - 41 major articles on Carmarthenshire were generated by the Council in the media with an equivalent advertising value of £186,000
 - New campaigns of 'Set Jetters' taking advantage of the TV series Keeping Faith and 'Antiques and Brocante' Trail have both gained significant media traction.

Film Set – Carmarthenshire *Country File* being filmed in Llansteffan



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 650 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

+ 247

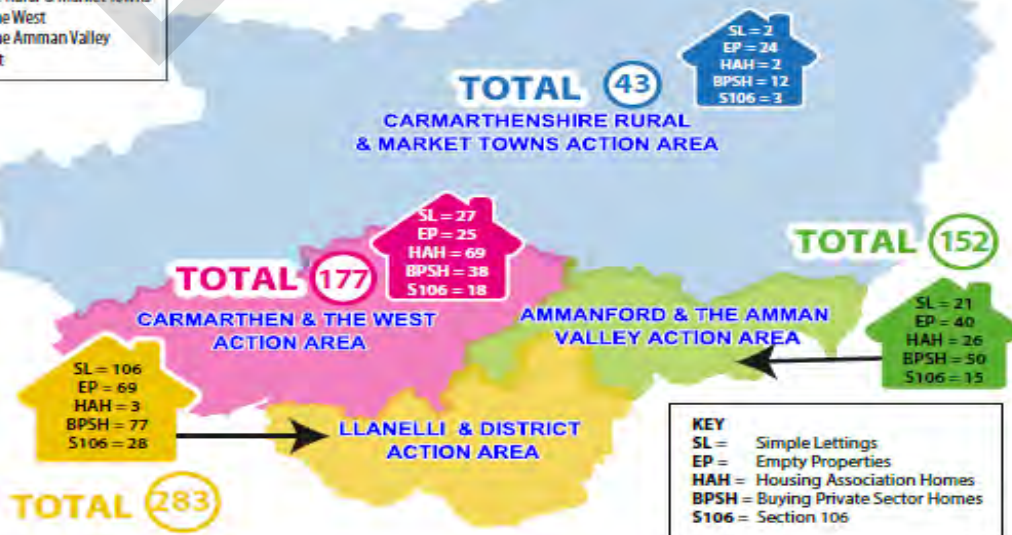
Additional Affordable Homes
during 2018/19



Explaining the Results

Affordable Homes Performance – Overall Performance from April 2016 655 Affordable Homes Delivered

Action Areas as a % of County Population
19% = Carmarthenshire Rural & Market Towns
22% = Carmarthen & the West
17% = Ammanford & the Amman Valley
42% = Llanelli & District



Progress Made

- As part of the *2016 - 2021 Affordable Homes Plan* to date we have provided **655** additional affordable homes made up of the following:-

156: Simple lettings agency
(32: 16/17; 63: 17/18; 61: 18/19)

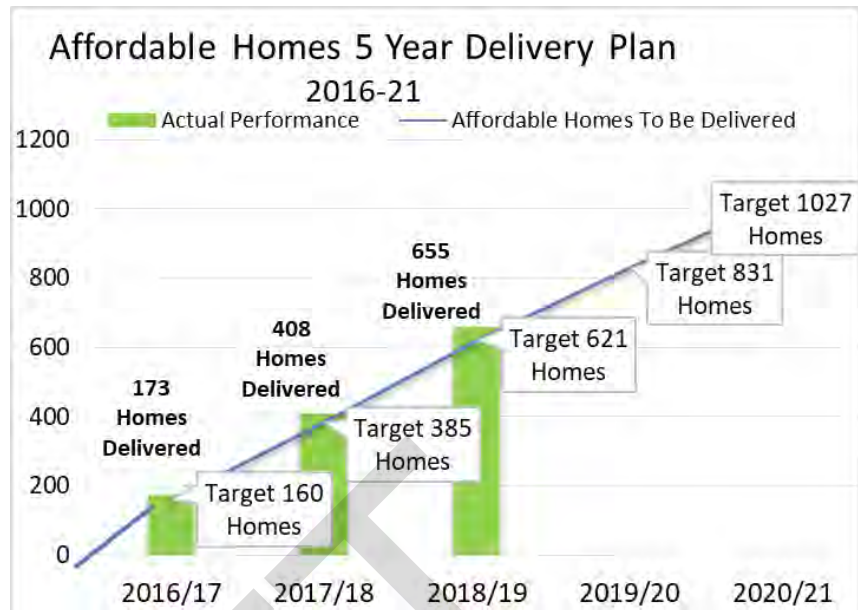
158: Empty homes brought back into use
(28: 16/17; 63: 17/18; 67: 18/19)

195: Buying private sector homes
(45: 16/17; 69: 17/18; 81: 18/19)

82: Housing Association new build development (45: 16/17; 20: 17/18; 17: 18/19)

64: Contribution by development (section 106) (23: 16/17; 20: 17/18; 21: 18/19)

- We have bought **173** private sector homes to increase the council's own housing stock. **22** homes have also been bought directly by Bro Myrddin Housing Association.
- Both our first two Council new build developments at Dylan and Garreglwyd are now on site building 48 new homes.
- Through the planning system (Section 106) **64** 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 excellent progress on its promises to deliver 1,000 more affordable homes by 2021 and further plans are in place to build nearly 1,000 additional Council homes.



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 Sport & Leisure Facilities, generating a Social Value Return of £5.9 million during 2018/19

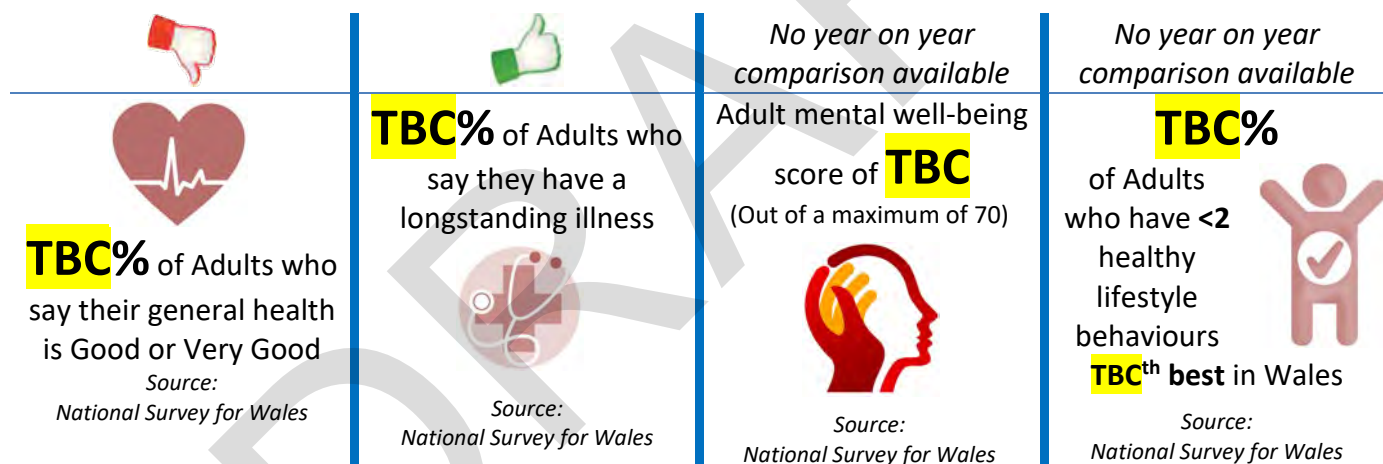
We want Carmarthenshire to be a place:

- 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:-

- Comment on **general health is Good or Very Good** will follow once the results are received June/July 2019.
- Comment on participating adults with **longstanding illness** will follow once the results are received June/July 2019.
- **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. Comments will follow once the results are received June/July 2019.
- Comments on **fewer than two healthy lifestyle behaviours** will follow once the results are received June/July 2019.

