

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

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



Contents

	Page	
Introduction	4	
Carmarthenshire's Well-being Objectives		
Start Well	1. Help to give every child the best start in life and improve their early life experiences	14
	2. Help children live healthy lifestyles	16
	3. Continue to improve learner attainment for all	18
	4. Reduce the number of young adults that are Not in Education, Employment or Training	20
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	24
	6. Create more jobs and growth throughout the county	32
	7. Increase the availability of rented and affordable homes	34
	8. Help people live healthy lives (tackling risky behaviour and obesity)	36
	9. Support good connections with friends, family and safer communities	40
Age Well	10. Support the growing numbers of older people to maintain dignity and independence in their later years	42
	11. A Council wide approach to support Ageing Well in Carmarthenshire	44
In A Healthy, Safe & Prosperous Environment	12. Look after the environment now and for the future	48
	13. Improve the highway and transport infrastructure and connectivity	50
	14. Promote Welsh Language and Culture	52
	15. Building a Better Council and Making Better Use of Resources	62&64
	Appendices	82-87
Appendix 1	How our Well-being Objectives contribute to the 7 National Well-being Goals	Enclosed
Appendix 2	Our Success Measures	not all external data available as yet
Appendix 3	National Survey for Wales	
Appendix 4	Public Accountability Measures	
Appendix 5	Regulatory Reports	Enclosed

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.




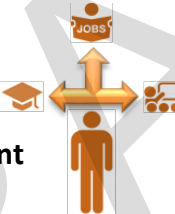




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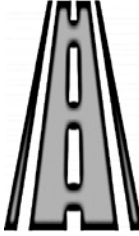


A summary of our Key Success Measures

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

Age Well	<p>9. Support good connections with friends, family and safer communities.</p> <p><i>More detail on page 34</i></p>	<p>51.6%</p> <p>Of adults felt they had a sense of community</p> 	Better
	 <p>47.5%</p> <p>Agree there's a good social care service available in their area</p>	<p>10. Support the growing numbers of older people to maintain dignity and independence in their later years.</p> <p><i>More detail on page 36</i></p>	Worse
	<p>11. A Council wide approach to support Ageing Well in Carmarthenshire.</p> <p><i>More detail on page 38</i></p>	<p>16.6% of people are lonely</p> 	Better
In A Healthy, Safe & Prosperous Environment	<p>Our recycle rate is</p> <p>58.94%</p> 	<p>12. Look after the environment now and for the future.</p> <p><i>More detail on page 42</i></p>	Worse
	<p>13. Improve the highway and transport infrastructure and connectivity.</p> <p><i>More detail on page 44</i></p>	<p>Roads that are in poor condition:</p>  <ul style="list-style-type: none"> 5.2% of our A Class 4.2% of our B Class 12.5% of our C Class 	Worse
	 <p>We have TBC% of people who can speak Welsh</p>	<p>14. Promote Welsh Language and Culture.</p> <p><i>More detail on page 46</i></p>	
	<p>15. Building a Better Council and Making Better Use of Resources.</p> <p><i>More detail on page 50</i></p>	 <p>9.8 staff sick days per year</p>	Better

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](#)

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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 Performance Indicators 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'



During the last full 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 on a national basis. 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.



TBC - expected in July 2019



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



Well-being Objectives

1. Help to give every child the best start in life and improve their early life experiences.

2. Help children live healthy lifestyles.

3. Continue to improve learner attainment for all.

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

5. Tackle poverty by doing all we can to prevent it, helping people into work & improving the lives of those living in poverty.

6. Creating more jobs and growth throughout the county.

7. Increase the availability of rented and affordable homes.

8. Help people live healthy lives (tackling risky behaviour & obesity).

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

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

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

12. Looking after the environment now and for the future.

13. Improving the highway and transport infrastructure and connectivity.

14. Promoting Welsh language and culture.

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

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

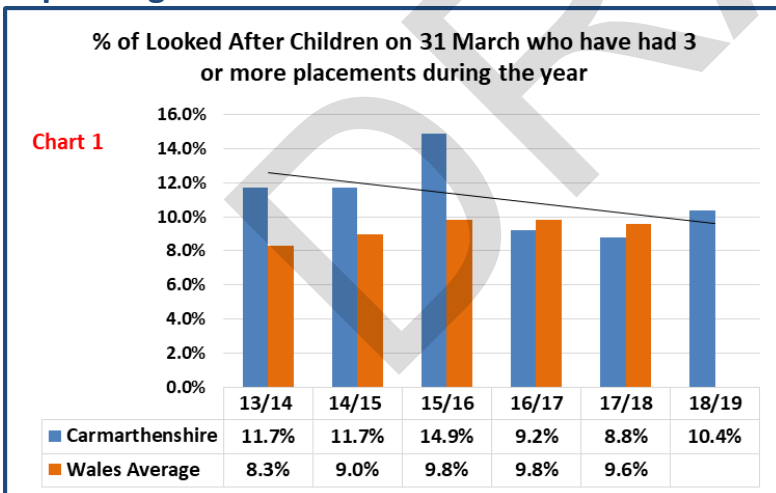
- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease 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

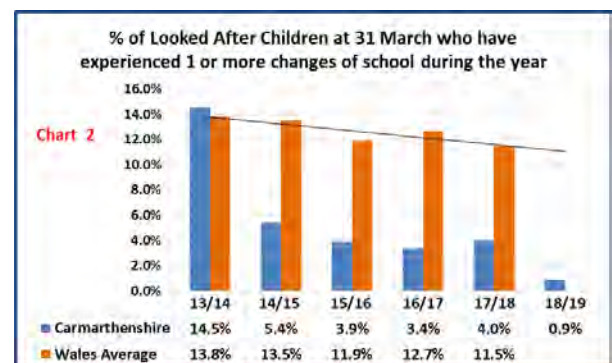


Explaining the Results



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

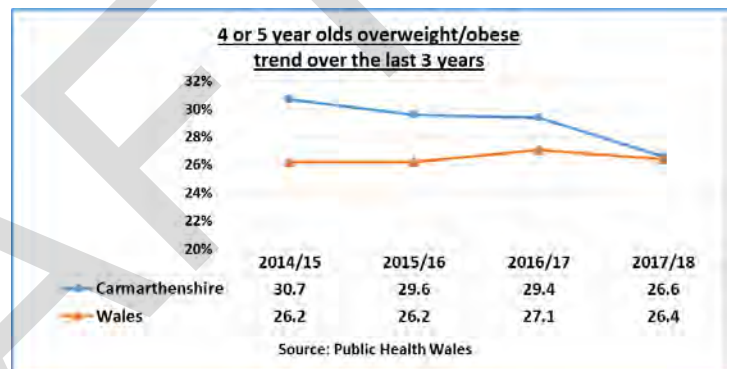
- The [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child's safety.
- Assessment engagement activity with primary school children showed being physically active to be the second most important 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



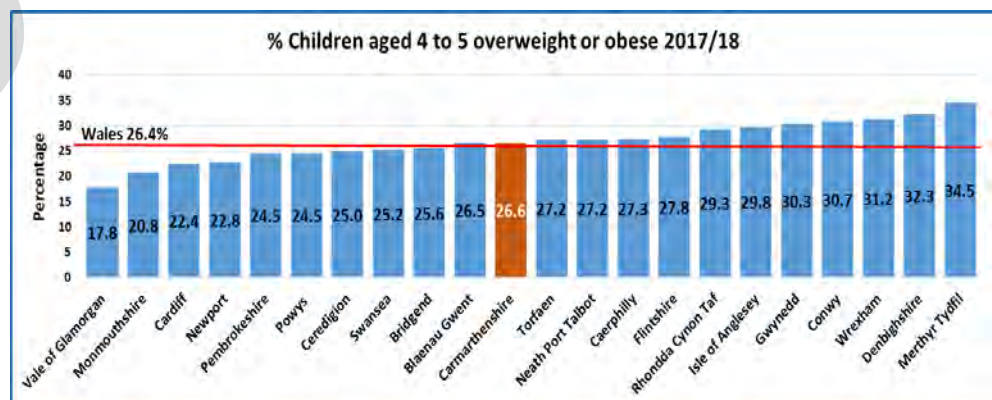
(An improvement on the previous year)



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.

- 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



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



6th highest in Wales
Source: StatsWales



93.9%

Attendance at Primary Schools

93.8%

Attendance at Secondary Schools



Both results have declined from previous year
(Primary 94.4% & Secondary 94.3%)
Source: StatsWales



84%

are satisfied with their child's primary school



(Down on the previous year of 90%)
90% in Wales

Source: National Survey for Wales

Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 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.
- According to the 2018/19 [National Survey for Wales](#), 84% of participants were satisfied with their child's primary school in Carmarthenshire, this has reduced from the previous year of 90% and below the Welsh average.

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 Baccaalaureate 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.*



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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)

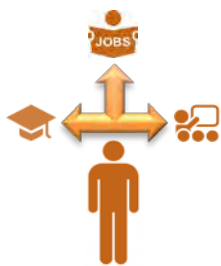
The number of NEET has risen for the first time in 3 years

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



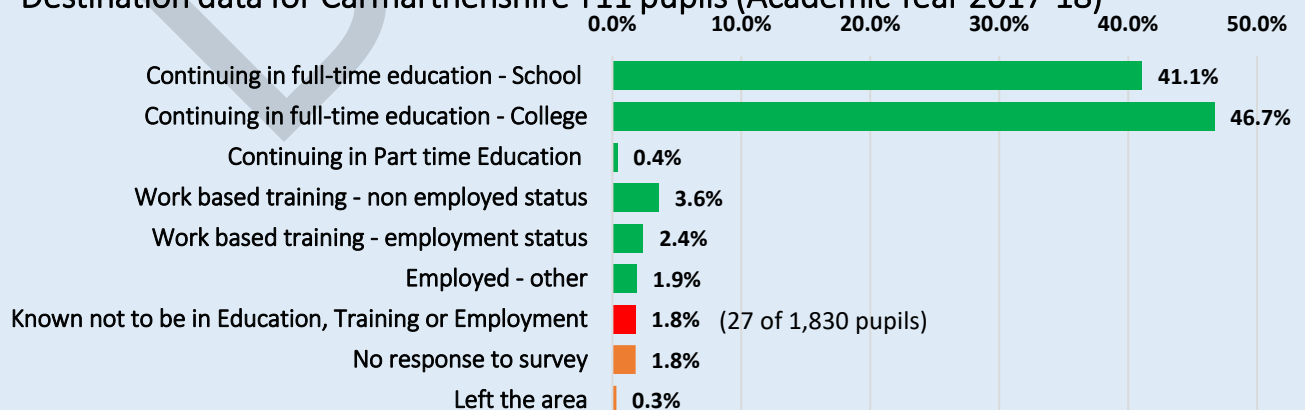
1.8% year 11 pupils &
4.9% year 13 pupils
 are Not in Education, Employment or Training (NEET)
 (Previous year - Yr 11: **1.4%** & Yr 13: **3.0%**)



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.



Executive Board Member
For Education & Children
Cllr Glynog Davies



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



DRYTEXT

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).

