

---

Moving Forward in Carmarthenshire

# ANNUAL REPORT for 2020/2021

on the Council's Corporate Strategy 2018-2023

---



**October 2021**

Cyngor **Sir Gâr**  
**Carmarthenshire**  
County Council



## Welcome from the Leader of the Council

This time last year I wrote here about the stark contrast between where we started the year and how it ended, and we find ourselves in the same position this year. At the start of this year, we were in the middle of a lockdown, and almost at the first peak of cases. Headlines were filled with mortality figures, the creation of emergency Field Hospitals and communities across the county had already pulled together to start supporting each other in ways we could not previously have imagined. I think we can agree that over the last year, we have witnessed some heroic efforts, sometimes overwhelming challenges, and some of our darkest times.



Writing this introduction has given me an opportunity to reflect on the last year, to view the year from start to finish. The report serves as a reminder of all we achieved. In a matter of weeks schools closed and childcare hubs were set up to support key workers. Leisure Centres and sporting venues were converted into Field Hospitals with hundreds of hospital beds. Thousands of food parcels were delivered to those who were shielding, and help and advice given to over 4,000 small businesses. As you read this report you will see in numbers and statistics what we have achieved, and it is a testament to the hard work and commitment of officers, members, frontline workers, and communities across Carmarthenshire. What we achieved was done by your efforts, and I would like to thank each and every one of you for working hard to bring us through this year

The pandemic has brought localism to the front and centre of our focus on Economic Recovery. Our Economic Recovery Plan is in tune with the needs of businesses and communities across Carmarthenshire, taking advantage of opportunities to accelerate change to enable success in the economy of the future. The plan identifies actions to support the recovery of the Carmarthenshire economy from the social and economic impacts of the COVID-19 pandemic and Brexit. It sets out our priorities for supporting business, people, and place. With this support Carmarthenshire's economy can recover as quickly as possible to become one which is more productive than before, more equal, greener, healthier, and with more sustainable communities.

This report also highlights our vision to significantly increase local procurement spend. The COVID-19 pandemic has provided greater impetus and focus on this area of work, and our plans to review local food procurement have been extended from just food to cover all the Council's procured spend. This work is very closely aligned with the Council's economic recovery plan with progressive procurement being a key theme of that plan.

In 2019 we were one of the first local authorities in Wales to declare a climate emergency and early last year became the first to publish a climate change action plan detailing how we plan to become net zero carbon by 2030. There is a lot to be done, but already a lot underway with our initial focus on our measurable carbon footprint. We've reduced carbon emissions from our buildings and our fleet significantly already, and this work will continue; we are investing in electric car charging points to support sustainable travel and in cycle facilities to encourage active travel; we are looking at ways to develop renewable energy sources, enhancing our biodiversity and looking at nature-based solutions – and this is only a small part of what we are doing. We will continue to protect and enhance Carmarthenshire so that it continues to grow and flourish for the benefit of our communities and our future. And in preparing for our future generations there are other foundations that must be laid, and it is these foundations that may be the most important of all - ensuring that the people of Carmarthenshire can live well and thrive.

I hope as you read this report that it gives you a clear view of the last year, and as we have seen, we can be innovative and forward thinking even under the most difficult of circumstances. We know that we have a challenging time ahead, but we're ready to grasp each opportunity, we're prepared, and we are ambitious.

*Thank you.*

*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 **Corporate Performance Management**, Carmarthenshire County Council, County Hall, Carmarthen SA31 1JP or email at [performance@carmarthenshire.gov.uk](mailto:performance@carmarthenshire.gov.uk)

# Contents

	Page
<b>COVID-19 – A year like no other</b>	<b>4</b>
<b>Introduction</b>	<b>12</b>

## Carmarthenshire’s Well-being Objectives

<b>Start Well</b>	1. Help to give every child the best start in life and improve their early life experiences	<b>18</b>
	2. Help children live healthy lifestyles	<b>21</b>
	3. Support and improve progress and achievement for all learners	<b>25</b>
	4. Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways	<b>28</b>
	5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	<b>32</b>
<b>Live Well</b>	6. Create more jobs and growth throughout the county	<b>36</b>
	7. Increase the availability of rented and affordable homes	<b>39</b>
	8. Help people live healthy lives (tackling risky behaviour and obesity)	<b>42</b>
	9. Support good connections with friends, family and safer communities	<b>46</b>
<b>Age Well</b>	10. Support the growing numbers of older people to maintain dignity and independence in their later years	<b>50</b>
	11. A Council wide approach to support Ageing Well in Carmarthenshire	<b>52</b>
<b>In A Healthy, Safe &amp; Prosperous Environment</b>	12. Look after the environment now and for the future	<b>56</b>
	13. Improve the highway and transport infrastructure and connectivity	<b>61</b>
	14. Promote Welsh Language and Culture	<b>62</b>
	15. Building a Better Council and Making Better Use of Resources	<b>68&amp;72</b>

<b>Appendices</b>	<b>77-85</b>
-------------------	--------------

# OUR COVID-19 YEAR



**Childcare Hubs** were set up to support key workers and vulnerable children



Help and advice given to over **4,000** small businesses



**100's of businesses** helped to ensure robust processes in place to protect customers

Providing up to date information, with a **45% increase** in user sessions on the Council website



Supported over **2,000** staff working from home



...rising to support for over **3,000** remote connections on our network

## TTP - Test, Trace, Protect



A dedicated team was set up to support the National TTP Programme

Assisted NHS with the setup of **4 field hospitals** with hundreds of temporary hospital beds



**Over 8,000** Food Parcels distributed to help support those Shielding

## HOW COVID-19 HAS CHANGED CARMARTHENSHIRE

Many of the actions and targets we set for 2020/21 were blindsided by the Coronavirus COVID-19 pandemic and we had to deal with the emergency in hand. We accounted for this period in a [COVID-19 Community Impact Assessment](#). Furthermore, Services reported their responses to Scrutiny Committees in the November / December 2020 meetings. We will when appropriate update the Community Impact Assessment on COVID-19 within Carmarthenshire.