Progress Made

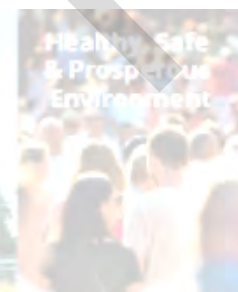
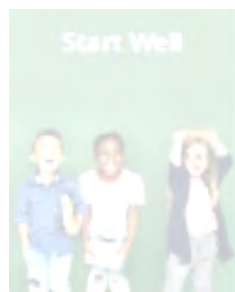
- ⦿ In September 2018 Carmarthenshire played host to the start of the OVO Energy Tour of Britain. It was the first time that the Tour had started in South Wales and Pembrey Country Park was the fantastic start venue for the race. Pembrey Country Park and town and villages throughout the county welcomed 120 of the world's top professional cyclists in what is considered Britain's biggest professional cycle race. The Tour provided the county with a fantastic opportunity to showcase its unique and beautiful landscape both nationally and internationally with the race being broadcast live to 125 countries. Many communities held fun-filled days of activities with refreshments, and opportunities for children and adults alike to get involved and come together as a community to help celebrate this fantastic event as it made its way through the county. Kidwelly leg of stage: - <https://www.youtube.com/watch?v=ltm6aTl0Kd4>
- ⦿ 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 over £1m of investment in 2016/17 to enhance the fitness facilities at our leisure centres, creating more space and bringing in brand new state of the art fitness equipment, the number of visits has increased by 23% (from almost 1.3 million prior to the investment, to almost 1.6 million in 2018/19). This has also resulted in an increase in fitness income of 33%/£320k (from £975k prior to almost £1.3m in 2018/19).
- ⦿ A further 1,446 people were referred to the *National Exercise Referrals* (NERS) scheme during 2018/19, with 58.7% engaging with the scheme, an increase on 53.8% in 2017/18. Over 55% completed the 16 week programme, far exceeding the 50% target set.
- ⦿ Our mental health teams, leisure colleagues and Run Wales collaborated to pilot a project that trained a group of individuals with mental health issues from Llanelli to compete in the Swansea half marathon and also in local park runs. This innovative project saw the average wellbeing score of participants rise from 36 to 51 (an increase of 41%). The successful collaboration has since been extended to include the Homes & Safer Communities Division and additional sport national governing bodies, drawing in £22k to offer a programme to Ammanford and Carmarthen areas in 2019/20.
- ⦿ Pembrey Country Park has a new all-inclusive cycle hire scheme, namely 'Cycle For All'. There are 38 new cycles ranging from hybrid bicycles, wheelchair transporters, twin bikes, adult and child size tricycles, 4 seater family bikes and recliner bikes.



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



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



Age Well





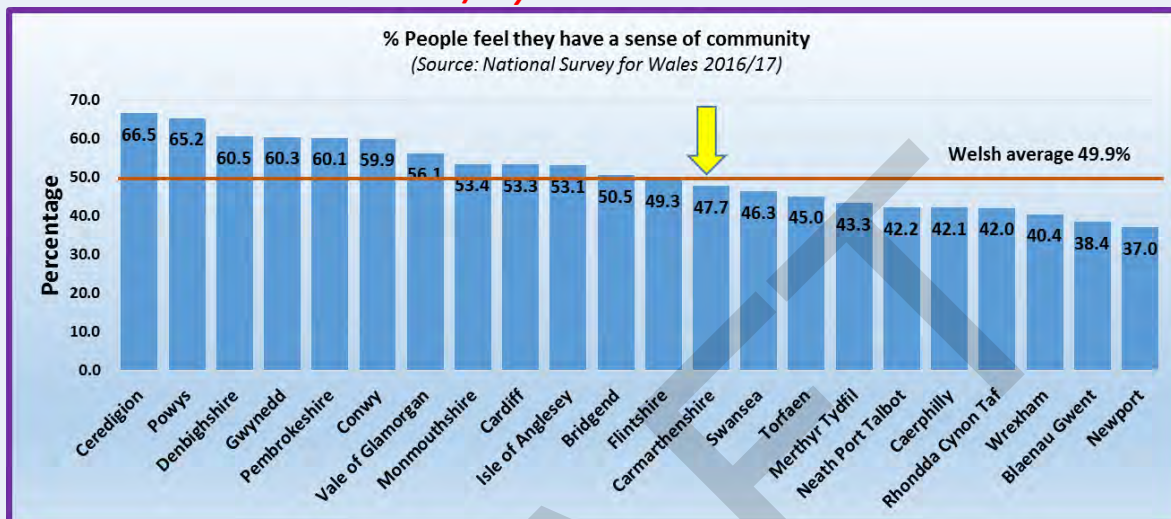
Well-being Objective 9

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*.

Updated data will become available June/July 2019



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

- Social isolation puts individuals at greater risk of cognitive decline with one study concluding that lonely people have a 64% increased chance of developing clinical dementia
- Loneliness amongst young people has been shown to increase the likelihood of poor physical & mental health, the risk of becoming involved in criminal activity and reduce future employment opportunities
- 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

Updated data will become available June/July 2019

79% People who feel safe

7th Highest in Wales

Source: National Survey for Wales



Explaining the Results

- Comment to follow once the updated result has been received June/July 2019.

Progress Made

- ⦿ We have continued to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, such as the new [Family Information Service \(FIS\)](#) website and the Dewis Directory of services which continues to be promoted.
- ⦿ We have supported the Community Cohesion National Delivery Plans principles:-
 - Supported Llanelli Tenants Network with organising a multi-cultural event
 - Supported migrants, refugees, asylum seekers and settled communities in the integration process
 - Supporting communities in preventing hostility and extremism
- ⦿ Safeguarding arrangements in Carmarthenshire have been further developed to ensure meaningful conversations with adults at risk take place at the earliest opportunity and continue until the appropriate outcomes have been achieved.
- ⦿ In support of the Police Force's Rural Crime Strategy, a new Rural Crime Board was established. which encouraged improved information sharing and awareness between rural communities and partners
- ⦿ A new initiative "Ask for Angela" was launched in partnership with the Police and licensing department, which allows customers in licensed premises, who could be feeling threatened or unsafe on a date, to get help by approaching the bar and "Asking for Angela."
- ⦿ We continue to fund our proactive Financial Exploitation Safeguarding Scheme (FESS) projects through proceeds of crime (POCA) confiscations resulting from their enforcement activity. This money has funded new No Cold Calling Zones, the installation of True Call units to vulnerable consumers and the launch of the Buy With Confidence Approved Trader scheme, ensuring the public feel safer in their homes and communities



The Financial Exploitation Safeguarding Scheme (FESS) project helps to refund some of the losses incurred by consumers