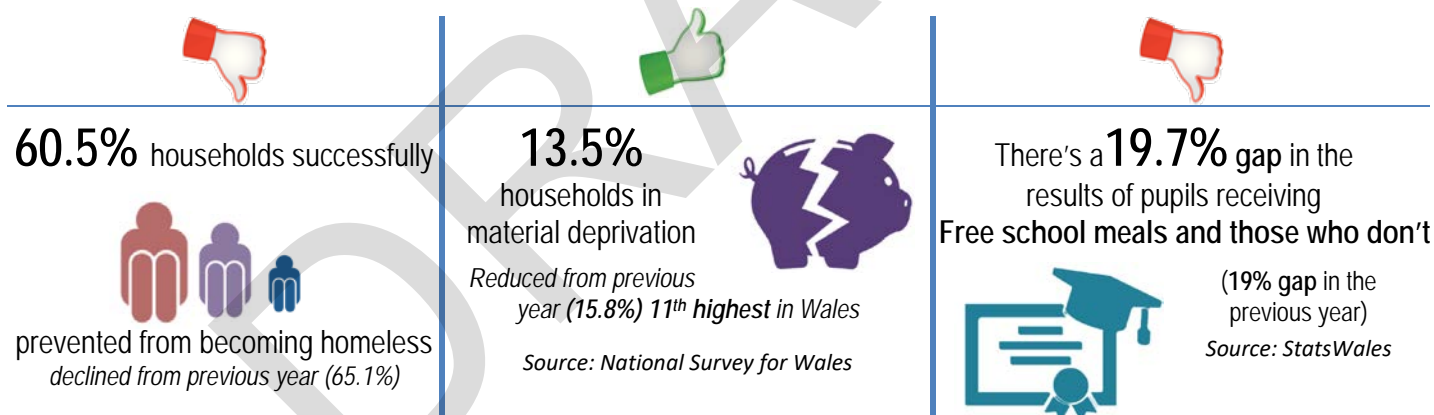
Therefore, 35.5% can be defined as living in poverty in Carmarthenshire which is above the Welsh average of 33.6% and has moved from 8th to 13th worst in Wales.

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 (37.1%)	446,586 (33.6%)	29,086 (36.3%)	459,283 (35%)	29,020 (35.9%)	460,322 (34%)	28,223 (35.0%)	450,616 (33%)	28,881 (35.5%)	456,971 (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](#) **13.5%** of participating households in Carmarthenshire were classed as **living in material deprivation**, this is just below the Welsh average of 13.6% and a reduction on last year on 15.8%.
- 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 5

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

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 - Preventing Poverty			
We will introduce a package of support and advice designed to support new tenants maintain their tenancies. (Ref 13147)	✓	<p>We initially employed a project officer to initiate the proposals. We have since employed 3 more officers to form a new team to provide a package of advice and support to all new tenants. We meet all new tenants and discuss:</p> <ul style="list-style-type: none"> • their responsibilities as part of the tenancy agreement • how to pay their rent • making a benefit claim <p>Training packages have been initiated where prospective tenants on our Housing Choice Register undertake a 1 day course where tenancy issues are covered in more detail.</p>	COMM
We will assess the options for delivering energy efficiency improvements to Council homes. (Ref 13148)	✓	<p>We have identified a small scheme for which we will receive support for the cost of technologies from the SPECIFIC 2 LCBE project which is part-funded by the European Regional Development Fund through the Wales European Funding Office. The 'systems-based approach' combines renewable energy supply, energy storage and energy demand reduction technologies creating a holistic approach to retrofitting. The solutions proposed are:</p> <ul style="list-style-type: none"> • External wall insulation; • Loft insulation; • LED lighting; • Mechanical ventilation with heat recovery; • High efficiency gas boilers; • Solar PV; and • Lithium ion batteries. <p>The Specification has been agreed and a Principle Contractor appointed. Upon completion of the works we shall be analysing the results of the installation of low carbon technology in terms of costs, benefits to tenants and ease of use. This will enable us to better understand the potential for helping tenants to reduce their energy bills, improve the comfort of their homes and reduce carbon emissions to levels set by Welsh Government.</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We shall develop a new Homelessness Strategy to ensure vulnerable residents are supported appropriately to include:</p> <ul style="list-style-type: none"> - Develop housing options for single people - Develop a plan to ensure homeless people have access to health services - Review our approach to how we manage temporary accommodation <p><i>(Ref 13149) MF5-50</i></p>	✓	<p>A new Regional Homelessness Strategy has been produced and was agreed by full Council in January 2019. The resulting key actions will form part of Departmental actions for 2019/20.</p> <p>The strategy identifies seven key priorities that are supported by a range of high level actions. These priorities are:</p> <ol style="list-style-type: none"> 1. Continuing to evolve and harness community-based services to assist in the prevention of homelessness; 2. By utilising intelligence, exploring how we can focus support to households in those localities which are producing the highest proportion of homelessness cases in order to prevent it; 3. Utilising IT systems and technology to prevent homelessness by ensuring systems are in place which flag up issues early to trigger help and advice as early as possible; 4. In partnership with key agencies, exploring how a multi-agency case management approach can evolve to meet the needs of households who revolve around the homeless system and place demands on a variety of services; 5. In partnership with local stakeholders and other statutory services, exploring whether a 'Housing First' approach can be developed to support those with the most complex needs; 6. Each authority, with their Housing Association and private landlord partners, developing affordable and sustainable housing options for single people; and 7. Each authority developing close partnership working with DWP/Job Centre+ to mitigate any impact the introduction of Universal Credit may have on household's ability to retain their tenancies. 	COMM
<p>We shall increase the percentage of households successfully prevented from becoming homeless <i>(PAM/012)</i> <i>(2017/18 Result - 65.1% / 2018/19 Target - 68%)</i></p>	x	<p>2018/19 result - 60.5% (250/413).</p> <p>While we have missed our target this year, to put it into context we have only prevented 19 less cases than last year. Further to this, 14 cases either lost contact / failed to engage with us, therefore could not be logged as a prevention case. With the introduction of Universal credit we have noticed a knock on impact with private landlords being unwilling to continue with benefit claiming tenants. Coupled with private sector tenants approaching the service at the point of eviction rather than at the</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		point of receiving notice. As a result there is limited time to engage with the landlord to prevent or relieve the situation. This is an issue we have identified as part of our recent homelessness review and development of a new strategic approach.	
We will continue to work towards addressing the childcare gaps identified in our most recent Childcare Sufficiency Assessment (2017-2022) in order to ensure that the Local Authority fulfils its statutory childcare sufficiency duty, and local parents/carers are supported to balance their working and caring responsibilities. (Ref 13150)	✓	Drop in sessions at the Integrated Family Centres (ICC's) plus monthly childminder briefing sessions in targeted areas have been held throughout the year. Application, and post registration support is provided individually and via small group sessions. During 2018/19 12 new childminders have been registered; 9 childminder briefing sessions held; 7 drop-in sessions; 24 candidates attended childminder CYPOP5 course (9 from targeted areas). 107 childminders are currently registered within Carmarthenshire with a total of 767 registered childcare places . Promotion work continues.	E&CS
We will improve Average Capped 9 score for pupils in year 11 of pupils eligible for Free School Meals (4.1.2.4) (2017/18 Result - 307.6 2016/17 Academic Year/ 2018/19 Target-308.5 2017/18 Academic Year)	x	An average Capped 9 score of 308.1 was achieved by year 11 of pupils eligible for Free School Meals during 2017/18 Academic Year. Despite being off target, the result has improved on the previous year. We continue to have the 6th best result in Wales and well above the Welsh average of 291.1. This is still a very good result for the Authority and reflects the impact of collaborative working between our School Improvement Team and senior school leaders and staff.	E&CS
B - Helping people into work			
We shall increase the number of adults that feel more positive with improved confidence about seeking work after receiving employability support through Communities 4 Work and Communities 4 Work Plus programmes. (EconD/020) (2017/18 Result - 100%/2018/19 Target – 100%)	✓	All 589 (100%) of adults that received employability support through Communities 4 Work and Communities 4 Work Plus programmes felt more positive with improved confidence about seeking work.	COMM
We shall ensure that a high number of residents feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus programmes. (EconD/021) (2017/18 Result - 100%/2018/19	✓	All 418 (100%) of adults that received employability support through Communities 4 Work and Communities 4 Work Plus programmes felt more positive with improved confidence about seeking work.	COMM
We shall increase the number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes. (EconD/022) (2017/18 Result - 327 / 2018/19 Target - 330)	✓	402 accredited qualifications were achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes during 2018/19, this is an increase on the previous year and well on target.	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
C - Improving the lives of those living in poverty			
<p>We will develop a pilot project in the Tyisha ward to develop ways of addressing poverty in the area. (Ref 13151) MF5-75</p>	✓	<p>Initial phase of community engagement undertaken with the Consultants Arcadis. We are now undertaking development work based on consultation and further discussion with key stakeholders in order to develop a Masterplan for the community going forward. Draft Masterplan is expected by June 2019</p>	P&R
<p>We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County. (Ref 13152) MF5-80</p>	✓	<p>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. The Bureau has a close working relationship with CAVS and we have supported 450 people into volunteering.</p>	P&R
<p>We will extend the Hwb model developed in Llanelli to Ammanford and Carmarthen, making front line support services more accessible to residents. (Ref 12560) MF5-83</p>	x	<p>The Hwb in Quay Street, Ammanford was opened on 10th December 2018 bringing the service to the Town Centre. The Hwb Ammanford deals with on average 1100 appointments per month. A Cash Desk is co-located at each Hwb location which brings its own footfall to the centres. In addition we have partners, Workways +, Communities for Work+, Communities for Work employability projects based at Ammanford and Llanelli permanently</p>	P&R
<p>We will develop further partnership arrangements in respect to financial exploitation. (Ref 13154)</p>	✓	<p>We continue to make progress with the initiative and to develop relationships with partner organisations. We have met with local floating support services National Association for the Care and Resettlement of Offenders (NACRO) who have agreed to participate in the initiative. We have agreed a service level agreement (SLA) with Delta Wellbeing to provide installation services for the truecall nuisance call blocker project. Officers are currently training Delta Installers with them taking over installations fully from April 2019</p>	E&PP
<p>We will promote financial literacy and protecting vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS). (Ref 13155)</p>	✓	<p>April 2019 address issues of Police engagement, an officer has been appointed to the Tactical Serious Organised Crime Group and meetings have been arranged with the local Police intelligence officers to discuss information sharing arrangements. Interestingly we have seen a return of referrals from Bank members during this</p>	E&PP

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		quarter. In terms of financial education, we're continuing to develop the existing resources and adding to them with a view of developing a county-wide "Money Wise Week" and inter-school competition to increase engagement.	
We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support. (Ref 13156)	✓	The Council's Christmas Appeal 2018 was very successful. As a result of the generosity of residents and staff we succeeded in distributing 207 food hampers and 150 wellbeing packs to young people and families as well as over 6,000 toys to 1,000 children who were in need over the Christmas period. The response to the request for additional toys following a significant increase in nominations was amazing and testament to the kindness and generosity of Carmarthenshire residents.	P&R
We will ensure the Council provides support to current benefit claimants migrating to Universal Credit from March 2018 onwards. (Ref 13157) MF5-94	✓	The provision of technical/specialist advice and support to the DWP's Universal Credit delivery service is now an established process within the Benefits Section. The personal Budgeting Support Service is proactively providing face to face personal budgeting and financial support to customers identified as requiring financial assistance. Develops personal budgeting support plans for individual clients based on the findings of the financial vulnerability assessment conducted. Also works collaboratively with advice and support providers across Carmarthenshire to ensure that effective referrals are made to partner organisations.	P&R
We will retain the reduced average number of days taken to process new Housing/Council Tax Benefit claims (6.6.1.2) (2017/18 Result-22.77 days / 2017/18 Target - 21 days)	✗	2018/19 result 22.55 days. This result is slightly down on the previous year and off target. New staff have been through an intense training programme and continue to be closely mentored. Due to the complexity of the benefits system it will take time for new assessors to get to the performance level of experienced officers, however, they are dealing very satisfactorily with the less complex cases. Universal Credit has affected authorities' performance generally and we will continue to monitor performance and output.	P&R
We will retain the low average number of days taken to process notifications of changes of circumstances in Housing/Council Tax Benefit claims (6.6.1.3) (2017/18 Result- 5.27 days / 2018/19 Target - 5.5 days)	✓	2018/19 result - 4.26 days. This is an improvement on the previous year's result and on target.	P&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<p>We will retain the high % of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check (6.6.1.9) (2017/18 Result- 98.13 % / 2018/19 Target - 96%)</p>	✗	<p>2018/19 result - 94.9%. This indicator is off target and showing a decline and is prone to fluctuation. Given the complexity of the Housing Benefit scheme, the introduction of Universal credit in December 2018 and the high number of new and inexperienced staff within the section, this continues to be a very positive result. Identified errors will continue to be analysed and any trends addressed through staff briefings and additional training where necessary.</p>	P&R
<p>We will continue to ensure that all staff are treated fairly and with respect whilst working towards introducing the Welsh Living Wage for those staff on lower pay bands. (Ref 13158) MF5-97</p>	✓	<p>The County Council was pleased to announce in March 2018 that it would pay the equivalent of the Foundation Living Wage (a voluntary living wage level) to its staff via a pay supplement which will be reviewed as part of the Pay Policy every year. 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).</p>	P&R
<p>We shall implement the School Holiday Enrichment (Holiday Hunger) Programme (SHEP), supporting families and children during school vacations to cook healthy meals, particularly aimed at pupils eligible for Free School Meals. (Ref 13159)</p>	✓	<p>SHEP successfully operated in the 4 selected schools as planned over summer 2018. We continue to gather information for WLGA, including, lessons learnt, questionnaires from pupils, parents, staff etc. to improve in moving forward for the coming year. A new SHEP coordinator is now in post</p>	E&CS