Below are some key impacts during 2020 and our thanks must go to the Council staff from across a range of services, in many cases working with other partners, for their significant efforts and commitment in responding to previously unknown situations.

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

### START WELL



#### CHILDREN AND SCHOOLS

Following the outbreak of the pandemic schools, nurseries and childcare provision all closed. As part of the response Carmarthenshire established 24 *childcare hubs* to provide much needed childcare for the children of key workers whilst 4 *specialist settings* remained open. Flying Start re-purposed childcare hubs to provide care for vulnerable and pre-school critical worker children and supported private settings to re-open. Summer holiday clubs remained open to fee paying parents throughout the summer.

In order to minimise the impact on pupils learning, a *Continuation of Learning Plan* was rapidly put in place. In support of this plan, devices including laptops, Chromebooks and 4G MiFi dongles were supplied to support families with remote learning across Carmarthenshire.

For schools to re-open the Department for Education and Children's Services coordinated a significant corporate response to make arrangements for schools to be COVID safe environments. This included producing Risk Assessments, checked and signed off, for every school site, signage, handwash basins and additional cleaning. This was to ensure that all staff and pupils felt safe in returning to school.

*Children's Services* continued throughout the pandemic by adapting working practices, using PPE, social distancing, etc. to maintain a full provision. The Inclusion team (Additional Learning Needs) and Behaviour teams also provided a full service throughout the pandemic with some Specialist settings remaining open while all offered remote support. Specialist staff from across the Department also worked in the Hubs with identified vulnerable learners. Support both academically and for emotional wellbeing was provided where necessary. Home Tutored pupils were offered remote support and wellbeing calls throughout the pandemic.

*Free School Meals (FSM)* – pupils entitled to FSM were supported promptly from the start of the pandemic. They were initially provided with food packs collected from schools before BACS payments were implemented, with some families continuing to receive food packs delivered throughout the county. The number of applications for FSM (and payments) has increased over the past 15 months due to families facing financial challenges and hardship.

The *Pupil Development Grant (PDG – Access)* offers financial assistance to families eligible for FSM to purchase school uniform and other resources. Take up of this funding has also increased as a result of the pandemic.

## LIVE WELL



## ECONOMY

At the start of the pandemic, the scale of the outbreak had already led businesses to change their working practice, such as sending staff to work from home. With the imposed lockdown, and banning all 'non-essential' travel, the resulting impact on businesses, jobs and the economy was severe. Businesses in Carmarthenshire are typically smaller (up to 9 employees) than businesses throughout Wales and the UK, and the sad reality of the pandemic is that many businesses will fail, and others will take a significant length of time to get back to where they were.

*We helped over 4,000 businesses to receive Welsh Government's business rates grant payments of between £10,000 and £25,000 with a total amount of over £46 million.*

There have been economic challenges for Carmarthenshire, the effects of which will be evident long after the pandemic ends. It may take many months for household income to recover to pre-pandemic levels resulting in lower levels of disposable income which feeds the local economy. So, we promoted a 'buy local' message, helping to stimulate growth at a local level, resulting in a steadier economic future for local businesses and their staff. Through acting together with our partners, we can take action to restore consumer and business confidence to stimulate investment in our economies, which will create employment and help the unemployed find new jobs. Planning for economic recovery started early on in the pandemic and will be a priority for the Council going forward.

There are currently 16 Food Banks in the County and we have been directly providing funding in supporting many of these during COVID-19.

## HOMELESS

The COVID-19 crisis has had a significant impact on homelessness provision. In order to safeguard homeless people Welsh Government changed the law around priority need. This meant Local Authorities were required to prioritise all homeless people (previously local authorities prioritised families and vulnerable single people). This has increased demand significantly resulting in large numbers (up to 150) of homeless households being temporarily accommodated. Our priorities have been to tackle this new demand over the last 12 months.

## AGE WELL



## SOCIAL CARE

We tried as far as possible during the pandemic to maintain business as usual. This included continued support to people who need our help in the community and need support to be discharged from hospital. We have continued to offer Information Advice and Assistance (IAA) and carried out social care assessments where required.

The most significant area of risk and greatest impact of COVID-19 has been in relation to the Care Home Sector and Carmarthenshire has experienced a number of outbreaks and the sector, which includes our in-house and commissioned provision, has faced huge challenges to care for those who were very frail, and for some, sadly at the end of their life. Staff went above and beyond to protect residents following stringent infection control procedures using PPE in line with national guidance. They demonstrated remarkable resilience and commitment and continued to deliver care to our most vulnerable residents throughout the pandemic.