Executive Board Member
For Community Safety
Cllr Cefin Campbell



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



Well-being Objective 9

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - We will continue to develop and implement how we provide information, advice and assistance across social care services			
We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, ensuring information is easily available, accurate, accessible in different formats and progress links to the Dewis Directory of services. (Ref 13203)	✓	The new Family Information Service website has been fully operational since June 2018. It signposts people in the right direction for information on a wide range of family related issues, childcare and support services. Social media accounts have been set up to promote to a wider audience. FIS work closely with Dewis and all childcare providers and enquiries are recorded on their website. Regional meetings take place with Powys, Pembrokeshire and Ceredigion to share ideas and best practice.	E&CS
We will review our disability service to ensure seamless transition and pathways from children to adults. (Ref 13204)	✓	From May 1st 2018 all of our referrals for disabled children aged from 0-25 have been processed via our Central Referral Team for children. This has created a single point of access for families and young people seeking support. We have updated our eligibility criteria for assessment and these are now aligned from 0-25. This ensures a consistent response to need, regardless of age. We have held a series of 'Listening Events' with young people and families to understand their experiences and concerns about the transition to adulthood. As a result, we have established a 'Working Group' of managers, third sector partners, parents and young people to help improve the service. The group will meet every month to co-produce an action plan, this will include a transition pathway.	SCH
We will ensure an appropriate effective governance is in place with the Local Authority Trading Company to provide the provision of an Information, Advice and Assistance service in order to comply with our Statutory Duty under the Social Services and Well-being Act. (Ref 13205) MF5-52a	✓	We have reviewed the governance arrangements for the IAA service. This means we have a quarterly IAA operational group consisting of a range of officers to discuss the service and any developments as well as establishing contract management arrangements between the Authority's commissioning division and Delta Well-being. The former provides good operational	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		performance overview, the latter provides an objective and strategic quality assurance role.	
B – We will promote and develop strong connections for people, places and organisations			
We will implement the new Mid and West Wales Community Cohesion Regional Delivery Plan 2017/19 by ensuring the four principles of the Plan continue to be supported. (Ref 13206)	✓	The Mid and West Wales Regional Community Cohesion Co-ordinator facilitates the delivery of the Community Cohesion National Delivery Plan. Carmarthenshire-relevant work is described below. Objective 1: Work at a strategic level to break down barriers to inclusion and integration across marginalised groups. Community Cohesion has been mainstreamed into the Divisional Business Plan and the PIMS system. The Co-ordinator gave advice on Equality Impact Assessments including the Allocations Policy. The Co-ordinator met with Aberystwyth University to discuss Carmarthenshire as a study area in a migration research proposal.	E&PP
We will support community groups and organisations to promote and publicise the rich variety of community event being held in Carmarthenshire from agricultural shows, festivals and carnivals to exhibitions, concerts and performances. (Ref 13207) MF5-85	✓	The event support scheme was fully allocated through this period for financial year 18/19 with applications being received for 2019 / 2020. Funding has been agreed for the Great Welsh Marathon & Half Marathon 2019 in April, Llandeilo literature Festival in April, Llandovery Sheep Festival in September, Festival of the Celts in May, Llanboidy Tug of War 2019 in July, Llandeilo Festival of the Senses in November and Gŵyl yr Orsedd in July 2019 and dates have been agreed to meet with the organisers on tourism potential. More time has had to be spent working with the successful event organisers on the details needed to claim from the fund than previously thought and one of the aims for the future is to simplify this process especially for smaller amounts of money.	COMM
C - We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing of neighbours			
We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as Dewis Cymru. (Ref 13208)	✓	The community continues to add information onto Dewis. We are in the process of getting other internal Council departments to put their information onto Dewis. Once completed all internal departments can add their information onto Dewis, for example, leisure.	SCH
We will invest and improve the quality in the skills of our workforce to ensure we meet the Well-being Objectives of our populations outlined at locality levels. (Ref 13209)	✓	The working group has considered the resourcing of the 3 care management teams. The group has also looked at a national report on recruitment and retention of social workers and has commissioned a report for	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		Carmarthenshire Adult Services. A staff survey has been developed and distributed electronically, with over 100 staff responding. The importance of the Parliamentary Review and commitment to a healthy and supportive workforce is continuously being communicated across the division by the Head of Service monthly communication update.	
We will further develop Money Wise web resource in order to enhance income generation develop product and market it. (Ref 12612)	✓	We're continuing to develop the web resources and adding to them with a view of developing a county-wide "Money Wise Week" and inter-school competition to increase engagement.	E&PP
We will Implement proceeds of crime across regulatory services to protect people. (Ref 13210)	✓	We have recovered over £250,000 in proceeds of crime and over £60,000 in consumer compensation. We have completed work on behalf of 12 local authorities in terms of financial investigations – taking on regional delivery of Proceeds of Crime Act (POCA) for Dyfed region and signed up 8 Authorities under a Memorandum of understanding (MOU).	E&PP
We will develop a range of options which will reward tenants to look after their home. (Ref 13211)	✓	A range of options and ideas have been discussed with the tenant's consultative forum. Our plan is to integrate this with recharge policy and with time credits scheme to produce one overall document which acknowledges and encourages positive behaviour.	E&PP
D - With our partners we will continue to support Safer Communities			
We will improve the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels. (Ref 13212)	✓	During the year, in support of the Police Force's Rural Crime Strategy, a new Rural Crime Board was established. This has encouraged better partnership working and improved the level of information sharing and awareness between rural communities and partners to help ensure that we can improve the confidence of local communities that we are tackling the issues that matter most and impacting on crime levels. There have been many issues that have been tackled by the partnerships for example: <ul style="list-style-type: none"> • Policing teams have worked with Council Trading Standards Officers to target rogue traders and online scams to safeguard victims and vulnerable people. • Action has been taken by partners to target burglary and other acquisitive crime across the county over the summer. Vulnerable and repeat victims were supported to feel safe and secure as 	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>part of a scheme funded by Carmarthenshire Safer Communities Partnership.</p> <ul style="list-style-type: none"> Partnership working has been strong throughout the year to tackle County Lines activity. A wide range of partners, including the Council, Police, Fire and Rescue Service, Health Board, domestic abuse service providers and a survivors group, promoted the 'White Ribbon Campaign' during November and December supporting action to tackle male violence against women. 	
<p>We will reduce the incidences of alcohol-related violence by working in partnership with key stakeholders. (Ref 13213)</p>	✓	<p>The Licensing action group, a bi-monthly meeting between the Police and Council licensing department, has continued to tackle problem locations and licensed premises. There are concerns relating to alcohol and substance related crime and disorder. Incidents continue to be closely monitored to agree a joint partnership plan of action. The Group developed an action plan to work with licensed premises and Security Industry Authority (SIA) enforcement officers to try and reduce alcohol related incidents and violence in the lead up to the Christmas and New Year period.</p>	E&PP
<p>We will reduce drug and alcohol misuse by working in partnership with key stakeholders. (Ref 13214)</p>	✓	<p>The Council is a partner on the Hywel Dda Area Planning Board (APB) and is involved in the development of the commissioning strategy and needs assessment. We have participated in a number of development sessions with partners and key stakeholders to inform the new strategy. During these events priorities and gaps in services were identified from the review of local need and the evidence base. These key areas of work have been discussed by the APB Executive Board and budgets for 2019/20 adjusted accordingly to allow for investment in areas where gaps have been identified. A Substance Misuse/Mental Health Joint Programme Board has been established. Work has also been undertaken on accessing services and raising awareness with the over fifties age group.</p>	E&PP
<p>We will ensure our specialist substance misuse team meets the needs of children and adult services by providing expert advice, support and direct input to front line teams. (Ref 13215)</p>	✓	<p>This year the team have confirmed in place a new structure. The team have a dedicated Team Manager, supported by a consultant social worker, 4 social workers and a business support assistant.</p>	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>A key requirement of the manager's post is to ensure the delivery of a high quality social work service for people affected by substance misuse.</p> <p>The team have relocated to a new office space at Ty Elwyn and have been joined within the year by Health Board colleagues. This has supported the partnership approach between teams as well as the other social care teams based in Ty Elwyn.</p> <p>The team have been delivering 'Drink wise, Age well' training which focusses upon the impact of alcohol use on older people. The team have delivered this training to direct care and care management staff in Integrated services.</p> <p>The team have begun implementing a 'POD' approach to supervision and case management. This utilises the systemic approach developed in Children's services to discuss all cases as a team. This will ensure effective risk management and better outcomes for cases; allowing supervision to focus on reflective practice and professional development.</p>	
<p>We will respond to the Wales Audit Office Community Safety in Wales Report and its recommendations for Welsh Government, Police Crime Commissioner's and Local Authorities. (Ref 13216)</p>	✓	<p>A number of priority commitments which are designed to support the realisation of the shared vision for community safety partnership working in Wales, now form the Welsh Government's Safer Communities Programme (2018-2021). The Carmarthenshire Safer Communities Partnership has now been reviewed and the outcome reported to the Public Service Board (PSB). The work of this Partnership will now align with the developing national</p>	E&PP
<p>We will Implement the action plan for the 'Prevent Duty' (to prevent people from being drawn into terrorism) developed with partners at the CONTEST (United Kingdom's counter-terrorism strategy) Board meeting. (Ref 13217)</p>	✓	<p>During the year work has been undertaken to re-vamp working arrangements with partners in this matter. A Carmarthenshire CONTEST Board has been re-established and this links with the regional CONTEST Board. Detailed action plan will now be used to monitor progress</p>	E&PP
<p>We will embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making. (Ref 13218)</p>	✓	<p>Significant Progress in relation to this action has been made. The safeguarding arrangements in Carmarthenshire have been further developed to ensure meaningful conversations with the adult at risk take place at the earliest opportunity and continue until the appropriate outcomes have been achieved. This approach is now embedded in practice within the safeguarding team.</p>	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>The regional safeguarding board has provided safeguarding leads with a clear mandate to develop a robust set of performance indicators which evidence this is happening and that the service users' outcomes have been achieved. A series of workshops are scheduled in 2019 to develop outcome focus performance measures.</p> <p>A total of eight training events have been delivered to date which aimed at reinforcing a person centred approach to safeguarding, reminding all professionals that the services users voice is paramount. This training will continue throughout 2019.</p>	
<p>We will review third sector contracts to establish compliance with the Social Services Well-being Act and service transformation in mental health and learning disability. (Ref 13219)</p>	✓	<p>A commissioning works team has been established to review third sector contracts which are commissioned by the Health Board and Council as part of the Transforming Mental Health and learning disability programmes. Advocacy services provided by the third sector are currently being reviewed by commissioning colleagues across the region with view to developing a regional advocacy scheme. We have also commenced work with the third sector to ensure that we are collaborating to implement the requirement of the Social Services and Wellbeing Act and exploring opportunities to collaborate in relation to early intervention and prevention.</p>	SCH
<p>We will maintain and strive to reduce further, the low levels of crime that are already amongst the lowest in England and Wales (5.1.1.2) (2018/19 - Target 10,137)</p>	x	<p>2018/19 Result – 11,517.</p> <p>There has been an increase of 12.9% in levels of recorded crime. Increases in crime were anticipated by the Police and Crime Commissioner and Police colleagues this year due to the changes in recording practices. However, the Crime Survey of England and Wales gives a more in depth understanding of crime trends over time and continues to show that crime is falling.</p>	E&PP
<p>We will reduce anti-social behaviour by working in partnership to tackle local problems (2018/19 - Target 5,810)</p>	✓	<p>2018/19 Result – 4,894.</p> <p>There has been a reduction of 16.4% in Anti-Social Behaviour (ASB). This reduction corresponds with the increase in recorded crime. This is because the Police are now recording incidents as crimes whereas in the past they may have been disposed of as ASB incidents.</p>	E&PP
<p>We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days (THS/009) (2017/18 Result - 6.41 days / 2018/19 Target - 4 days)</p>	✓	<p>2018/19 Result - 3.98 days. This is on target and showing an improvement.</p>	E&PP