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:-

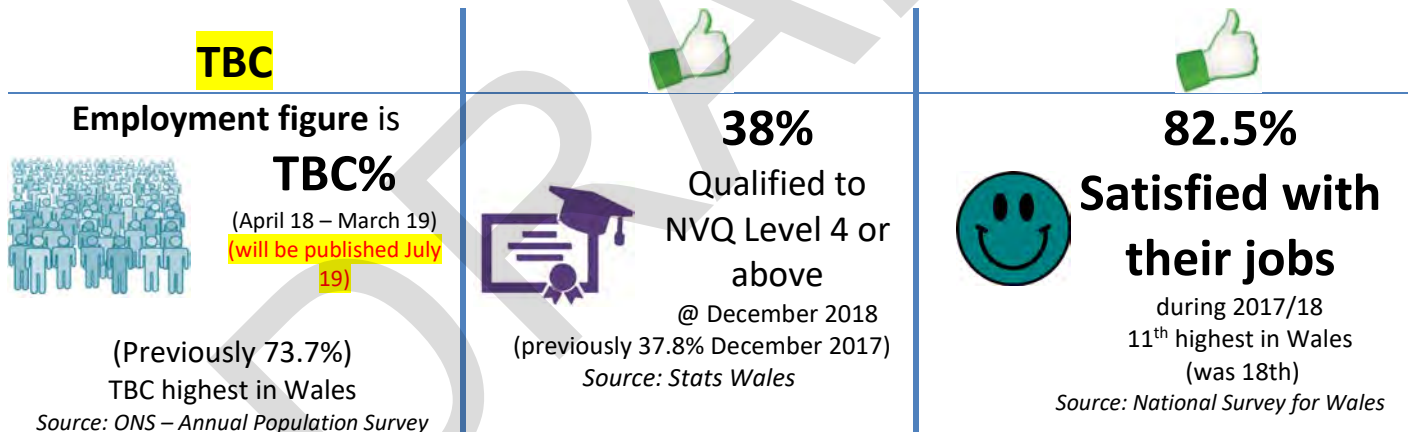
Business Development and Engagement; Beacon Bursary and Incubation; Llanelli Town Centre Schemes; Carmarthenshire Rural Enterprise Fund and Community Bureau

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

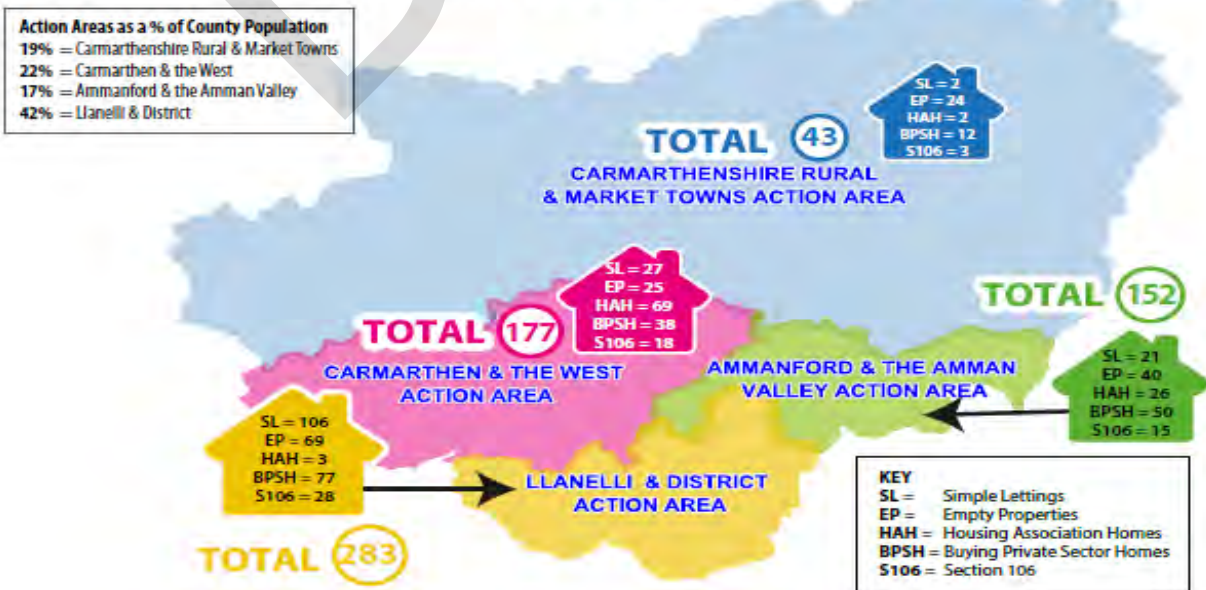
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Additional Affordable Homes during 2018/19



Explaining the Results

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



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:-

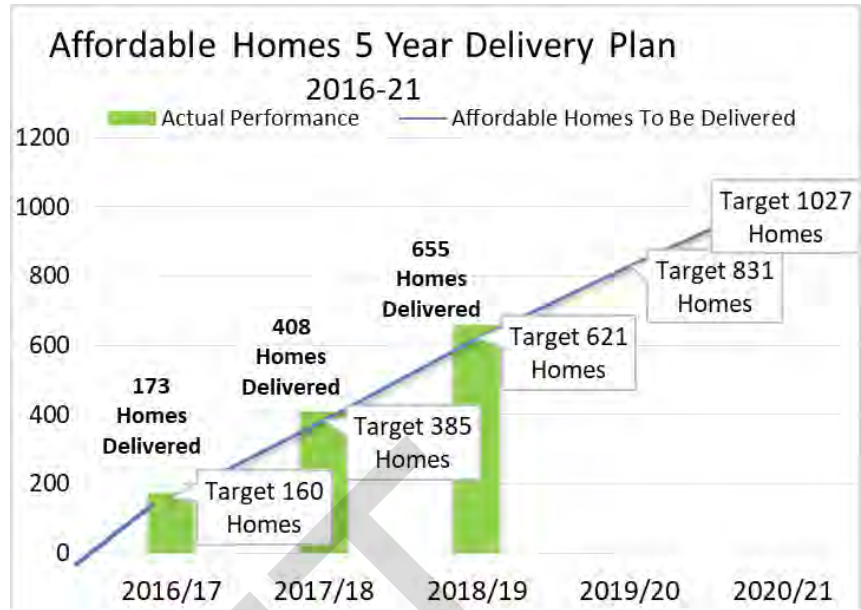
156: Simple lettings agency
(32: 16/17; 63: 17/18; 61: 18/19)

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

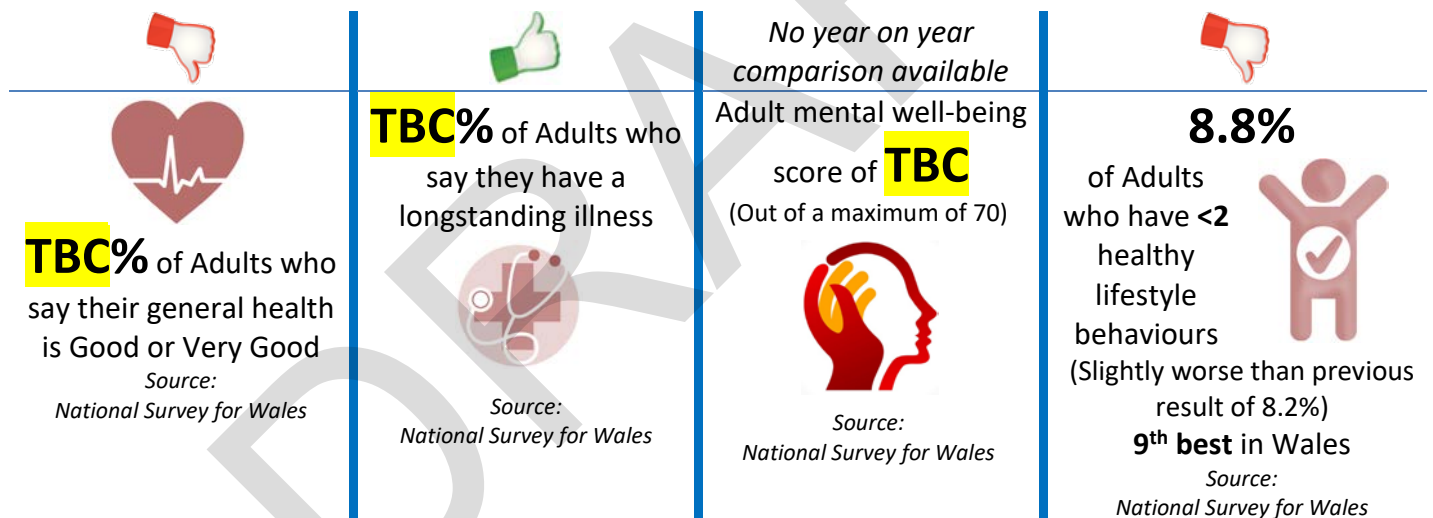
We want Carmarthenshire to be a place:

- 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.**
- **8.8%** of participants have **fewer than two healthy lifestyle behaviours** this has increased slightly on last year of 8.2% but continues to be better than the Welsh average of 10.1% but have moved down from 5th best to 9th best in Wales.

Progress Made

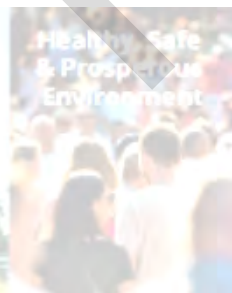
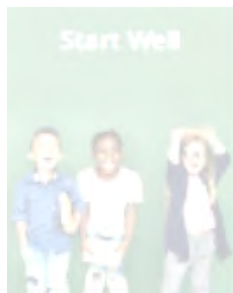
- ⦿ In September 2018 Carmarthenshire played host to the start of the OVO Energy Tour of Britain. It was the first time that the Tour had started in South Wales and Pembrey Country Park was the fantastic start venue for the race. Pembrey Country Park and town and villages throughout the county welcomed 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=ltm6aTlOKd4>
- ⦿ 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



DRYFET

Age Well



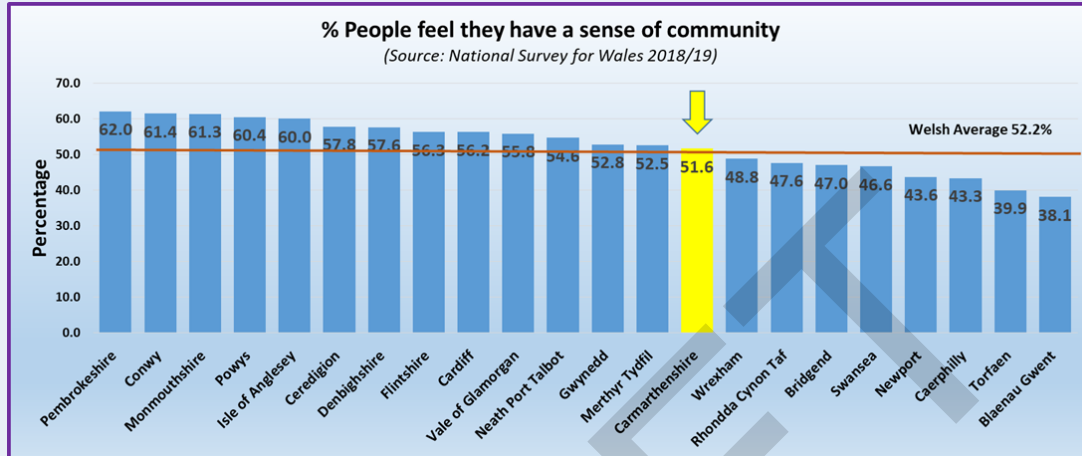


Well-being Objective 9

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

Sense of Community survey results have increased in Carmarthenshire from 47.7% to 51.6%

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!*



Despite an improved result we move down from 13th to 14th position in Wales.