## HEALTHY, SAFE AND PROSPEROUS ENVIRONMENT



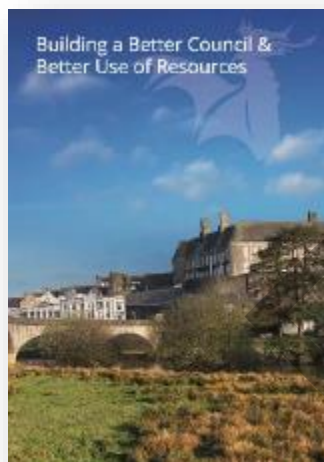
During lockdown people rediscovered the *environment*. More than ever before we have realised that our natural environment is vital for our well-being. More people used *footpaths and cycleways*.

*Cleaners* were retrained, and additional cleaners employed to develop an enhanced standard of cleaning across all settings. This helped to keep our school hubs, schools, food distribution centres, depots, critical offices and sheltered housing open. These enhanced cleaning standards were essential to reduce transmission of the virus and to build confidence and reassurance that the work environment is as safe as we can make it.

As a consequence of lockdown there was an improvement in *Air Quality* during the year because of reduction of road vehicle movements. The main pollutant of concern for Carmarthenshire is Nitrogen Dioxide (NO<sub>2</sub>).

Waste and recycling collections were crucial to public and environmental health during the COVID-19 crisis, and waste workers were deemed 'key workers' by the Government and continued to carry out essential services during the epidemic. The full range of waste collection services at the kerbside continued throughout the pandemic, despite some of the logistical and resource challenges brought about by COVID-19 at times; this was testimony to the commitment and determination of all the teams involved in ensuring these important services continued. This was clearly appreciated by our residents.

## GOVERNANCE



After a brief pause, democratic government and scrutiny were sustained by the introduction of virtual democratic meetings. Scrutiny was a possibility via Executive Board Meetings and group leader meetings. We were the first Council in Wales to hold a virtual Annual General Meeting. This required securing an on-line meetings software system and a method of providing Welsh translation facilities both for members and for the public.

### Information Technology

The Authority's decision, before the pandemic, to spend £1.9m of investment in agile working initiatives, including providing staff with the right equipment to allow them to work in a more agile and flexible way, together with improvements to the resilience of the IT network, has helped support an almost seamless move to homeworking. Having the right equipment in place meant that staff could be operational from home immediately with no disruption to customers.

The use of technology, and especially the use of Microsoft Teams, has been a vital component of the Council's response to the pandemic, and is helping to support the adoption of a far more dynamic and productive way of working. It has facilitated improved communication and team working at a local, regional, and national level.

We currently have over 40 transactional council services available to the public online, many of these have been developed extremely quickly.

## Workforce

Staff stepped up and showed caring, conscientious commitment in 'doing their bit' and showed bravery when called for. Many went the extra mile and kept going.

We diverted resources from the outset to ensure UK and Welsh Government legislation and guidance was quickly interpreted and disseminated to managers and head teachers. We quickly adapted our existing policies and developed new guidance such as Temporary Homeworking, Annual Leave and Furloughing of Staff. We also undertook a range of risk assessments and put in place safe systems of work to make sure critical services continued to be delivered, which, for example, allowed critical workers to access the Learning Hubs in our schools so that they could go to work.

The health and wellbeing of all our people has been a key priority for us and in response, we have dedicated significant resources to supporting the mental health and wellbeing of all our employees. We have been keen to normalise discussions about mental health and as part of Mental Health Awareness Week we launched the Time to Talk initiative, which we will continue to build on as we move forward.

***We will not be going back and doing everything the same as before the pandemic – some new ways of working, developed due the pandemic, proved so successful that we will continue with them.***

Some of the alternative ways of working that were rolled out during the pandemic has seen service areas have their "light bulb" moment and realise that it is a better way of delivering the service to the customer and will be adopted as the "new norm".

## Partnership

During the pandemic working in partnership with other Public Service Board partners and wider community has been essential. Trust and relationships developed through partnership working over a number of years came to the fore as partners supported each other at our time of greatest need. From establishing field hospitals in a matter of weeks to ensuring food parcels were delivered to those shielding and vulnerable, the collaboration and co-operation between partners and stakeholders has been immense and will be something to build on for future developments.

We quickly developed a *Test, Trace and Protect (TTP) service* working collaboratively with Public Health Wales, Hywel Dda University Health Board and the Police to advise contact cases, identify hotspots, enforce if needed to prevent the further spread of COVID-19.

Incident Management Teams (IMTs) across services were set up and they have strategically driven the COVID response in the County. This work is certainly something we will look as a blueprint in the future as really good examples of partnership working.

Police and Public Protection services have also worked in collaboration undertaking site visits at licensed premises ensuring that COVID rules were being followed. This close working has resulted in only a limited number of enforcement notices being needed to be issued to date.

**Lyndsay McNicholl**, a Carmarthenshire County Council residential care manger, was awarded the British Empire Medal for her services to care during the COVID-19 pandemic.