Well-being Objective 10

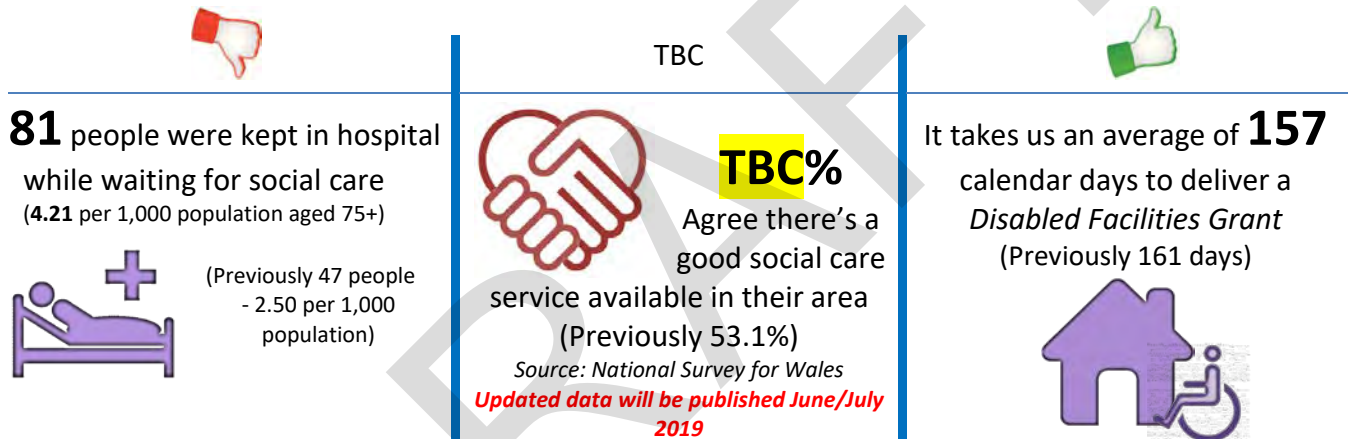
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

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

Why it is important

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

Success Measures



Explaining the Results

- 81 clients (75+) were **kept in hospital** during 2018/19 while waiting for social care, this is quite an increase on the previous year of 47. We have been developing new services to support hospital discharges and ensure that our citizens have the right care at the right time. Coupled with our therapy led reablement service, we have developed an Outcome Assessment Service ensuring that all people who require statutory delivered care have an opportunity for further assessment in their home environment to promote their independence. With increased numbers of people having co-morbidities resulting in complex needs and higher levels of care we are constantly monitoring and reviewing our services to meet this increasing demand.
- According to the 2018/19 [National Survey for Wales](#) **Data will be published June/July 2019**
- The average number of days taken to deliver a *Disabled Facilities Grant* adaptation continues to reduce year on year and are currently TBC best in Wales. **Chart to follow once the comparative data is published, to show significant improvement over last few years.**

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. These Time Credits can be spent accessing an hour of activity provided by health & wellbeing venues such as leisure centres, gyms, yoga, theatres, craft groups and walking groups. Last year across the whole of the county there 1,941 members of the Carmarthenshire Time Bank.
- ⦿ According to the 2018/19 Social Care survey **84.6%** of clients were satisfied with their care and support.
- ⦿ The preventative work in Carmarthenshire based on the PEIPIL strategy (Prevention, Early Intervention and Promoting Independent Living) identified as good practice in Wales through the Bevan Exemplar scheme.
- ⦿ 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.