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



88.2% People who feel safe

7th Highest in Wales

Source: National Survey for Wales



Explaining the Results

- The number of [National Survey for Wales](#) participants **feeling safe** has remained the same at **88.2%** but unfortunately we have moved from 6th to 7th place. This result was derived from four questions; people feeling safe at home, walking in the local area, and when travelling in the dark which will be available in due course.
- According to the 2018/19 [National Survey for Wales](#), **51.6%** of participants felt they had a 'Sense of Community', this is an improvement on previous year of 47.7%. This result was 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'. The breakdown for each of these questions at Local Authority level have not been published as yet. Despite an improved result, we have moved from 13th to 14th position in Wales.

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



Executive Board Member
For Community Safety
Cllr Cefin Campbell



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



Well-being Objective 10

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

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


81 people were kept in hospital while waiting for social care (4.21 per 1,000 population aged 75+)

(Previously 47 people - 2.50 per 1,000 population)




47.5% Agree there's a good social care service available in their area (Previously 56.2%)

Source: National Survey for Wales

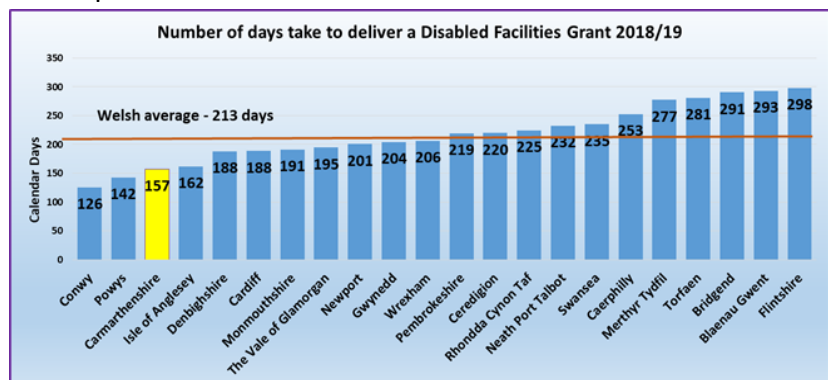


It takes us an average of **157** calendar days to deliver a *Disabled Facilities Grant* (Previously 161 days)



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](#) **47.5%** of participants believed that there is **good Social Care Service available in the area**, this has reduced from the previous result of 56.2% and our position in Wales has gone down from 15th to 19th place.
- The average number of days taken to deliver a *Disabled Facilities Grant* adaptation continues to reduce at 157 days, this is almost half the days taken 2013/14 of 308 days when we were in 20th position in Wales, and we are currently in 3rd position.



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 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.



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



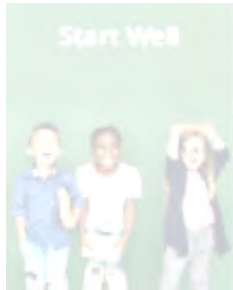
A Llanelli pensioner is honoured with British Empire Medal - William Henry Gerwyn Jenkins was recognised in Queen's Birthday Honours for services to the Samaritans



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



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



DRYFET

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

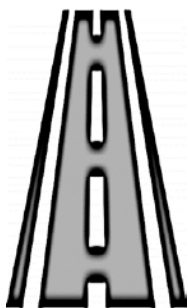
We are improving the county's road infrastructure, rural transport and active travel

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.

- *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:

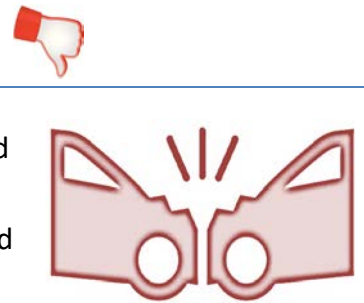


5.2% of our A Class (A decline on 4.1% in 17/18) (Moved down from 15 th to 21 st in Wales)
4.2% of our B Class (A decline on 3.1% in 17/18) (Moved down from 5 th to 10 th in Wales)
12.5% of our C Class (A decline on 11.9% in 17/18) (Continues to be in 17 th position in Wales)



Our road casualty numbers have increased with **97** people being killed or seriously injured on the roads (**83 in 2017**)

(20th highest in Wales)
Source: Stats Wales



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 97 people were killed or seriously injured** on Carmarthenshire's roads in 2018. Although we cannot control the number of road traffic incidents on the county road network, we do however work with partner agencies to encourage the safer use of the road, engage with high-risk road user groups (motorcyclists, the elderly, young drivers), invest in targeted road safety engineering projects and assist the Police with speed enforcement campaigns and address community concerns about speeding.

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

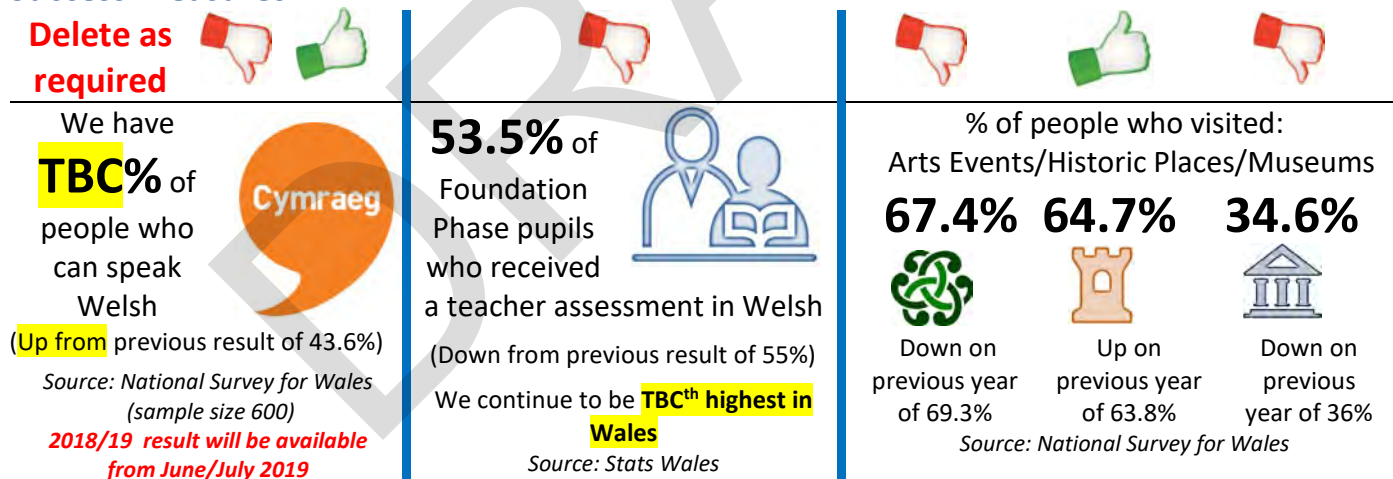
Our campaign to promote Welsh language services has been highlighted as *successful practice* by the Welsh Language Commissioner.

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



Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

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 - Implement and monitor the Welsh Language Standards			
We will ensure the Council complies with the requirements of the Welsh Language Standards. <i>(Ref 13280)</i>	✓	The Policy & Partnership team has built a positive working relationships with departments and we continue to provide practical advice on implementation of the Standards. Detailed guidance notes have been prepared and circulated and we are constantly monitoring implementation. Draft guidance has been prepared on bilingual training provision / undertaking training assessments and holding bilingual / Welsh medium interviews. We also receive queries and complaints from members of the public which are closely monitored and provide valuable feedback on the services provided and any development work needed.	P&R
We will develop an integrated Welsh Language Programme for our staff. <i>(Ref 12425)</i>	✓	During the year 3 cohorts of staff, (totalling 30) have completed the first Intensive Work Welsh programme at CCC. The mentoring framework has now been implemented. Staff have attended training over the last year and we now have 82 Welsh Language mentors on the database. The Welcome Welsh, the original course, also has a follow on course Welcome Back. Rather than allocating a week for CCC staff to attend residential courses at Nant Gwrtheyrn, we have decided to give staff a range of dates at Nant Gwrtheyrn and Cardigan Castle and they will be learning with other people across Wales.	P&R
To facilitate good decision making, we will introduce an integrated Impact Assessment which consolidates Equality, Welsh language and Well-being of Future Generations requirements. <i>(Ref 13281)</i>	✓	A draft Integrated Impact Assessment has been prepared, alongside detailed guidance notes for report authors. The Assessment includes questions in relation to the Well-being of Future Generations Act, Equality Act, Welsh Language Measure, UN Convention on the Rights of the Child, the Environment Act and Privacy statements.	P&R
B - Welsh Language Promotion Strategy			
To promote the Strategy for Welsh Language - We will increase the numbers acquiring basic and further skills in Welsh through the education system and through language transmission in the home. <i>(Ref 12938)</i>	✓	This action links in closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. Work will continue for 2019/20 and our next	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		Welsh language Strategic Forum, will focus on Early Years provision and will evaluate the content of the current action plan to meet this objective. We have also prepared resources to explain the benefits of bilingual education and will support the next steps in the implementation of the WESP across the county.	
We will increase the confidence of Welsh speakers and therefore the use of the Language in every sphere of life, and encourage and Support the county's organisations to make the Welsh Language an increasingly natural medium for their Services. (Ref 12939) MF5-86	✓	The Council has a number of learning opportunities in place for members of staff through the internal Welsh for Adults team and the National Centre for Learning Welsh. We are supporting staff through both the Community Education based courses and also the Intensive courses provided by the National Centre for Learning Welsh. There are also a number of partnership initiatives such as Clwb Cwtsh running in the county whereby Mudiad Meithrin and the National Centre are holding specific sessions to support parents of young children to learn Welsh.	P&R
We will take steps to positively affect population movements to attract our young people to the county so that gains made in terms of Welsh speakers through the education system are not lost. Also efforts to assimilate newcomers and ensure new planning developments do not have a detrimental effect on the viability of the Welsh language. (Ref 12940) MF5-86	✓	The County's Strategic Welsh Language Forum has developed a 'Welcome Pack' for newcomers to the county. Distribution is underway through various channels such as Electoral Services, Housing Services and the Mentrau Iaith. Two members of the Strategic Forum are members of the Local Development Plan (LDP) Stakeholder Group and regular updates are received in relation to the revision of the LDP. There are also key projects underway within the Safer Homes and Communities Division which support this work, such as the rural housing needs survey.	P&R
We will target specific geographic areas within the county, either because they offer the potential to develop or because they cause linguistic concern to increase the numbers of residents in those areas who can and do use Welsh. (Ref 12941) MF5-86	✓	The Mentrau Iaith have been successful in a bid through LEADER in order to appoint additional resources to the Priority Areas identified across the county. Officers have been appointed and have prepared a specific work plan, using detailed guidance / templates prepared by the Welsh Government under the title of 'Gweithredu'n Lleol / Local Action'. The Welsh language Strategic Forum receive regular updates on the work within each area	P&R
We will market and promote the Welsh language. Raising the status of Welsh and awareness of the benefits of bilingualism and bilingual education. And by raising awareness of	✓	The County Strategic Forum has led on the preparation of a Welcome Pack for individuals / families moving to Carmarthenshire which provides the linguistic context and the opportunities for	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
these benefits, attracting more residents of the county to acquire the language. (Ref 12942) MF5-86		a bilingual education. This document links closely with the `Being Bilingual in Carmarthenshire` leaflet. As part of the next steps of implementing the Welsh in Education Strategic Plan we will further develop the `Frequently asked Questions` and the videos on the Education section of the corporate website.	
We will further strengthen the provision and use of the Welsh language within social services to be able to provide services in the language of service users' choice and ensure compliance with the `Active Offer`. (Ref 13283) MF5-56	✓	Integrated Services continues to engage fully with the department's Welsh Language group to ensure it provides a high standard of service and meets its obligations to service users. Both the department Welsh Language Skills study and service user and carers survey 2018 demonstrated good linguistic levels among staff and excellent satisfaction from service users and carers on accessing services in their language of choice respectively.	SCH
We will develop a suite of measures to support our progress on promotion of the Welsh Language. (Ref 13284)	✓	Detailed mapping of potential indicators has been undertaken; however, it is recognised that the Census is the most reliable source of data re: number of Welsh speakers. We are awaiting further guidance from the Welsh Government on potential indicators to measure progress against the Cymraeg 2050: Welsh language Strategy	P&R
C - The development of Welsh in all our Education services			
We will implement the content of the 'WESP' Welsh in Education Strategic Plan in partnership with school leaders for the benefit of all Carmarthenshire learners. (Ref 13285)	✓	The WESP has been launched and a series of workshops were held with Headteachers and Governors in order to ensure a better understanding of the importance and the significance of the WESP upon all schools regardless of the language category. Individual school based meetings have also taken place where parents have also attended. School audits of preparedness for the WESP have been completed. An implementation paper has been prepared detailing the actions all schools can take and list those which are proposed to progress to formal consultation to change the nature of provision. We are currently carrying out informal discussions with all stakeholders.	E&CS
We will work with the County's primary and secondary schools to move them along the Welsh language continuum and also ensure that individual pupils within relevant schools are provided with opportunities to continue with	✓	We are working towards our WESP targets in moving schools, both Primary and Secondary along the language continuum. An implementation/development plan has been submitted to Welsh Government and is being expedited. We are working closely	E&CS