## Major Challenges

### CLIMATE CHANGE

- We have the first **Net Zero Carbon Action Plan** in Wales (See Well-being Objective 12)

### RECOVERY

- We are one of the first in Wales to prepare an **Economic Recovery Plan** (See Well-being Objective 6)

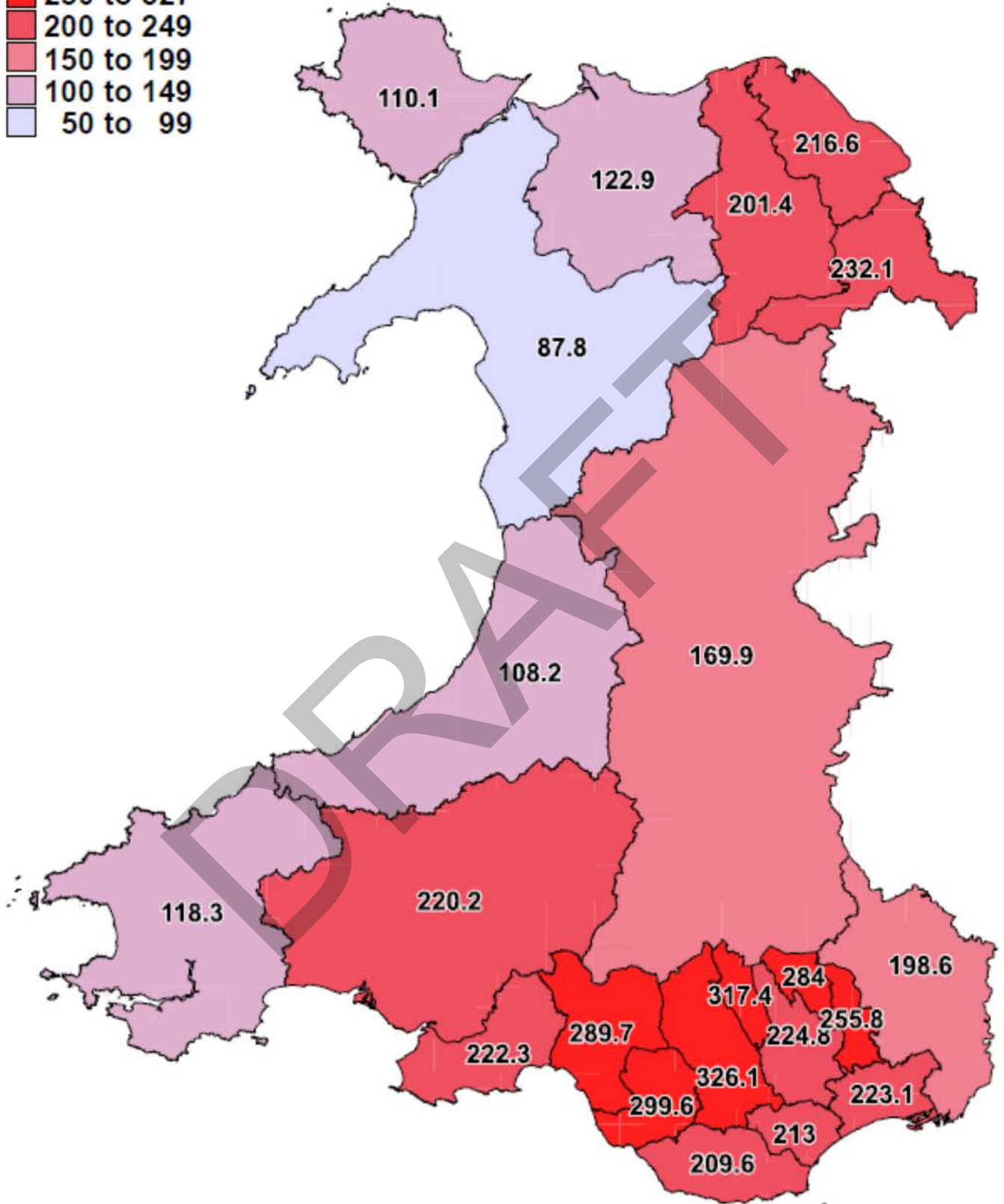
### COVID-19

- **Community Impact Assessment of COVID-19**  
To learn from how we responded to the pandemic we are identifying transformational new ways of working (See Well-being Objective 15)

# Wales COVID-19 death rates

Deaths per 100,000 people - occurring up to end March 2021

- 250 to 327
- 200 to 249
- 150 to 199
- 100 to 149
- 50 to 99



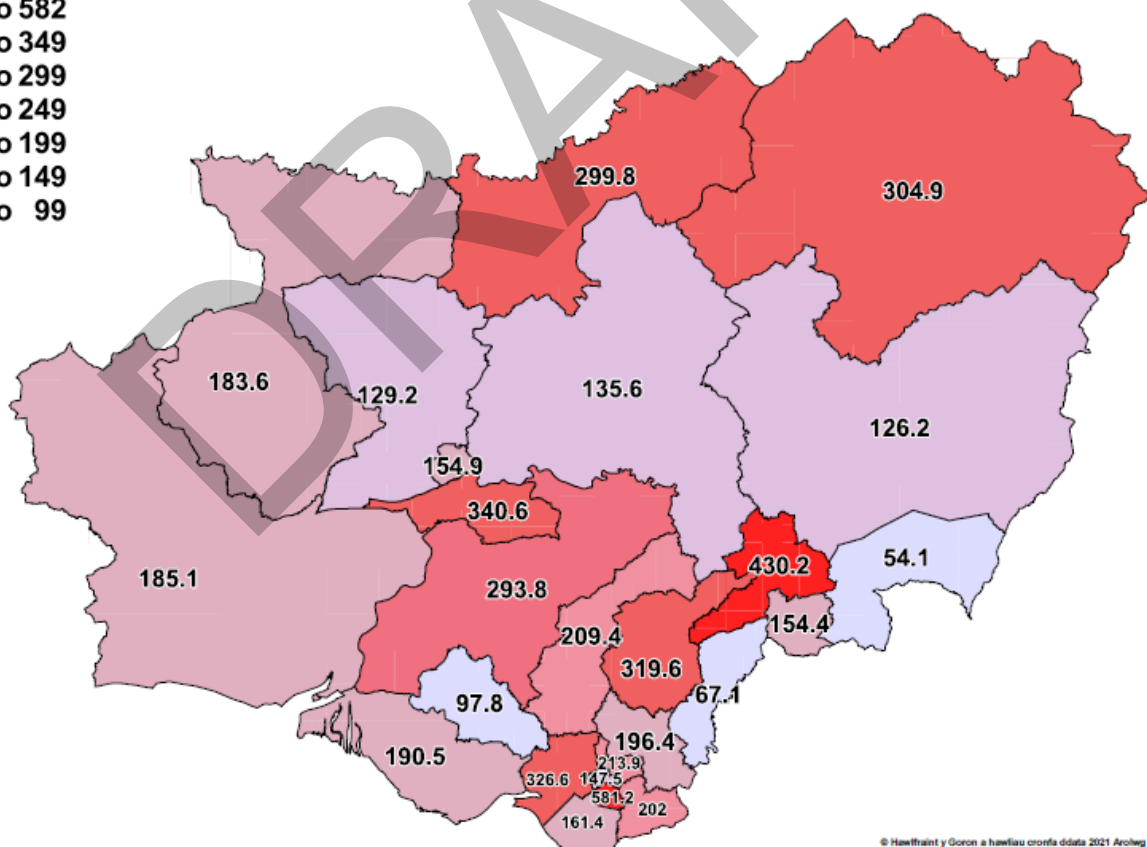
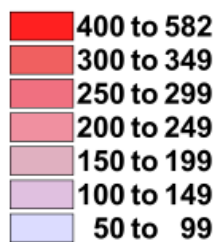
© Hawflraint y Goron a hawliau cronfa ddata 2021 Arolwg Ordnans 100023377  
© Crown copyright and database rights 2021 Ordnance Survey 100023377