Executive Board Member
For Social Care and Health
Cllr Jane Tremlett



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



Well-being Objective 10

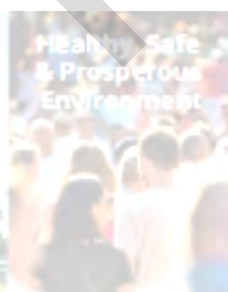
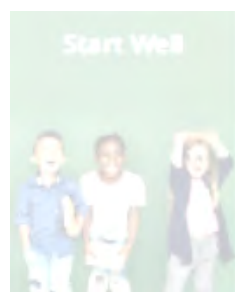
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
A - Develop a 'social' model of health and care that focuses on physical, mental and social wellbeing rather than ill health			
<p>We shall continue to aim to reduce the rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)</p> <p>(2017/18 - 47 clients – 2.50 rate/ 2018/19 Target - 42 clients - 2.21 rate)</p>	✗	<p>81 clients (4.21 rate) were kept in hospital while waiting for social care during 2019/20. We have been developing new services to support hospital discharges and ensure that our citizens have the right care at the right time. Coupled with our therapy led reablement service, we have developed an Outcome Assessment Service ensuring that all people who require statutory delivered care have an opportunity for further assessment in their home environment to promote their independence. With increased numbers of people having co-morbidities resulting in complex needs and higher levels of care we are constantly monitoring and reviewing our services to meet this increasing demand. We aim to reduce our DToC figure by 29.6% in the coming year which equates to below 57 clients.</p>	SCH
<p>We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by introducing a pooled budget between social care and health for residential care. (Ref 13220) MF5-52b</p>	✓	<p>Carmarthenshire County Council is, along with Ceredigion and Pembrokeshire County Councils' and Hywel Dda University Health Board, party to a virtual pooled fund Agreement for commissioned older adult care home placements which has been in place since 1 April 2018. This covers all local authority residential placements, Funded Nursing Care (FNC) placements by Hywel Dda University Health Board, and 'standard' Continuing Health Care (CHC) placements. The Agreement provides for identification of a combined regional budget for care homes and regular, formal reporting to the statutory partners on financial and performance information relating to the sector in West Wales. The Council has also contributed to a range of activities to support integrated commissioning practice, including:</p> <ul style="list-style-type: none"> • Development of a shared Pre Placement Agreement (supported by Carmarthenshire -specific schedules to reflect local arrangements) – this will be formally 	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>adopted by statutory partners during 2019-20.</p> <ul style="list-style-type: none"> • Review of financial and performance data for the sector, which enables joint monitoring of services and identification of best practice. • Alignment of operational practice in relation to assessment, monitoring and quality assurance, enabling a more consistent approach across West Wales and supporting timely transfers of care and equitable funding decisions. • Creation of a shared, real-time website providing up to date information for professionals and the public on care home vacancies. Once again this will support timely discharge and transfers of care. 	
<p>We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by establishing a regional joint committee for social services with relevant partners. (Ref 13221) MF5 52c</p>	✓	<p>The Council has been part of a review of governance which has been undertaken to strengthen leadership and accountability across the growing regional programme. As a result of this review the terms of reference of the Regional Partnership Board have been clarified and supporting structures are being put in place to facilitate shared decision-making by statutory partners. Revised structures will be implemented fully during 2019-20.</p>	SCH
<p>We will continue to reduce the number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015) (2017/18 Result - 161 days / 2018/19 Target - 160 days)</p>	✓	<p>2018/19 Result – 157 days. This is an improvement on the previous year and on target.</p>	COMM
B – Provide a wide range of services and interventions.			
<p>We will ensure care and support is provided in a manner that is proportioned to meet and ensure equity of outcomes for our population. (Ref 13222)</p>	✓	<p>This practice is embedded in Social Work practice in line with Code of Practice 4 of the Social Services and Well-being (Wales) Act 2014 and is authorised by Senior Practitioners and audited by Managers within the Community Resource Teams.</p>	SCH
<p>We will continue to improve the provision of day opportunities for older people across the County. (Ref 13223) MF5-53</p>	✓	<p>A synopsis has been undertaken looking at the assessed need and the number of individuals attending day centre's including the reasons for using the service. Further analysis is required before making decisions around service improvement to ensure that the views of stakeholders have been considered.</p> <p>A Quality Assurance questionnaire has been completed by residents, families and partners. The outcomes are currently being analysed in order to inform the development plan for day opportunities for older people in the County.</p>	SCH

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We will deliver an investment programme for Care Homes and Sheltered Housing Schemes by delivering future needs and sustainable residential care arrangements in the Llanelli area to ensure appropriate accommodation provision in the area. (Ref 13224) MF5-54	✓	An investment and funding plan are currently being developed to ensure it delivers against future needs. As part of this exercise, the older people's future "offer" is being seen in the context of bungalows, sheltered housing, flexible care and residential care.	SCH
We will maintain a strong and sustainable in-house Council provision for domiciliary and residential care. (Ref 13225) MF5-55	✓	In-house provision of domiciliary has now grown to 35% of the market as a result of the integration of "Allied" Healthcare into the service. The harmonisation of the Carmarthenshire County Council terms and conditions targeted for June 2019. Work is also on-going on a new management structure that will further consolidate the current position and allow the business to further grow, in an efficient way, in the future.	SCH
C - Identify how local communities can contribute to supporting wellbeing and independence.			
We will work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available. (Ref 13226) MF5-57	✓	The four work streams established to implement the mental health transformation programme are progressing the following areas of work; pathways, workforce, transport and estates are continuing to make progress. The crisis supports service in Llanelli is at implementation stage. Support will be commissioned from 2 third sector providers MIND and HAFAL who are collaborating on this project. Officers from Ceredigion, Pembrokeshire and Carmarthenshire have met to agree a consistent approach in developing the single point of access and to link this work with the out of hours arrangements. Social Care and Leisure are collaborating to roll out a well-being activity programme across the County.	SCH
Clients are asked whether they are satisfied with their care and support. The 2017/18 survey showed that 86.8% were satisfied. We shall do all we can to improve on this. (PAM024) (No target set for 2018/19)	✗	According to the 2018/19 survey 84.6% of clients were satisfied with their care and support, this is a decline on 2017/18. There was also an increase from 1.5% to 3% that were not satisfied.	SCH
Carers are asked whether they feel supported to continue in their caring role. The 2017/18 survey showed that 69% felt they were. We shall do all we can to improve on this. (PAM/026) (No target set for 2018/19)	✗	According to the 2018/19 survey, 64.4% of carers felt supported to continue their caring role, this is a decline on last year which is disappointing. On a positive note, the number of carers that completed the questionnaire increased from 29 to 59 which can only improve the accuracy of the result.	SCH





Well-being Objective 11

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

60% agree we live in an age friendly community

However, our 50+ Forum Survey shows a 5% fall from 65% to 60% for last year

Why it is important

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

Success Measure

16.6% of people

are lonely

Source: National Survey for Wales
Was 17.1%



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.

In our 50+ Forum Survey 70% of respondents felt that we were doing sufficient work to address loneliness and isolation and made some suggestions for improvement.

Progress Made – to take forward the 5 aims of the national and local Ageing Well Plan

1. AGE FRIENDLY COMMUNITIES

- Our links with the 50+ Forum have been strengthened during the year and a bi-monthly email to all 50+ Forum members is now issued through Dotmailer, which has received a positive response from those receiving the message.
- The Carmarthenshire 50+ Forum have now established their own communications group in response to last year's 50+ Forum survey, where older people did not feel enough information is provided regarding services available, events and important information which impacts them.

2. DEMENTIA SUPPORTIVE COMMUNITIES

- Our 50+ Survey, undertaken during 2018, showed a very small increase in agreement that we have Dementia Supportive Communities
- In June 2018 the Council resolved a Notice of Motion to explore the feasibility of making Carmarthenshire a dementia friendly county.
- We now have over 6,000 (4,847 17/18) [dementia friends](#) across the county.



An Alzheimer's Society initiative

3. FALLS PREVENTION

- ⦿ Excellent progress has been made during the year to deliver staff training through the Making Every Contact Count (MECC) initiative. The initiative recognises that staff across health, local authority and voluntary sectors, have thousands of contacts every day, and staff are trained to give them the competence and confidence to deliver healthy lifestyle messages and to help encourage people to change their behaviour and to direct them to further support.

4. OPPORTUNITIES FOR EMPLOYMENT AND NEW SKILLS

- ⦿ The availability of various Digital training resources for older clients has been complied and contact details distributed via partner organisations. Promotion events for the 50+ Forum have been held in Carmarthen, Pontyberem, Ammanford and Llanelli.

5. LONELINESS AND ISOLATION

- ⦿ We also organised the 50+ annual event held at the Botanic Garden with 600+ attendees. Carmarthenshire is Kind was the focus the event, which gave key messages and evidence about the positive effects of kindness on health and wellbeing.

Strengthening local communities and alleviating the pressures on health & social care services.

Once again an example of how older people are a significant asset to Carmarthenshire



A Llanelli pensioner is honoured with British Empire Medal - William Henry Gerwyn Jenkins was recognised in Queen's Birthday Honours for services to the Samaritans