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
their Welsh medium education throughout all key stages. (Ref 13286) MF5-31		with the Modernising Education Programme team to offer a change in provision within the Foundation phase for specific schools which are in a position to do so. We are consulting informally with all stakeholders at this point. Language training in the Llanelli area for both the Primary and Secondary sector has been extended to the whole of the county but funding has now come to an end. We are however seeking to source	
We will increase the % of pupils assessed in Welsh at the end of the Foundation Phase. (PAM/033) (2017/18 Result - 55% - 16/17 Academic Year / 2018/19 Target - 56% - 17/18 Academic Year)	x	53.5% of pupils were assessed in Welsh at the end of the Foundation Phase during 2017/18 Academic Year, this has reduced slightly on the previous year. School pupil cohorts can vary year on year and this can affect the result. This is a long term objective within the Welsh in Education Strategic Plan (WESP), by increasing the number of welsh medium school places available. This will be a slow moving measure with 'steps' as schools change their Language provision. By following the objectives and actions within the WESP; this will include the Modernising Education Programme, where more Welsh Medium school places will be made available. All schools will be encouraged to move along the language continuum.	E&CS
We will increase the % of year 11 pupils studying Welsh (first language) (PAM/034) (2017/18 Result - 42.9% - 16/17 Academic Year / 2018/19 Target - 43.5% - 17/18 Academic Year)	✓	44.9% of year 11 pupils studied Welsh (first language) during 2017/18 Academic Year, this is an increase on the previous year. As part of our Welsh in Education Strategic Plan (WESP) we are actively encouraging more students to study Welsh First Language at GCSE and hope to raise the percentage year on year.	E&CS
D - Promoting our Welsh Culture & Heritage			
We will develop the 'Stordy Digidol' digital project to promote improved mental health in conjunction with show casing Carmarthenshire's heritage collections. (Ref 13287)	✓	The cultural services team have been successful in securing funding for "Great Places" which includes amongst its approved purposes the commitment to develop Stordy Digidol as an online hub for collecting and sharing community heritage, providing a permanent and widely accessible resource. Digital skills training will also be provided to volunteers to enable communities to develop content for the website. The initial steering group for the project took place on 6th March and a decision was taken to progress with the recruitment of a project officer to	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>deliver the scheme. A website has been built to host the content and members of staff from the museums, archives and libraries teams have so far been trained to identify and upload content. The launch is expected to take place towards the end of the project period in late 2020.</p>	
<p>We will start to implement our Libraries Development plan 2017 – 2022 and as part of that plan roll out the new mobile library service. <i>(Ref 13288)</i></p>	✓	<p>The “Moving Forward – Carmarthenshire Libraries strategy” was published and launched during 2017 and runs through as an overarching, working policy document until 2022. Over the last year or so, through the gradual implementation of the strategy we have seen significant changes in the library service, focusing on 3 main themes: the Library as an enhanced gateway to reading information and wellbeing, the Digital Library – a service that is ambitious in its use of technology & digital access, the Library as a vibrant community asset – rooted in and shaped by the local communities it serves; therefore aligning the service with the strategy - a strategy that is equipped to meet developing</p>	COMM
<p>We will deliver a transformation plan for the existing Museums provision at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors. <i>(Ref 13289) MF5-64</i></p>	✓	<p>Carmarthenshire Museum The Major Scheme for the building exterior will deliver improvements to the museum’s internal environment and accessibility through sensitive restoration and modification of the front porch. Works are programmed from October 2019 – November 2020.</p> <p>Parc Howard Museum Planning Consulting Solutions Ltd have been commissioned to complete a feasibility study on the proposed modernisation scheme at Parc Howard Museum, focusing primarily on improvements to visitor facilities.</p> <p>Kidwelly Industrial Museum The Trust’s Governance and Resilience Review was completed February 2019. A decision regarding future governance arrangements is pending.</p> <p>Museum of Speed Headland Design has completed Interpretation Planning for the new museum to inform the fit-out of the development. Real Studio has been awarded the fit out commission and has had input into the interpretive plan.</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We will further develop Oriel Myrddin to improve the provision for residents and visitors. (Ref 13530) MF5-64</p>	✓	<p>Governance review paper completed and due to be presented to members in April 2019. Similarly, capital project fully reviewed with options paper to be presented to members in early 2019/2020.</p> <p>Oriel Myrddin trust is actively recruiting a minimum of 4 additional independent trustees as part of their governance review and future decision making process.</p>	COMM
<p>We will begin the museums transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili. (Ref 13290) MF5-65</p>	✓	<p>The partnership with Tywi Gateway Trust continues to strengthen. Phase 1 of tree works has been completed across areas leased to the Trust and areas retained by the Council, achieving an impressive improvement in safety and presentation. Progress has been made on the restoration of the walled garden, leased from the Church in Wales, which will be an attractive extension to the park bringing a range of public and educational benefits. Most work is currently being achieved by volunteers.</p> <p>The Tywi Gateway Trust is currently recruiting its Project Design Team to undertake the development of the Visitor Centre and Café in the former outbuildings next to the museum. The programme currently indicates that works will commence in December 2019.</p>	COMM
<p>We will review and re-develop the Council's Theatre Services provision. (Ref 13291) MF5-66</p>	✓	<p>The programme has included some high profile and popular acts, balanced against a programme of diverse and high quality cultural events designed to develop audience taste, expectation, and to help support improved health and wellbeing. Initiatives developed during this quarter include:</p> <ul style="list-style-type: none"> • £50k grant secured from Arts Council Wales to support the artistic programme across all theatres over 12 months between Jan-Dec 2019. Programming underway includes a focus on accessible events, additional Welsh language theatre, and a high quality programme of drama, dance, circus and theatre for families. • New Ambassador's Scheme launched as part of ACW grant funded project. Three recruitment events held in Carmarthen, Llanelli, and Ammanford in Jan 2019. 13 Ambassadors recruited with a range of 	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		backgrounds. Ambassadors will volunteer to promote events in the community and to help us to engage new audiences, in return for tickets or	
<p>We will deliver a new archives and storage service for Carmarthenshire. (Ref 13292) MF5-63</p>	✓	<p>The contractor took possession of the site on 21st May 2018, utilising part of St Peters car park for a site compound. Construction work has progressed well with the repository shell complete. The contractor is currently insulating the external walls whilst the interior dries out. Renovation to the front of the library and internal works to the reference area and IT suite are nearing completion. The contractors program is being carefully monitored and it is currently anticipated that construction works will complete at the end of the 54 week contract period. Measures have been taken to accelerate the rate at which the interior of the building dries out however this remains a real risk to the contract completion date. The project remains on budget with external funding of £120k secured against this project from MALD, Welsh Government through their capital funding to museums, archives and libraries. The archive is due to re-open in the Autumn of 2019, providing satisfactory internal environmental conditions are reached. The staffing structure to support the new service is in the implementation phase.</p>	COMM

Building a Better Council & Better Use of Resources





Well-being Objective 15a - Building a Better Council

We have raised our Minimum Basic Pay rate to above the Welsh Living Wage rate

We have supported the Welsh Living Wage (equivalent to the Living Wage Foundation (LWF) rate) by incrementally removing the lowest pay spine points from our pay scales. In addition, a pay supplement was introduced in April 2018 which ensured that all employees received at least the equivalent of the living wage. The NJC National Pay Award was implemented in April 2019 and we amended our pay scales which had the effect of uplifting all those employees who were employed by us at the time of implementation, to a minimum basic pay rate of **£9.18** per hour which is **above the current Welsh Living Wage rate** of £9.00 per hour. In addition, the lowest point of the scale now matches the Welsh Living Wage

The LWF rate is made up of basic pay and additional payments such as weekend working allowances, which means that many of our staff earn well above the LWF rate when these payments are taken

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.

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	

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

Success Measures

		<i>Not Applicable</i>	
72.4% of people agree that they can access information about us in the way they would like to. (previously 70.8%) (Welsh average 76.2%) <i>Source: National Survey for Wales</i>	72.1% of people know how to find what services we provide (previously 71.9%) (Welsh average 77.4%) <i>Source: National Survey for Wales</i>	11.4% of people agree that they have an opportunity to participate in making decisions about the running of our services (Welsh average 17.3%) <i>Source: National Survey for Wales</i>	Staff sickness is at a 4 year low of 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](#) :
 - 72.4%** of participants agreed that they could access information about us in the way they preferred, this is an improvement on the previous year of 70.8% but continue to be below the Welsh average of 76.2%, but we have moved from 18th to 17th position.
 - 72.1%** agreed that they knew how to find what services we provide, this is a slight improvement on the previous year of 71.9% but continue to be below the Welsh average of 77.4%. We have moved down from 17th to 18th position in Wales.
 - Only **11.4%** agreed that they have an opportunity to participate in making decisions about the running of our services, this is well below the Welsh average of 17.3% and in 16th position. This question was new for the 2017/18 questionnaire and was not asked in 2018/19.

- **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 at 9.6 days). We have moved from 11th to 8th position in Wales. 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

- The New Corporate Strategy published in June 2018, consolidated the previous Corporate Strategy, our Improvement Plan, Well-being Objectives and the Executive Boards' 5 year Plan - *Moving Forward in Carmarthenshire* into one plan.
- 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 our 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.