## COVID-19 Deaths in Carmarthenshire to end of March 2021

Carmarthenshire Middle Layer Super Output Areas	Deaths per 100,000 people	Carmarthenshire Middle Layer Super Output Areas	Deaths per 100,000 people
Brynaman, Y Garnant & Glanaman	54.1	Swiss Valley & Llangennech	196.4
Yr Hendy & Tŷ-croes	67.1	Bynea & Llwynhendy	202.0
Cydweli & Trimsaran	97.8	Glyn & Pontyberem	209.4
Llandeilo, Llangadog & Maenordeilo	126.2	Dafen & Felin-foel	213.9
Carmarthen West & Cynwyl Elfed	129.2	Llanddarog, Llangyndeyrn & Ferryside	293.8
Abergwili, Llanegwad & Carmel	135.6	Llandovery, Cil-y-cwm & Cynwyl Gaeo	304.9
Llanelli North	147.5	Llanfihangel-ar-arth & Llanybydder	317.5
Ammanford & Betws	154.4	Llan-non, Cross Hands & Pen-y-groes	319.6
Carmarthen North	154.9	Llanelli West	326.6
Llanelli South	161.4	Carmarthen South & Llangynnwr	340.6
Tre-lech, Cenarth & Llaneler	183.6	Llandybie & Saron	430.2
Whitland, Laugharne & Llansteffan	185.1	Llanelli Bigyn	581.2
Pembrey & Burry Port	190.5		

The area with the lowest number of deaths per 100,000 population in Carmarthenshire is *Brynaman, Y Garnant & Glanaman* and the highest was *Llanelli Bigyn*.

### Carmarthenshire COVID-19 death rates per Middle Layer Super Output Areas Deaths per 100,000 people - occurring up to end March 2021



© Hawffraint y Goron a hawliau cronfa ddata 2021 Arolwg Ordianans 100023377  
© Crown copyright and database rights 2021 Ordnance Survey 100023377

# INTRODUCTION TO OUR ANNUAL REPORT

At the time of preparing this report, Council resources remain committed to dealing with the crisis/recovery. There are some gaps in the information available, for instance, due to the pressures of dealing with the crisis Welsh Government has agreed that comparative *Out turn data* will not be published for 2020-21. We would usually compare our results to other Councils results. In past years we have also reported the results of the National Survey for Wales but much of this is unavailable.

This Annual Report 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 (*See Appendix 1*). In addition, establishing the baselines will be useful to assess recovery.

## 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 Services Board* (PSB) and this partnership has published a [Carmarthenshire Well-being Plan](#). All the separate public bodies in the partnership publish their own Well-being Objectives and we will be working to meet many common objectives. The PSB has also published an [Annual Report for 2020/21- To be linked when published](#)

## Consultation undertaken by the Council

- ⦿ During the pandemic we undertook a *Parental Survey* conducted with parents, carers and guardians of pupils, with 4,433 responses and asked what they think is having the biggest impact on their child(ren)'s well-being and mental health. An overwhelming majority of respondents noted that the issue which is causing the biggest impact on their child(ren)'s well-being is that they are unable to be with their friends and peers
- ⦿ In response to the COVID-19 pandemic, we consulted with *Carmarthenshire businesses* to gather their views on the impact of the pandemic on their business. In total, 574 businesses responded to the online survey in May. The responses to this engagement have helped shape our support toward these businesses.
- ⦿ In May, 2,543 (32%) of our *staff* across all departments took part in a survey on the new way of working following the COVID-19 outbreak, the results will help shape the future way of working.
- ⦿ Due to the restrictions of the pandemic, we undertook a *digital and virtual budget consultation* for the 2021/22. In response to the public feedback, the council reduced the increase of Council Tax based on the consultation results.
- ⦿ We have consulted on a number of *school projects* throughout the year. These included: consulting on the changing provision in primary schools, changing entry ages at schools, increasing capacity in schools and improving school buildings.
- ⦿ We have also assisted with a number of services on numerous consultations. These included but are not limited to: Proposals to change The Miners' theatre name, Public Services Protection orders, the use of historical monuments within the County, Active travel and Public realm safety improvements in response to the pandemic.