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



View our **detailed progress here**
against this objective



Well-being Objective 11

A Council-wide approach to supporting Ageing Well in Carmarthenshire

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
A - Age Friendly Communities			
We will further develop the Ageing Well in Carmarthenshire Action Plan. (Ref 13227)	✓	The Ageing Well action plan has now been embedded into this Well-being Objective. On-going support is being provided to the 50+ Network and Steering Group with the 50+ annual event held at the Botanic Garden on the 14 September with 634 attendees. The event was used to deliver the Carmarthenshire is Kind focus. Monthly newsletters to the 50+ network now established to support improved communication.	P&R
We will improve our engagement and consultation mechanisms with the 50+ Forum. (Ref 13228)	✓	A Bi-monthly email to all 50+ Forum members is now issued through Dotmailer. Positive response from those receiving the message. Links with 50+ Steering Group developing.	P&R
We will continue to develop the provision of 'County Cars' and links with the Royal Voluntary Service and Hywel Dda University Health Board. (Ref 13229)	✓	We are continuing to support the RVS on the provision of the Country Cars scheme including advertising/marketing with the aim of recruiting more volunteers as well as raising the profile of the scheme. The RVS are also promoting and recruiting via their social media outlets.	E&PP
We will continue to review the County's Public Transport network and work with Operators and Stakeholders to sustain the network within the confines of the resources available. (Ref 13230)	✓	We are continuing to review and support the County's supported public transport network against challenging conditions including a diminishing base of bus operators, increasing costs, and declining usage of some services. Networks such as the Towy Valley have been redesigned and amended to provide services as a result of market responses.	E&PP
We will continue to promote the all Wales Concessionary Travel Pass. (Ref 13231)	✓	We continue to promote the scheme online and at over 600 bus stop locations throughout the County. Welsh Government are currently reviewing the way in which the scheme is delivered and will lead on the marketing of the new arrangements in the coming year. Our performance outcome for 2018/19 indicates the promotion has ensured the target % for the number of concessionary passes issued has been exceeded.	E&PP
We will launch a website to signpost learners to the learning opportunities available from all providers in the county. (Ref 13232)	✓	The DEWIS website is active and we are working with partners to populate local content as appropriate	E&CS

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
We shall provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need. (Ref 13233) MF5-58	✓	<p>Carers Strategic Partnership Board have reviewed its Terms of Reference and will continue to meet quarterly to consider priority areas for development. Further work is also planned on developing a strategy which will provide a more coherent and equitable approach to Respite support / Replacement care.</p> <p>A revision of our Carers Emergency Card scheme has been approved and this will offer carers across Carmarthenshire the following advantages:</p> <ul style="list-style-type: none"> • A contingency plan to reassure carers that the person they care for will not be at risk of being left unattended • An ID card that will evidence Registration as a Carer with the Authority. • Membership of the Carmarthenshire Local Rewards Scheme. <p>We have a Carers Forum in the county for the purpose of co-production.</p>	SCH
B – Dementia Supportive Communities			
We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County. (Ref 13234) MF5-60	✓	<p>The dementia strategy group has spent a lot of time putting together a proposal for Welsh Government dementia funding in line with our locality and National needs. This will include Dementia key workers in each locality, dementia coordinators and a specialist dementia Multi-Disciplinary Team. The proposals have been sent to the Welsh Government. They have accepted these proposals and we are now awaiting the monies to be released before we can proceed. This will revolutionise the Dementia services in the Hywel Dda area.</p>	SCH
C - Falls prevention			
We will Inspect Highways, footways and lighting infrastructure on a regular basis to identify any defects posing a danger to the public. (Ref 13235)	✓	<p>A programme of inspections was carried out by a trained inspection team. The programme has been monitored to ensure inspections are completed on time. Overall performance for 2018/19 is 99.16% of inspections completed on time (including tolerance).</p>	E&PP
We will ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive and increase social and community cohesion. (Ref 13236)	✓	<p>A broad range of initiatives in place - Free Swimming; Physical Literacy Passport; Exercise Referral; Focus sport development groups (Cycling; Athletics; Swimming and Triathlon); Active Adult Officer with a focus on mainstream and targeted remit (e.g. mental health), etc. We have also been successful in obtaining circa £10k Play Sufficiency Funding for a variety of intervention linked to disabilities and play. Further intervention funding secured for 2019/20 from Sport Wales and health bodies.</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		New Sport & Leisure structure being implemented to enable growth of this work.	
In collaboration with our PSB partners we will deliver staff training through the Making Every Contact Count (MECC) initiative, which will include help in relation to fire risks, other hazards, slips, trips and falls and alcohol brief intervention (ABI) training. (Ref 13237)	✓	Excellent progress has been made during the year with a successful first cohort of staff being trained in MECC. Following discussion at the September 2018 Public Service Board (PSB) meeting, it has been agreed to further develop this approach through the PSB Prevention & Early Intervention Delivery group	P&R
D - Opportunities for employment and new skills			
We will co-ordinate the signposting of digital activity across the County for older people. (Ref 13238)	✓	The availability of various Digital training resources for older clients has been distributed via partner organisations. Promotion events for the 50+ have been held in Carmarthen, Pontyberem, Ammanford and Llanelli. Partnerships have been established utilizing the over 50's network and through the Welsh Government's programme Digital Communities Wales. Our Community Bureau is now a member of the Online Centres Network, part of the Good Things Foundation charity supporting digitally and socially excluded people to improve their lives through digital technology. The Learn My Way online learning platform helps thousands of people per year to gain basic digital skills and go on to further informal and formal learning and this will hopefully become the linchpin for over 50's Digital Inclusion Support.	COMM
We will retain and promote Carmarthen Community Education Centre as a flagship hub venue for Basic Skills and English for speakers of other languages (ESOL) provision, private classes, community clubs and societies. (Ref 13239)	✓	The Carmarthen Community Education Centre continues to run as a flagship hub venue for Basic Skills and English for speakers of other languages (ESOL) provision, private classes, community clubs and societies. Income from lettings has exceeded the planned budget and new groups are booking the centre throughout the year as well as established ones.	E&CS
E - Loneliness and isolation			
We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness. (Ref 13240) MF5-59	✓	The findings of the task and finish group have been concluded and a report presented the health and social care scrutiny committee in June. A number of key recommendations are made as part of this report. Once approved by the committee the report will be submitted as evidence.	SCH

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, with the Authority aim to be 'Carbon Neutral' by 2030. Our Flood Management and Shoreline Management Plans will 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*. However, meeting recycling targets has been extremely challenging this year.

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 & enhance biodiversity and promote ecosystem resilience*.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – tourism, farming, forestry, and renewable energy. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- 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.

Success Measures



We generated **979,071**
kWh (provisional) of
renewable energy during
2018/19
(increased from 937,330 kWh
in the previous year)



Our recycle rate is
58.94%
(This is less than the
previous year's figure of
63.64%, 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 979,071 kWh (provisional) of Electricity during 2018/19, a 4.5% increase on the previous year of 937,330 kWh.
- **Recycling** declined in 2018/19 to 58.94% from 63.64% the previous year. The decline is predominantly as a result of the difficulties with export markets for residual waste (refuse derived fuel outlets). However we have met the statutory target of 58%.

Progress Made

- ⦿ The project continues to manage 24 sites that provide 40.46ha of habitat in suitable condition for the marsh fritillary butterfly. Surveys results in summer 2018 show that numbers of larval webs recorded were exceptionally high this year with 86 webs recorded on one site. Habitat surveys found new records of marsh fritillaries in 31 fields, across the area, expanding our knowledge of the butterfly in this part of the county, and this work will inform the new Local Development Plan and the revision of the Caeau Mynydd Mawr SPG. The project continues to ensure the appropriate grazing of the land in management's agreements, often assisting landowners in finding suitable grazing animals. It has also been making use of the Glas Tir small grants scheme, when it can, for hedgerow management.
- ⦿ The Council has a significant new build programme. All major new build projects incorporate renewable energy technologies where appropriate with solar PV installations incorporated into many recent Modernising Education Provision 21st Century school projects.
- ⦿ In addition, all non-domestic projects receiving an element of Welsh Government funding are required to achieve a BREEAM (Building Research Establishment's Environmental Assessment Method) rating of 'Excellent', a part of which is linked to designing buildings to achieve reductions in energy use and carbon emissions.
- ⦿ We have completed our Flood Risk Management Plans to protect homes & properties in Carmarthenshire.

The **Caeau Mynydd Mawr Marsh Fritillary Project** received an award for '*Planning in the Natural Environment*' category at the National RTPI Awards for Planning Excellence.



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 active travel

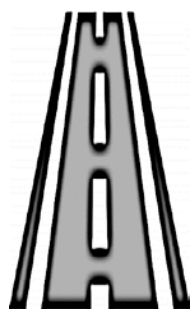
Our Transportation and Highway related services facilitate the safe movement of goods and People. Enabling access to raw commodities and markets as well as providing opportunities for People to gain access to employment, education, health, leisure and social activities. We have continued to develop Active travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity 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 through Active Travel plans will deliver improvements in health and well-being for all sections of the community e.g. that includes: walking, cycling, passenger and road transport.
- By 2030 South West Wales will be a confident, ambitious and connected City Region.