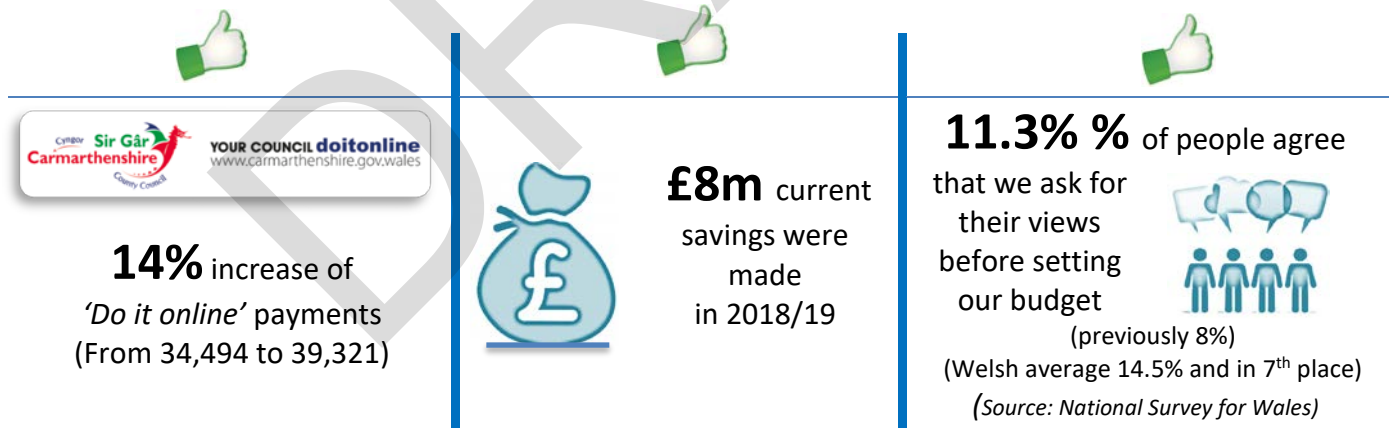
The financial position faced by local authorities has had a consistent theme with the level of resources available to public services seeing significant reductions. We have had to manage reductions in service budgets, whilst at the same time the pressures on the budget have been increasing in terms of 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. [FGC - The journey so far: May 2018](#)

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

Success Measures



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.
- Unfortunately, according to the 2018/19 [National Survey for Wales](#) the number of participants agreed that *we ask for their views before setting our budget* was only 11.3% (Welsh average 14.5%), although this is an improvement on previous year of 8% and we have moved from 13th to 7th position.

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



Well-being Objective 15

Building a Better Council and Making Better Use of Resources

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

These headings are based on the principles of good governance from Delivering Good Governance in Government: Framework (CIPFA/Solace, 2016)

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Transforming, Innovating and Changing (TIC) the way we work and deliver services			
<p>The TIC programme will continue to support the identification and delivery of efficiency savings. (Ref 13293)</p>	✓	<p>The TIC Annual Report 2017/18 and Business Plan 2018-21 was considered by the Council's Executive Board/Policy and Resources Scrutiny Committee in November 2018. This report identifies that over £9m of savings have been delivered by TIC projects since 2012, with a further £6m savings targeted for the next 3 years.</p>	P&R
<p>The TIC programme will continue to implement a balanced work programme to ensure that TIC can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short and medium term. (Ref 13294)</p>	✓	<p>The TIC Programme currently contains a mixture of strategic/cross cutting projects; service reviews and process rationalisation/cost reduction initiatives. One of key objectives for 2018/19 was to strengthen the approach to data and cost analysis with a view to identifying further opportunities for costs savings and efficiencies over the next 3 years.</p>	P&R
<p>The TIC programme will continue to build capacity across the organisation to lead, support and engage people to deliver transformation and change. (Ref 13295)</p>	✓	<p>One of the key aims of the TIC programme is to build the skills and capacity within services in order to promote a more sustainable approach to the delivery of the change and transformation agenda in the future. We are currently in the process of establishing a Continuous Improvement network internally within the Council to share and promote good practice across the organisation. Individuals employed on the Council's graduate trainee programme are also offered the opportunity to spend part of their placement working as part of the TIC Programme, recognising that this could offer significant benefits both for graduate trainees and for the TIC team</p>	P&R
<p>We will, as part of the Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services. (Ref 13302) MF5-88</p>	✓	<p>Full departmental engagement plan produced and shared with the organisation, elected members and schools outlining our approach to customer engagement activity throughout 18/19. Proactive Floor Walking delivered at all core sites on a rolling monthly basis over the course of the year. Digital Transformation/Innovation events for Officers, Members & Schools</p>	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		successfully delivered for the autumn of 2018. Elected members drop-in sessions ongoing before and after every full council meeting. Working closely with Marketing and Media to ensure clear and frequent communication is taking place as often as possible with all customers on all relevant topics via all available communication channels	
We will maintain and develop the authorities' main digital platforms being the corporate website, the intranet, the newsroom, Discover Carmarthenshire and the public service board website to be mobile responsive. (Ref 13296)	✓	All required actions for this year have been completed. The flagship websites continue to be improved based on user feedback both internally and externally, to ensure we meet our customer needs and embrace any new technology and functionality.	P&R
We shall aim to increase the public use of the Council website (ICT/005) (2017/18 Result - 1,415,459 hits / 2018/19 Target - 1,600,000 hits)	✓	There was a 15% increase in the number of sessions on the Council website during 2018/19 to 1,625,512 .	P&R
We shall increase the number of Transactional Council Services available to the public online. (ICT/003) (2017/18 Result - 13 / 2018/19 Target - 18)	✓	During 2018/19, 23 various Transactional Council Services have been developed / implemented to be available online to the public. These include the New Corporate Website, New Citizen My Account, New Newsroom Website and New Customers Services (CRM) System. Additional on-line payment services such as Land Charges, booking of Welsh for Adults courses and purchasing of Annual Parking Permits for Country Parks.	P&R
We will fully implement a new Agile Working approach across the Council in order to make the best use of our building stock. (Ref 13297) MF5-12	✓	During the year to assist with Agile Working throughout the Council, we now have an additional Touchdown Zone launched in Ty Parcyrhun and staff successfully moved into building. Both Nant y Ci & 5-7 Spilman Street properties on the market. Building 4 PDS: Renovation complete and staff successfully moved from Building 14 which has been released for rental to the NHS. Building 2 PDS: Kitted with agile furniture. County Hall: Vision and purpose document complete and signed of at CMT to agree an options paper on the development of County Hall.	P&R
We will implement innovative digital solutions that will enable increased collaboration and facilitate organisations to work seamlessly together. (Ref 13298)	✓	We have engaged frequently at a local, regional and national level to identify and pursue collaborative opportunities around technology and procurement. <ul style="list-style-type: none"> • Worked alongside Public Sector Broadband Aggregation (PSBA) to identify and develop shared/ collaborative systems and services via 	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>that secure network across the Welsh Public Sector.</p> <ul style="list-style-type: none"> • Scoping, testing and procurement of Microsoft Office 365, which has the potential to act as a core platform for staff to communicate, collaborate and share data freely easily and securely with both public and private sector organisations • Worked closely with colleagues from Pems and Ceredigion to allow staff across all 3 organisations to view and share outlook calendars and diaries. • Working closely with several public and private sector partners including all members of the PSB to increase the number of organisations with whom we can communicate via Skype for business • Recently led on a joint procurement exercise with Ceredigion to renew the entire schools wi-fi network across both counties achieving significant economies of scale and best value for both organisations. • Working closely with health and social care to implement system and infrastructure that will further support integrated working/teams/offices. 	
<p>We will upgrade and replace an ageing ICT infrastructure to ensure that we have a robust and stable environment. <i>(Ref 13299)</i></p>	✓	<p>We have replaced the entire storage array for the Authority through capital funding and migrated all data and systems. This will meet the data storage needs for the next 5-6 years.</p>	P&R
<p>We will establish the feasibility of developing a joint procurement service with Pembrokeshire County Council. <i>(Ref 13300) MF5-95</i></p>	✓	<p>A pilot Procurement Shared Service with Pembrokeshire County Council has been in place for over a year, since 2017. The category management approach was established during this time across the 2 Councils with 2 Principal Officers based in Pembrokeshire County Council (responsible for Highways & Transport & Facilities Management Categories) & 3 Principle Officers in Carmarthenshire County Council (responsible for Social care, Corporate & Construction & Waste categories). The categories are supported by a Principal Procurement Officer from Carmarthenshire County Council who is responsible for Policy and Compliance.</p> <p>A review of the Shared Service is being managed by the TIC Team in Carmarthenshire and equivalent in Pembrokeshire.</p>	P&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We will ensure the Council makes the most efficient and effective use of all of its community based assets and where necessary and appropriate transfer ownership of assets to other community groups and interested stakeholders. <i>(Ref 13301) MF5-15</i>	✓	Work continues 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	P&R
We will undertake a review to consider options for the most effective delivery of depot provision across the County including options for shared facilities with other public sector partners. <i>(Ref 13303) MF5-11</i>	✓	We continue to have discussions with Partner organisations on the possibility to collaborate and share in relation to depot facilities. Negotiations are ongoing to acquire additional land to facilitate the above.	P&R
B - We shall follow the 7 Principles of Good Governance			
B1 - Integrity and Values <i>(Behaving with integrity, demonstrating strong commitment to ethical values, & respecting the rule of law)</i>			
We will review our Anti-Fraud and Anti-Corruption Strategy. <i>(Ref 13304)</i>	✓	The Anti-Fraud and Anti-Corruption Strategy has been reviewed with the revised document in draft format. The document is currently with management for agreement. Once agreed, the document will go to CMT and Audit Committee for approval.	P&R
We will promote the Authority's Financial policies and procedures, Antifraud and Anti-Corruption Strategy. <i>(Ref 13305)</i>	✗	The revised Anti-fraud and Anti-Corruption Strategy will be promoted once final version is approved.	P&R
We will review our Financial Procedure Rules. <i>(Ref 13306)</i>	✗	Further amendments made to the Financial Procedure Rules. The amendments are awaiting review prior to taking the final draft document to the Department Management Team and to Audit Committee for approval.	P&R
We will further develop the Councils relationship with protected groups e.g. disabled, age, race and gender with Equality Carmarthenshire and the Disability Partnership. <i>(Ref 13307)</i>	✓	The Carmarthenshire Disability Partnership, is making good progress and the working relationship is continuing to improve. Our aim is to ensure that access issues are considered from the onset and that we have an honest and open dialogue with the Disability Coalition. Equality Carmarthenshire has been re-launched to ensure that the group is focused and inclusive and the 'Carmarthenshire Voices of Equality' document will also be updated as evidence for the forthcoming revision of the Strategic Equality Plan.	P&R
We will ensure the Council fully responds and complies with the requirements of the Well-being of Future Generations Act including consideration of the five ways of working in all that we do. <i>(Ref 13308) MF5-87</i>	✓	We have complied with the Act in setting and publishing well-being objectives, taken all reasonable steps to meet those objectives and published an annual report of progress. In February 2019 Wales Audit Office reviewed one Well-being objective in detail and found our approach acted in accordance with the requirements of the Act.	P&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<p>We will continue to deliver a training programme for all staff and managers on Data Protection taking into account any changes in legislation arising from the new Data Protection Act 2018. (Ref 13309)</p>	✗	<p>By the end of Q3 2018/19 a total of 1,022 employees (excluding schools) had completed the e-learning module on Data Protection legislation, or attended classroom based training sessions. It is acknowledged that this is not a satisfactory result. The use of Metacompliance software was considered by the Corporate Information Governance Group. However, it was agreed instead to send reminder emails to Heads of Service, highlighting which employees had not completed the training and asking them to pursue this. At the end of Q4, the total number of employees who had completed training stood at 1,332, or 29% of the staff required to do so.</p>	P&R
<p>B2 - Openness and engagement (Ensuring openness and comprehensive stakeholder engagement)</p>			
<p>We will further develop the Council's consultation, engagement and research approaches. (Ref 12435) MF5-91</p>	✓	<p>During the year work has been undertaken to scope current arrangements across the council. The consultation portal is now working effectively with all Council consultations being signposted through the portal and consultations facilitated through SNAP software. Further work is to be undertaken on developing the Council's approach to engagement. This will now be linked to the regional Public Service Board (PSB)/Regional Partnership Board (RPB) project through the Transformation Fund.</p>	P&R
<p>We will increase the Council's liaison work with Town and Community Councils through Forum meetings, consultation and an information newsletter. (Ref 13310) MF5-81</p>	✓	<p>Working arrangements through the Town & Community Council Liaison Forum are well established with a regular newsletter being circulated to all councils. Liaison with One Voice Wales is on-going to further develop working arrangements</p>	P&R
<p>We will work with Public Services Board partners to develop our approach to engagement and participation with children and young people ensuring their voice is listened to as part of public service development. (Ref 13311) MF5-43</p>	✓	<p>We have identified current engagement & participation practice within the Authority and the intelligence and data gathered will be used to create and write Carmarthenshire's Engagement Strategy. Our Participation Team will lead on creating and implementing a new Corporate Children and Young Peoples' Participation Strategy that will set out clear priorities to take the Authority's commitment to the United Nations Convention on the Rights of the Child (UNCRC) forward. This work will provide opportunities for children and young people to be fully engaged with the work of the PSB. For example, during the next financial year it is hoped that we will have capacity to set up a Young Peoples'</p>	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		Committee 'The Right Way: A Future Fit for Children' to complete a self-assessment designed to help public bodies review and improve the services they provide for children and young people.	
We will implement and monitor the actions/commitments contained in the Strategic Equality Plan. (Ref 13312)	✓	The Strategic Equality Plan (SEP) includes six Strategic Equality Objectives. A specific action plan has been prepared to progress these objectives; however, there is a need to link in closer to the Council's Well-being Objectives and the way that they contribute to the National Goals of More Equal and Cohesive Communities. This will be achieved during the revision of the SEP in 2019 in readiness for publication by April 2020.	P&R
We will ensure that the views of the Council are communicated to the Boundary Commission for the Parliamentary Boundary Review and ensure that any information required is provided within statutory timeframes. (Ref 13313)	✓	This action has not progressed to the final stage yet as Carmarthenshire are awaiting publication of the Final Proposals by the Boundary Commission for Wales.	P&R
We will launch the new online customer appointments service for our Registrars Service. (Ref 13314)	✓	Customers are now able to book on line for all birth, death and marriage notice appointments.	P&R
We will work closely with departments to prioritise and help services engage with the right people, at the right time and develop and deliver a Marketing and Media forward work programme. (Ref 13315)	✓	Our forward work programme has been developed in conjunction with the Executive Boards moving forward in Carmarthenshire: the next 5 years plan. We have communicated elements of 78 of the 98 actions contained in the Plan and these are communicated to relevant services. Ways of communicating the message can vary from online content, PR, social media or a specific event. Our target audience also varies from young people, residents to tourists, staff and business sector. The key actions worked on during the year have varied from the County's Cycling offer, supporting the implementation of the new agile working approach, 3 new school openings as part of the MEP, affordable homes and the launch of Canfod Cartref, various economic development projects, and the reshape of the the Hwb provision within the County	P&R
We will continue to respond to Freedom of Information Act (FOIA) requests within the Statutory deadline - however the emphasis will continue to be on good and adequate replies. (2.1.1.17) (2017/18 Result - 96.99%/2018/19 Target - 90%)	✓	During 2018/19 we received 1,197 Freedom of Information Act (FOIA) requests of which 98.66% (1,181) were responded to in 20 working days . The number of requests continue to rise with a 9% increase from the previous year.	P&R
B3 - Making a difference <i>(Defining outcomes in terms of sustainable economic, social, and environmental benefits)</i>			