## 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.

During the year, we have continued to develop our Integrated Impact Assessment process, which ensures due regard and diligence when the Authority makes key decisions. This process includes our responsibilities in terms of the **Equality Act 2010** and the **Socio-economic Duty**, which came into force on 31 March 2021. The key aim of the Socio-Economic Duty is to encourage better decision making and ultimately deliver better outcomes for those who are socio-economically disadvantaged.

The duty should be used to ensure that reducing inequalities of outcome now and for future generations is a central factor in decision-making. Organisations should consider current inequalities and future trends when deciding how they can have the most impact. And organisations must be guided by the voices of socio-economically disadvantaged people in doing this.

A cross-party **Equality and Diversity (Black, Asian, and Minority Ethnic) Task and Finish Group** was set up in response to two detailed debates in the Council chamber, with the purpose of engaging residents and gathering feedback to help break down barriers and support Carmarthenshire's BAME communities.

As part of their work, the group launched a public survey in response to commentary about historic monuments across the county. The survey encouraged people to give their views on whether the council needed to take any steps in response to public discussion, and what these steps should be.

The Task and Finish Group recommended erecting prominently placed information boards near the Picton Monument and within its grounds with reference to Sir Thomas Picton encompassing his military career as well as his known links with slavery, as well as reference to the local history of the area. The group also recommended a further information board placed in the vicinity of the Court Room at the Guildhall, where a portrait of Sir Thomas Picton is displayed.

As part of our duty to foster good relations between persons who share a relevant protected characteristic and persons who do not, we have developed a **Diversity Calendar**, which aims to establish a consistent and fair timetable across all characteristics. We will review and progress our calendar and ensure that it links in with the work promoted by Welsh Government through the Community Cohesion

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

We are continuing to implement the **Welsh Language Standards** across the Council with significant internal communication work undertaken during 2020-21. Messages about the Standards were conveyed to staff through presentations by the Policy Team, through the communication streams maintained by Marketing and Media and through the Departmental Language Leaders.

The **Welsh Language County Strategic Forum**, which continues to be led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language officers, has also continued with its role of developing a programme of promoting the Welsh language in the county and instigated much joint planning for the implementation of the Carmarthenshire Promotion Action Plan, which is in line with the Promotion standards. The forum met four times and specific attention was given to apprenticeships and post-16 education, the Language in our communities, priority areas and the Local Development Plan.

# How we measure the success of our Well-being Objectives

## Success Measures

The Well-being Future Generations Act promotes a shift in focus from service productivity, to all public bodies working together to progress outcomes that improves the quality of life of citizens and communities, both now and in the future. We have a suite of indicators we use to measure the success of our Well-being Objectives; a list of these measures can be seen in *Appendix 2*.

## Public Accountability Measures

There is also a National suite of measures that all Councils in Wales normally have to collect, a list of these measures can be seen in *Appendix 3*. Due to COVID-19, Welsh Government decided not to collect and publish results from authorities for 2019/20 or 2020/21.

This has been a year like no other, with our own results for some of these measures not available or not comparable to previous year due to the effects of COVID-19.

## Other Assessment Information

### Citizen Satisfaction



#### National Survey for Wales

We usually include National Survey for Wales data that's available at Local Authority level in our Annual Report. Due to the pandemic, much of the data is not available for 2020/21 as Welsh Government had to make changes to how they conduct the survey. Therefore, only a few of the 2020/21 survey results have been included in this report due to lower participation as well as lack of continuity of the questions to previous years surveys.



[Link to 2020 National Survey for Wales - quarterly and monthly results](#)

## Regulatory Verdict

During the year our Regulators issued a number of reports on and these are listed in **Appendix 4**.



<https://www.audit.wales/>

<https://www.estyn.gov.wales/language>

<https://careinspectorate.wales/>

# 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.** Support and improve progress and achievement for all learners

**4.** Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways

**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**

## Executive Board Members and the Well-being Objectives



**Cllr. Emlyn Dole**  
Leader

**WBO6 - Creating more jobs and growth throughout the county**



**Cllr. Mair Stephens**  
Deputy Leader

**WBO12 – Environment**

**WBO15 - Building a Better Council and Making Better Use of Resources**



**Cllr. Cefin Campbell**

**WBO5 - Tackling poverty**

**WBO9 - Good connections and safer communities**

**WBO12 - Environment**



**Cllr. Jane Tremlett**

**WBO9 - Good connections and safer communities**

**WBO10 - Older people**

**WBO11 – Ageing Well**



**Cllr. David Jenkins**

**WBO15 - Building a Better Council and Making Better Use of Resources**



**Cllr. Linda Evans**

**WBO7 - Affordable Homes**

**WBO9 - Good connections and safer communities**

**WBO11 - Ageing Well**



**Cllr. Glynog Davies**

**WBO1 - Child best start**

**WBO2 - Healthy Children**

**WBO3 - Education**

**WBO4 - Young people**



**Cllr. Peter Hughes-Griffiths**

**WBO2 - Healthy Children**

**WBO8- Healthy lives Adults**

**WBO14 – Welsh Language & Culture**



**Cllr. Hazel Evans**

**WBO12 - Environment**

**WBO13 - Transport and Highways**



**Cllr. Phillip Hughes**

**WBO12 - Environment**

**WBO8- Healthy lives Adults**



# 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 significantly reduced

A systemic approach to delivering social work practice alongside our continued focus on preventative work, has seen the number of looked after children continuing to reduce year on year with more and more families being supported to stay together. This has been despite the increased challenges faced due to the COVID-19 pandemic.