Success Measures

Roads that are in poor condition:



5.2% of our A Class

(A decline on 4.1% in 17/18)

4.2% of our B Class

(A decline on 3.1% in 17/18)

12.5% of our C Class

(A decline on 11.9% in 17/18)



Our road casualty numbers **have reduced** with **TBC** people being killed or seriously injured on the roads (83 in 2017)



Source: Stats Wales

Data will be published June/July 2019

Explaining the Results

- **Road conditions in Carmarthenshire have deteriorated during 2018/19.** Carmarthenshire has the second largest highway network in Wales. The % of A class, B and C class roads in Carmarthenshire in a poor condition (red zone) has increased; with A class roads increasing from 4.1% to 5.2%, B roads from 3.1% to 4.2% and C roads from 11.9% to 12.5%. The overall increase of poor condition (red zone) during last year equates to some 180km of road, this is a significant length of the network. Current levels of investment are not keeping pace with the rate of deterioration. Additional Road Refurbishment funding provided in 2018/19 and 2019/20 has included priority sections on our 'A' class roads and this will help to slow the deterioration in the network.
- **A total of TBC people were killed or seriously injured on Carmarthenshire's roads in 2018, Data to follow when published in June/July 2019**

Progress Made

- ⦿ We have completed two of our three strategic transport infrastructure links at Carmarthen West and Ammanford
- ⦿ We continued with the construction of the *Tywi Valley Cycle way* and continue to develop the full scheme. We have built approximately 3.94 Km of cycling/ shared use paths this year throughout the county to support sustainable and active travel.
- ⦿ We have continued investment into *vehicle replacements* during the year in accordance with our strategic fleet replacement programme.
- ⦿ We have secured funding from the Welsh Government to install public charges units for electric vehicles that are now live.

Carmarthen West opening



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

Promotion of the Welsh Language and Culture continues to progress well

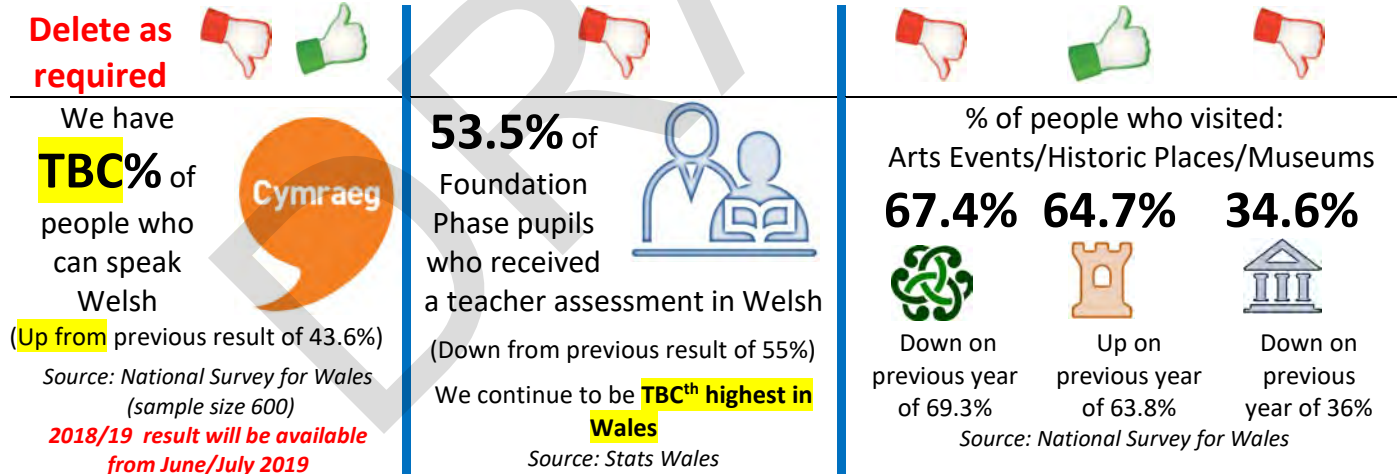
Our campaign to promote Welsh language services has been highlighted as *successful practice* by the Welsh Language Commissioner.

We have developed the 'Stordy Digidol' a 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.

Why it is important

- Support and development in the use of the Welsh language has been identified as a key element in developing the distinctiveness and attractiveness of the area in terms of tourism, business investment and addressing rural poverty.
- The decision by S4C to re-locate to Carmarthen will catapult the county into one of significance for the Creative Industries sector in Wales. 'Yr Egin – The Creative Exchange', a new media and culture hub at the University of Wales Trinity Saint David's Carmarthen campus will be developed with the Welsh broadcaster as the anchor tenant for the site. Yr Egin will also excel in promoting Carmarthen as a gateway to 'Y Fro Gymraeg', the Welsh-speaking heartland.
- We have a good track record of supporting the arts, and have been leading the way as one of the most culturally-committed local authorities in Wales, as we continue to value and invest in the arts despite the challenge of austerity and public funding cuts.

Success Measures



Explaining the Results

- Comments on the 2018/19 [National Survey for Wales](#) results will be available in June/July 2019.
- All learners in their final year of Foundation Phase must be assessed through teacher assessments. 53.5% of our Foundation Phase pupils received a teacher's assessment in Welsh which is slightly down on the previous year. **Comparative data to follow.**
- 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

- ⦿ Our action to promote the Strategy for Welsh Language is linked closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. We have prepared resources to explain the benefits of a bilingual education and will continue to support the implementation of the WESP across the county.
- ⦿ In July 2018 we published a [Carmarthenshire Arts Strategy](#) which sets out 4 Strategic Priorities with detailed action plans and Key Milestones to support it.
- ⦿ Carmarthenshire Theatres have seen a 39% increase in tickets sales and a 42% increase in income during 2018/19.
- ⦿ We have been invited to support Arts Council Wales in developing a new strategic initiative to address the lack of Welsh language theatre being developed, and address the disconnection between the Welsh language work that's been created and what audiences want to see.
- ⦿ To improve the Welsh language of staff, during 2018/19 - 223 staff undertook training courses, 91 completed e-learning courses. In the Annual Language Skills Audit, an improvement was seen at all levels – e.g. staff with no Welsh verbal skills reduced from 15% to 11%. See Welsh Language Report - (link to be added)

Increasing our Staff CONFIDENCE to use Welsh



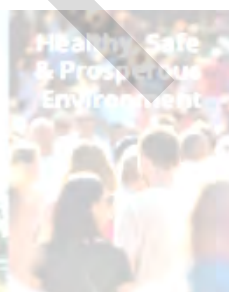
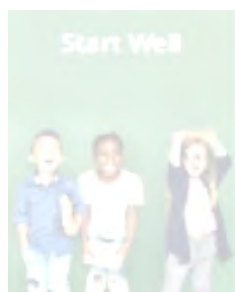
Members of staff attended a Welsh Language residential course to help improve their confidence in using the Welsh Language in the workplace



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

We published a new Corporate Strategy incorporating 4 plans into 1

The New Corporate Strategy was published on the 30th June 2018. It consolidated the previous Corporate Strategy, our Improvement Plan, Well-being Objectives and the Executive Boards 5 year Plan -Moving Forward in Carmarthenshire.

Why it is important

- It is important that our strategic plans are aligned and integrated
- In Building a Better Council we want to make every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.
- 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	

Success Measures

No year on year comparison available for these measures



TBC% of people agree that they can access information about us in the way they would like to.

(previously 70.8%)
(Welsh average **TBC%**)

Source: National Survey for Wales

TBC% of people know how to find what services we provide



(previously 71.9%)
(Welsh average **TBC%**)

Source: National Survey for Wales

TBC% of people agree that they have



an opportunity to participate in making decisions about the running of our services

(previously 11.4%)
(Welsh average **TBC%**)

Source: National Survey for Wales



Staff sickness is at a 4 year low
9.8 days per year



(with main cause of sickness being stress, mental health & fatigue)

Explaining the Results

- According to the 2018/19 [National Survey for Wales](#)
 - Comments will follow when the data becomes available in June/July 2019.**
- Staff Sickness within the Authority has reduced from 10.1 days in 2017/18 to 9.8 days in 2018/19 (it was last at this level in 2014/15 with 9.6 days). Sickness data is regularly monitored and analysed to ensure the focus is on reducing absence, with a Challenge and Review forum which identifies where there are gaps as well examples of good practice. The main cause of sickness continues to be stress, mental health & fatigue.