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
We will publish the New Corporate Strategy by the 30th June 2018. (Ref 13316)	✓	We published the New Corporate Strategy by the 30th June. It consolidated the previous Corporate Strategy, Our Improvement Plan, Well-being Objectives and the Executive Boards 5 year Plan - <i>Moving Forward in Carmarthenshire</i> . The Wales Audit Office has issued a certificate of compliance to confirm that it meets the obligations of the Local Government Measure 2009 in respect of Improvement Planning.	P&R
We will review the Council's policy on the disposal of surplus property and ensure its alignment to regeneration priorities. (Ref 12449)	✓	Council's policy on the disposal of surplus property has been reviewed with the revised policy approved by Executive Board on 19 th November 2018.	P&R
We aim to encourage both Members and Officers to go paperless for Democratic Meetings. (Ref 13318)	✓	Democratic Services Committee at its meeting held on the 29th January approved the IT survey and Paperless Meeting Guidelines. IT survey has been completed (31 out of 74 members responded)	P&R
We shall increase the % of households accessing the Internet in Carmarthenshire based on the National Survey for Wales results (ICT/006) (2017/18 Result - 83% / 2018/19 Target - 85%)	✓	According to the 2017/18 National Survey for Wales, 86% of households in Carmarthenshire have internet access . This is an improvement on the previous survey which took place in 2016/17 with a result of 83%. When compared to other authorities in Wales we have moved up from 15th to 9th position.	P&R
B4 - Making sure we achieve what we set out to do <i>Determining the interventions necessary to optimise the achievement of the intended outcomes</i>			
We will further develop the Council's Corporate Performance Management arrangements e.g. Business Plans to meet the expectations of WbFG Act and Performance Information Monitoring System (PIMS) Dashboards. (Ref 13319)	✓	We have developed our Performance Management arrangements to meet the expectations of the Well-being of Future Generations Act. Our business planning templates have been adapted and our monitoring systems realigned to the needs of the Act.	P&R
We will publish the first Carmarthenshire Well-being Plan on behalf of the Public Services Board (PSB) and ensure partnership arrangements are fit for purpose to support delivery of the plan. (Ref 13320)	✓	Carmarthenshire Public Services Board's first Well-being Plan was approved on the 2 May 2018 and published. A new partnership structure has also been approved with a series of Delivery Groups established to take forward progress on the Plan objectives.	P&R
We will continue to develop strong links between Service Asset Management Plans and the Corporate Asset Management Plan. (Ref 13321)	✓	Discussions are ongoing with services on the suitability and sufficiency of their portfolios, which will feed into a review of the Asset Management Plan in 2019/20	P&R
We will collect more information on the condition of our buildings to assist with developing more strategic future maintenance plans. (Ref 13322)	✓	Implementation of the realignment of the Property Maintenance Section is continuing, including an enhanced Condition and Compliance Team. Condition surveys have been prepared for Parc	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		Howard and Abergwili Museums as well as a range of other buildings and a more comprehensive programme will be established once the team is fully in place. Initial discussions held in relation to a specification for schools condition surveys in line with Welsh Government requirements. Initial consultation undertaken in relation to mobile capture tool for non-housing surveys. Bespoke database has been developed for housing condition surveys in accordance with WHQS and CHS requirements.	
We will support implementation of the new integrated impact assessment approach in line with the requirements of the Well-being of Future Generations (Wales) Act and other statutory duties. <i>(Ref 13323)</i>	✓	A draft Integrated Impact Assessment has been prepared, alongside detailed guidance notes for report authors. The Assessment includes questions in relation to the Well-being of Future Generations Act, Equality Act, Welsh Language Measure, UN Convention on the Rights of the Child, the Environment Act and Privacy statements.	P&R
We will implement any proposals for improvement arising from the Wales Audit Office review of Scrutiny arrangements – report to be issued March 2018. <i>(Ref 13324)</i>	✓	Initial work has commenced on the tidy-up exercise for Scrutiny remits. Members received training from the Centre for Public Scrutiny on the 29th March and we are working with Chairs to implement suggestions from that session. Good Practice Guide has also been considered by Chairs & Vice Scrutiny. New Forthcoming items template now in place and a new Gateway flowchart has been produced to assist Chairs and Committees in agreeing content and prioritizing issues, to ensure matters are outcome focussed rather than for information or update purposes only	P&R
We will implement any improvements identified in the November 2017 TIC Scrutiny review. <i>(Ref 13325)</i>	✓	TIC process has been completed. Division will continue to modernize as new digital systems become available.	P&R
We will ensure the maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m. <i>(Ref 13326)</i>	✓	Community benefits: we are committed to: <ul style="list-style-type: none"> • Contributing to the social, economic and environmental well-being of the wider community • Asking tenders to deliver Community Benefits in our tendering activities through the delivery of the contracts or frameworks awarded • Maximising the value for every pound we spend, applying a Community Benefits approach to tender valued over £1 million. • Capturing and recording Community benefits utilising Welsh Government Benefits Measurement Tool. 	P&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<p>We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies. (Ref 12452)</p>	✓	<p>The My Account has now been in place for over 12 months. To date we have over 15,000 citizens signed up with 2,100 having linked to their Council Tax Account and 600 linked to their Housing Rent Account. The launch of the Annual Season Parking Permit purchases for our country parks has had over 500 on-line purchases within the first month. The School Meals 'Cashless' and 'Online Payments' project is still rolling out to remaining primary schools (20+ primaries have currently moved to the on-line payments facility for parents) with the remaining primary schools to be phased in over the next 12 months.</p>	P&R
<p>We shall increase the % use of the ICT Self Service helpdesk (ICT/002) (2017/18 - 44.4% /2018/19 Target - 48%)</p>	✗	<p>45.4% of IT customers used the ICT Self Service Helpdesk during 2018/19, this is below target but is showing a slight improvement on the previous year. We shall continue to promote Self-service usage with all customers.</p>	P&R
<p>B5 - Valuing our people; engaging, leading and supporting (Developing capacity and the capability of leadership and individuals)</p>			
<p>We will work with the People Strategy Group to further develop the capacity and capability of leadership and individuals to deliver the New Corporate Strategy. (Ref 13327)</p>	✓	<p>A programme aimed at potential 3rd/4th tier managers that will build leadership capacity across the Council has been agreed by the People Strategy Group and currently awaits endorsement by CMT prior to roll out. The programme aims to be project based enabling participants to learn by leading on an agreed piece of work outside their normal job role/area. Work has also commenced on extending the competency framework that will underpin recruitment, HPP, workforce planning and development at all levels</p>	P&R
<p>We will review and reshape the Council's appraisal processes. (Ref 13328)</p>	✓	<p>Terms of Reference for the review have been agreed with the People Strategy Board (PSGB) and Project Sponsor (Head of Service Mental Health & Learning Disabilities). Research to date including IIP findings, best practice and employee feedback will inform the review. A series of employee/manager focus groups are scheduled for June and the recommendations will be presented to PSGB in September 2019</p>	P&R
<p>We will undertake an assessment against the Investors in People standard using trained reviewers. (Ref 13329)</p>	✓	<p>6 new Assessors were trained in the 6th Generation Standard for Investors in People & successfully qualified under internal reviews against the Standard. They formed an integral part of the Councils re-accreditation process working alongside the</p>	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		liP Lead Assessor. The Council received its re-accreditation under the new standard and was awarded the Silver Standard in June 2018.	
We will develop a Strategic Workforce Plan for the Council. <i>(Ref 12458)</i>	✓	HR Business Partners have been working with Departmental Management Teams to provide comprehensive workforce data to assist with business and workforce planning. A Toolkit for Managers has previously been developed and briefing sessions for managers have been provided. The People Strategy Group Board is identifying the priorities and work has begun to develop an action plan to address any gaps	P&R
We will develop a Leadership & Management Development Framework that identifies and develops the fundamental skills of our Leaders & Managers. <i>(Ref 13330)</i>	✓	The framework mapping out the 'Carmarthenshire Leadership Journey' and a proposal for a project based leadership development programme aimed at 3rd and 4th tier managers, will be considered by the new Chief Executive and the Corporate Management Team. These considerations will be benchmarked alongside recent research undertaken by Welsh Government (Academi Wales, - the Public Service leadership and management development organisation) on Leadership Development and Talent Management in local authorities in Wales.	P&R
We will ensure the end user has the appropriate IT device/devices to deliver their service effectively. <i>(Ref 13331)</i>	✓	We have continued to replace aging devices over the year as part of the replacement program. Customers have been provided with devices to meet their requirements in line with the Agile Working program. Over 60% of workstations now have laptops running Windows 10. Over 300 mobile devices have been provided to Domiciliary Care workers enabling them to run a paperless service.	P&R
We will roll out training linked to the National Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. <i>(Ref 13332)</i>	x	The completion rates for the Group 1 Training – Workforce Awareness remains a concern as the Council has not met the target / deadline set by WG. The completion rate remains stagnant at 53%. Areas that require focus include the rollout to schools. A revised approach that relies less on the e-learning route will now be explored for operational areas. Progress has been made on other aspects of the National Training Framework and Organisational Development has taken a significant lead in supporting a regional approach for Group 2. The design and	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		delivery of Workshops for potential trainers across the region to support the NTF requirements for Group 2 & 3 in partnership with Welsh Women's Aid (WWA), co-facilitated by survivors, specialist providers and input from the early adopters took place in April. An accredited Train the Trainer course will take place in June to rollout training to over 800 staff from September onwards.	
We will ensure the Council fully supports staff to maintain a healthy work-life balance and, where necessary, ensure the careful management of staff sickness absences in the interest of the staff and the provision of services. (Ref 13333) MF5-93	✓	The work to ensure the Council fully supports staff to maintain a healthy work-life balance has continued throughout the year. The wellbeing Coordinators have worked in the departments to encourage positive healthy lifestyles. We have promoted key health topics which will educate and prevent ill health. Attendance management briefings and support in place.	P&R
We will further promote robust sickness absence management within departments to reduce the number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence. (PAM/001) (2017/18 Result - 10.1 days /2018/19 Target - 9.6 days)	x	2018/19 Result – 9.8 days. This is off target but has shown an improvement on the previous year. Sickness is at its lowest level since 2014/15.	P&R
We will increase the % of laptops used in the council to devices to ensure we move towards an 80% flexible workforce. (ICT/004) (2017/18 Result - 53% / 2018/19 Target - 57%)	✓	68% of IT devices used in the council are laptops, this is a continued improvement towards an 80% flexible workforce.	P&R
B6 - Managing risks, performance and finance (Managing risks and performance through robust internal control and strong public financial management)			
Develop a new Risk Management Strategy - Approval required from Audit Committee. (Ref 12387)	✓	Risk Management Strategy approved by Audit Committee 28/09/2018.	P&R
We will ensure the Council responds to all cyber-security requirements to enable internal resilience of systems for staff and continuity of external service provision for residents (ensuring sustainable solutions are implemented for Information Governance). (Ref 13334) MF5-90	✓	We have purchased and installed new anti-virus software on all Council devices. We have reviewed IT Security policies and updated the Information Security Policy which has been approved by Council. We have worked with colleagues on the PSB to raise awareness of cyber security by arranging for the 'cyber bus' to visit Carmarthen.	P&R
We will ensure that risks relating to all premises owned or occupied by the Council are suitably and sufficiently identified and managed. (Ref 13335)	✓	Top-tier realignment of the Property Maintenance Section has been implemented with the inclusion of a Condition and Compliance Team. A review of current Fire Risk Assessments for sheltered complexes and blocks of flats has been undertaken and a more	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		comprehensive programme will be established once the team is in place.	
We will further strengthen financial planning arrangements by developing explicit links between the Medium Term Financial Plan and the Council's corporate planning processes. <i>(Ref 13336)</i>	✓	The Well-being Objectives were outlined in Members budget seminars and Departmental business plans went to the same Scrutiny meetings as the budget. The Corporate Strategy identifies resources committed	P&R
Managing and making best use of the Council's property and assets with a focus on rationalising office accommodation and sharing with other partners as well as facilitating community ownership of assets for community benefit. <i>(Ref 13337)</i>	✓	The refurbishment of Building 4 St David's Park is complete and staff have been relocated from B14. The works to 3 Spliman Street to provide open plan agile working areas is nearing completion which will allow the staff temporarily located within B2 St David's Park to return and the vacation of 5-8 Spilman street. Asset transfer of community based assets continues to be encouraged via the Asset Transfer Team, involving representatives across the relevant departments.	P&R
We will further strengthen financial planning arrangements by ensuring that savings delivery timescales are robust and reviewing timescales as part of the budget setting process. <i>(WAO PFI Savings Planning Report). (Ref 13338)</i>	✓	Savings proposals have been reviewed by Heads of Service and Directors for potential risk areas. Consideration given in particular to Adult Social Care where there is possible risk of demographic growth/demand management.	P&R
We will deliver, via ICT, automation and integration of internal working processes and procedures to release efficiencies. <i>(Ref 12473)</i>	✓	Further Digital Transformation Steering Group approved projects for 18/19 have been developed and/or started development. Cloud Migration projects, Gladstone (Leisure) Cloud Migration has completed successfully with CBL (Choice Based Lettings - Housing). CIVICA and Domiciliary Care system completed. This is a huge transformation for these service areas, especially Domiciliary Care with provision of over 500 smartphones for care workers and staff giving 24/7 access to their systems and data. The migration of Street Lighting to a Cloud Managed Service will give greater mobility to the service and for street lighting engineers with remote access to their system and access to tablet devices. Other specific projects / processes which have been developed include WWYT 'What Wastes Your Time'. The new Accident and Incident system has been developed, along with the new Occupational Health Referral processes which will allow for greater integration into our back-office corporate document management system (Information@Work).	P&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We will continue the development and implementation of GeoDiscover and will continue to roll it out across the Council, together with the full use of the Gazetteer. (Ref 13339)	✓	Geodiscoverer is online for all internal staff to use. Continuously updating layers and supporting staff with any queries or guidance	P&R
We will work with departments to implement the Category Management plans. (Ref 13340)	✓	<p>Category Management is a structured way of organising and mapping procurement activities and resources by grouping together related products and services across the Council and mapping them to relevant supply markets. Through a detailed analysis of Council spend and discussions with department stakeholders we challenge what we buy and how we buy to ensure that buying power and value are maximised. Category Plans are developed to identify potential opportunities across the Council.</p> <p>For example :</p> <ul style="list-style-type: none"> • Construction & Waste - The South West Wales Regional Civil Engineering Contractors Framework procurement exercise is drawing to a close. The framework which comprised of 15 lots and with a total anticipated value of £300M. • Highways & Transport – the Arboriculture Treeworks tender has now been awarded with estimated efficiency saving of around £25k per annum. 	P&R
We will use of the Council's reserves to invest in the County and support future development. (Ref 13341) MF5-96	✓	This can be evidenced by the additions to the major development fund to cover the year 4 shortfall and the new City Deal reserve set up by the S151 officer, approved by the audit committee.	P&R
We will ensure the Council manages its budgets effectively and prudently. (Ref 13342) MF5-98	✓	Well established financial control mechanisms in place and operational.	P&R
We will undertake the Closure and Audit of the Accounts within the appropriate timescales. (Ref 13343)	✓	2017-18 accounts completed 2 weeks ahead of statutory timelines, in line with team goal of "dry run" in advance of next year's early closure. Unqualified certificates issue by Wales Audit Office for Council and Pension Fund accounts.	P&R
We will aim for maximum income of capital receipts to support the capital program of £3.08m (2.1.2.12) (2017/18 Result - 71.42% £1.93m / 2018/19 Target - 100% £3.08m)	✗	£2,100,200 of capital receipts were achieved during 2018/19, this is 68.27% of what was targeted. Unfortunately a number of transactions have slipped in terms of timetable and whilst contracts have been exchanged on one significant sale it is subject to obtaining planning and this will mean that the receipt will not realise until the next financial year 2019/20.	P&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We aim to increase the % of Council Tax collected (CFH/007) (2017/18 Result - 97.57% / 2017/18 Target - 97.60%)	✓	97.64% of Council Tax was collected during 2018/19, this has increased slightly on last year and showing an improvement.	P&R
We aim to collect at least 98% of non-domestic rates (CFH/008) (2017/18 Result - 99.52% /2018/19 Target - 98.5%)	✗	98.08% of non-domestic rates were collected during 2018/19, this shows a reduction on the exceptionally high rate of collection for last year and is below our target. The Economic climate continues to have an effect on businesses, along with the reduction in Transitional Relief and High Street Relief resulting in higher rates due for some businesses. The rates revaluation came into effect from 1st April 2017. The government introduced a Transitional Relief scheme which limited any increase faced by ratepayers in small premises whereby they would have any increase arising from the revaluation, "limited to 25% in 2017/18 and this limit increased to 50% in 2018/19. In addition businesses saw a reduction in the amount of High Street relief they were entitled to with properties with a rateable value of between £6,001 and £12,000 seeing relief reducing from £500 in 17/18 to £250 and properties with a rateable value between £12,001 and £50,000 seeing relief reducing from £1500 to £750.	P&R
B7- Good transparency and accountability (Implementing good practices in transparency, reporting, and audit to deliver effective accountability)			
We will publish a detailed Annual Report on 2017/18 Well-being Objectives. (Ref 13344)	✓	The Annual Report for 2017/18 was submitted to all Scrutiny Committees, presented to County Council on the 10th October and published by the 31st October.	P&R
We will review the Audit Manual. (Ref 13345)	✗	The Audit Manual is currently being reviewed.	P&R
We will ensure an unqualified audit on the 2016/17 final accounts. (Ref 13346)	✓	An unqualified audit of the 2016/17 final accounts was once again achieved.	P&R
We will aim to ensure actual achievement against Annual Audit Plan (6.4.1.3) (2017/18 Result - 75% / 2018/19 Target - 90%)	✗	2018/19 Result - 72%. This is off target and showing a decline on 2017/18. A number of Audit Jobs are in progress but not at fieldwork complete stage @ 31 st March 2019, therefore not included in this result. We will continue working towards achieving 100% of the plan, ensuring quality audits are undertaken.	P&R