### 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

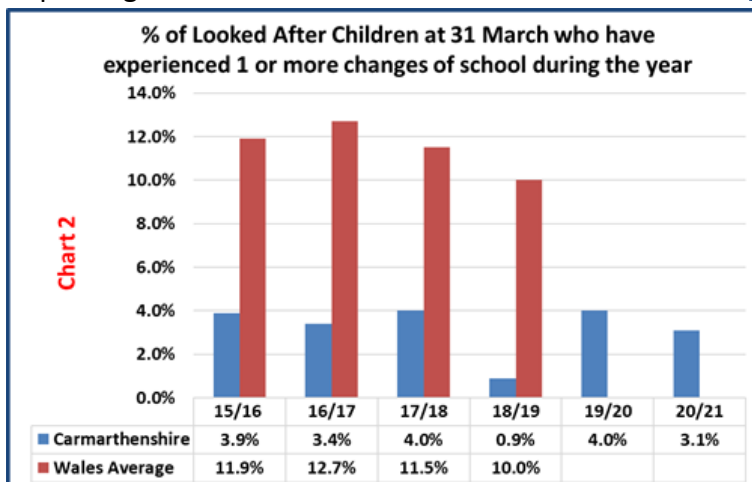
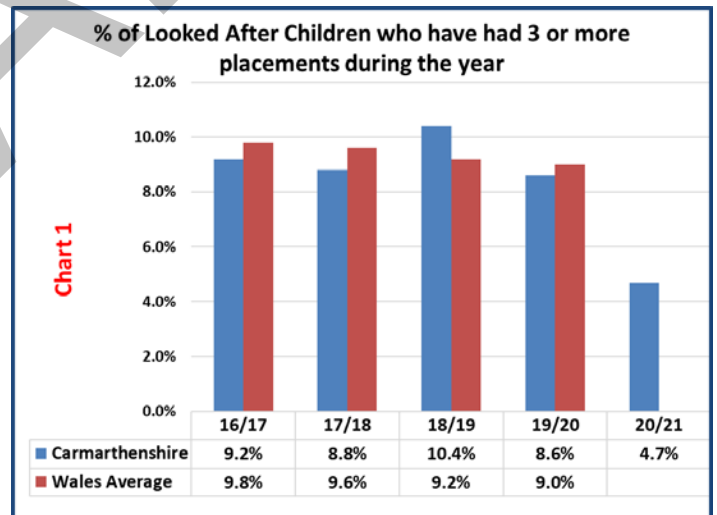
The % of children in care who had to move 3 or more times has reduced to **4.7%**



### Explaining the Results

We are pleased to have seen an *improvement* in placement stability with a *reduction* in the number of children having moved 3 or more times during 2020/21, with 4.7% (7 out of 148) compared to 8.6% (14 out of 163) in 2019/20 and better than the Welsh Average of 9%. (See Chart 1)

Stability of looked after children has been excellent despite COVID-19. COVID and strict WG guidelines impacted on the opening of schools. We consistently perform well in maintaining looked after children in the same school, which is also an important factor in improving outcomes.



During 2020/21, 3 out of 96 children changed schools (See Chart 2). A summer programme of support was also put in place which was well received. Our **long-term** primary focus is on **prevention** and maintaining children at home with their 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 maintain placement stability and avoid the need to move wherever possible.

## Progress on this Well-being Objective taking account the effect of COVID-19

### Supporting Families

- ⦿ Throughout the COVID-19 pandemic both registered childcare settings, play providers, families and communities have continued to receive advice, support and guidance in ensuring that children and young people have access to play opportunities during times of lockdown and restrictions.
- ⦿ The *Childcare Assistance Scheme* enabled providers of childcare to remain open to ensure critical services continued to run. Between April to August 2020, 732 children of critical workers were supported by the scheme.
- ⦿ The number of enquiries to the *Family Information Service* has seen a 62% increase this year with 30,197 users and 89,923 pageviews.
- ⦿ *Flying Start Carmarthenshire* became the **first Flying Start in Wales to use a mobile App** to help keep in touch with families. The team developed the App as a way to increase engagement, and to signpost families to important information and promote events in the local areas. The App continues to be pivotal in delivering services, key messages and providing information to all of our families.
- ⦿ *Team Around the Family* (TAF) are continuing to re-shape the service to meet future need and have begun to develop partnership work with the 3<sup>rd</sup> sector alongside co-production, community development and use of volunteers. TAF continue working alongside schools and the *Attendance and Safeguarding Team* and *Early Help* team to provide a seamless service to education.
- ⦿ Each of the childcare teams have continued to use a systemic approach to delivering social work services. 30 members of staff including managers are about to complete the qualification Foundation year of Systemic Social Work Practice and in addition social workers from across the service undertook a 3-day Introduction to Systemic Practice. The training has helped increase confidence as well as ensuring consistency of approach across the teams. A recent Assurance check by [Care Inspectorate Wales](#) (CIW) remarked on the benefits of 'pod' working which '*clearly promoted a holistic and strengths-based approach to working with families. Records that clearly articulated outcome focused planning. Plans outlined clear achievable goals to safeguarded children and improve their well-being through the provision of a range of services best suited to their needs*'.