Progress Made

Corporate Planning

- Since publication of the Carmarthenshire Well-being Plan the Public Service Board (PSB) has approved a new partnership structure and a series of Delivery Groups have been established.
- We are further developing the Council's means of undertaking consultation and developing ways of engaging with communities such as the Disability Partnership and the 50+ Forum.

Performance Management

- Wales Audit Office certified that our New Corporate Strategy (June 2018) and our Annual Report(October 2018) satisfied legislative requirements
- To ensure we take all reasonable steps to meet our Well-being Objectives, we reshaped our Performance Information Monitoring System (PIMS) and the business planning format

Workforce Planning

- We have been awarded the *silver accreditation* against the Investors in People (IIP) Standard.
- In March 2018 we began paying the equivalent of the Foundation Living Wage to our staff (explained more fully in WBO5 – Tackling Poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty)
- We have signed up to the '*Time to Change pledge*' which is a public declaration that an organisation wants to step up to tackle mental health stigma and discrimination.

As part of the National Apprenticeship week we celebrated the achievements of staff who have completed their apprenticeships



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 had to manage reductions in service budgets of around £50 million, with minimum impact on front line services.

The financial position faced by local authorities has had a consistent theme with the level of resources available to public services seeing significant reductions. We have had to manage reductions in service budgets, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations. We strive to manage this situation by reducing our spending without any significant impact on the frontline services valued by our communities.

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.
- The Well-being of Future Generations Act requires **7 areas** of corporate change, **4** within Making Better Use of Resources which are a key expectation of the Future Generations Commissioner in Annual Reporting.

4 Financial Planning
5 Assets
6 Procurement
7 Risk

Making Better Use of Resources

[FGC - The journey so far: May 2018](#)

Success Measures



14% increase of
'Do it online' payments
(From 34,494 to 39,321)



£TBCm
current savings
were made
in 2018/19

No year on year comparison available

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



(previously 8%)
(Welsh average **TBC%** and in **TBCth** place)
(Source: National Survey for Wales)

Explaining the Results

- More customers are **paying for services online** with the number of payments increasing by 5% from 34,494 in 2017/18 to **39,321 in 2018/19**.
- Addressing this 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.
- **Comments will follow when the [National Survey for Wales](#) data becomes available in June/July 2019.**

Progress Made

Financial Planning:

- Our Well Being Objectives identified financial commitments to each objective and the Members Budget Seminars identified our Well Being Objectives when considering budget proposals. Impact assessments also ensured the impact of our Well Being Objectives were considered.
- We have improved our financial reporting by providing sufficient information on reserves and a clear audit trail for decisions regarding reserves and have strengthened our financial planning arrangements. Business Plans are presented to Scrutiny Committees at the same time of budget proposal consultations, 3 year savings proposals are prepared and detailed monitoring is in place.

Assets:

- Work continued on the collation of data on all community based assets with a view to making better use of facilities. Community Asset transfer discussions are ongoing with various interested parties.

Procurement:

- In June 2018 we published our [Procurement Strategy 2018-22](#) which sets out our strategic priorities and our commitment to ensuring that the economic, social and environmental well-being of Carmarthenshire is at the heart of our activities.

Risks:

- Our Corporate, Departmental and Service Risk Registers were all updated in 2018/19 in line with the Risk Management & Contingency Planning Strategy 2018-22 and the Well-being of Future Generations Act.

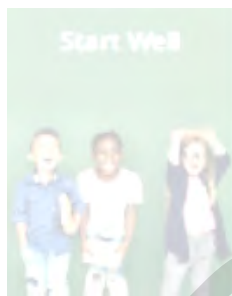
We are committed to delivering Community Benefits, an £8.8 Million scheme for Ysgol Penrhos in Llanelli reported that for every £1 spent £1.86 was reinvested back into the Welsh Economy



Executive Board Member
For Resources: Cllr David Jenkins



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



Live Well



Age Well



Healthy, Safe
& Prosperous
Environment



APPENDICES

DRAFT

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

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

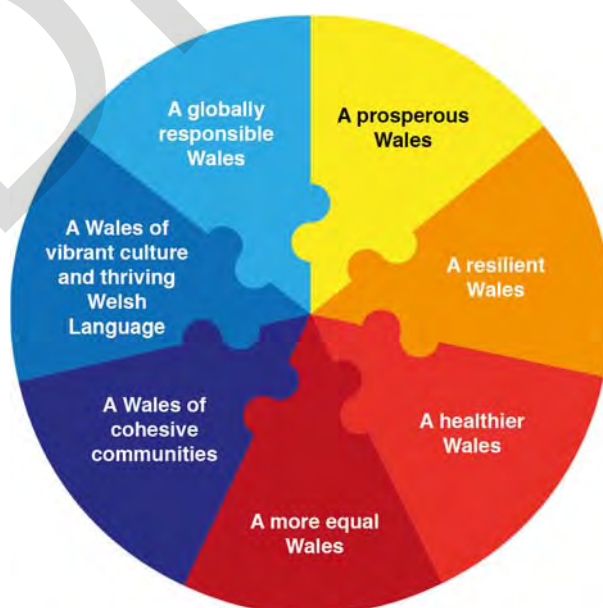
The Local Government (Wales) Measure 2009

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

Well-being of Future Generations Act (Wales) 2015

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

- We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is **'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'**
- We must demonstrate 5 ways of working:
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



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

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

Carmarthenshire's 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	Support and improve progress and achievement for all learners	✓	✓		✓		✓	✓
	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

Additional results and comparative data will become available later in the year

DRAFT

National Survey for Wales Results

Data becomes available in phases from end of June.

DRAFT

How our 2018/19 results for Public Accountability Measures compare to other Councils in Wales

Here are the key dates for the 2018-19 data collection and publication from DataCymru:

Activity	Date
Education and Planning data published	01/07/2019
Sign off form available (collected data only)	14/06/2019
Sign off deadline (collected data only)	21/06/2019
Data pre-released (collected data only)	05/07/2019
'Collected' data published: <ul style="list-style-type: none"> • Corporate Services; • Environmental Services; • Housing (including PAM/012); • Leisure and Culture (PAM/017); • Highways Services; and • Public Protection. 	29/07/2019
'Sourced' data published: <ul style="list-style-type: none"> • Housing (PAM036 / PAM038); • Leisure and Culture (PAM/040); • Waste Services 	04/11/2019 (Tbc)
Leisure and Culture (PAM041 / PAM042) data published	02/12/2019 (Tbc)
Social care data published	Tbc

Our Regulatory Reports

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



LOCAL REPORTS

Annual Improvement Report: 2017-18 (Aug 2018)
Evaluation of the Council's Review of People Performance Management 2017 (April 2018)
Scrutiny: Fit for the Future? Review (June 2018)
Audit Committee Effectiveness (July 2018)
Local Government Services to Rural Communities (Nov 2018)
Provision of Local Government Services to Rural Communities: Community Asset Transfer (Nov 2018)
Local Government Use of Data (Jan 2019)
Well-being of Future Generations examination - WBO 2 (Feb 2019)

NATIONAL REPORTS

Speak My language: Overcoming Language & Communication Barriers in Public Services (April 2018)
Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities (May 2018)
National Fraud Initiative in Wales 2016-18 (Oct 2018)
Procuring Residual and Food Waste Treatment Capacity (Oct 2018)
Managing the Impact of Brexit on the Rural Development Programme in Wales (Nov 2018)
Waste Management in Wales: Municipal Recycling (Nov 2018)
The Maturity of Local Government in Use of Data (Dec 2018)



To follow



To Follow





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



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Chief Executive's Department
County Hall
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