APPENDICES

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

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

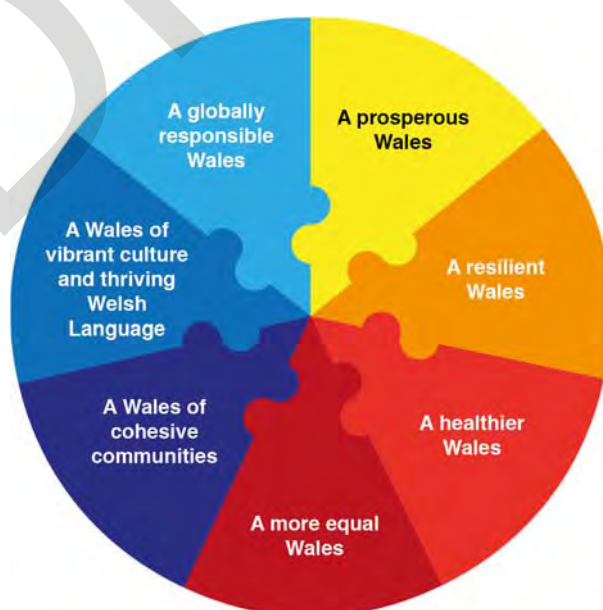
The Local Government (Wales) Measure 2009

- 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

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National Survey for Wales Results

Data becomes available in phases from end of June.

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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:



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

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)









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



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



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



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