### Additional Learning Needs (ALN)

- ⦿ The *Inclusion* section has continued to deliver all service areas throughout the pandemic to ALN and all vulnerable pupils. Methods of delivery have been modified following consultation with stakeholders such as families, schools, ECPS and Health thus ensuring all best endeavours are undertaken to continue to deliver statutory processes and support services.
- ⦿ ALN Transformation is reaching a point of implementation and as such the primary focus for improvement is on transitioning into the new mechanism for upholding the statutory duties for children and young adults with ALN from 0-25 as set out by the new act and statutory code of practice.

## Activity Packs gifted to Flying Start Families

Nearly 1,800 Flying Start families in Carmarthenshire have been gifted activity packs for their young children to use during lockdown. Each pack contains a range of age-appropriate resources and comes in a box which can be turned into a 'tap tap' box as used in the language and play sessions delivered by Flying Start. Other activity items include books, animal toys, bubbles, paints and art materials, a ball, song puppets, playdoh making kits, shaker bottle kits, lotto boards, crayons and chalk and various sensory materials which will help keep children motivated whilst staying at home.

A parent whose children have benefited from the packs said:

*"The girls have had hours of fun doing activities, and they loved the sticking and gluing, painting and using the playdoh. These packs are a lovely idea and have come at just the right time."*

Flying Start is a Welsh Government funded programme which supports families in disadvantaged areas of Wales to give children under the age of four a flying start in life. The Council's Executive Board Member for Children's Services, Cllr Glynog Davies said:

*"These activity packs are fun, exciting and help to keep young minds active and inspired during lockdown. We're pleased to be working with the police who are helping deliver the packs across the county"*

Dyfed Powys Police has also linked up with Carmarthenshire County Council to help with distribution by using their police vans and drivers. Dyfed Powys Police, Chief Inspector Thomas Sharville said:

*"The Flying Start scheme offers much needed support to young families during this difficult time. Dyfed Powys Police is delighted to work with Carmarthenshire County Council by supplying drivers and vehicles to deliver Flying Start activity packs to our communities."*



### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



## Well-being Objective 2

### Start Well - Help children live healthy lifestyles

#### Obesity in children increases in Carmarthenshire

The 2018/19 Child Measurement Programme data published in March 2021 shows that **over 30%** of children aged 4 to 5 in Carmarthenshire are overweight or obese, the **5<sup>th</sup> highest** figure in Wales.

#### Why it is important

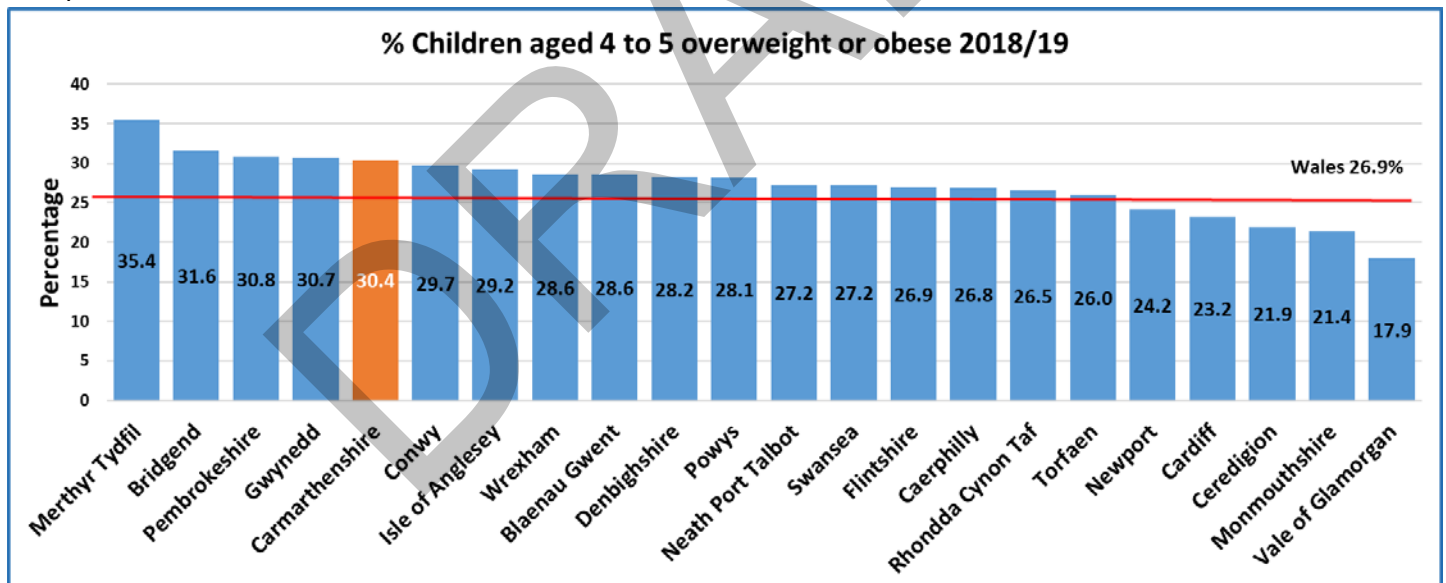
- ⊙ The Play Sufficiency Assessment identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child's safety.
- ⊙ Assessment engagement activity with primary school children showed being physically active as an important factor for the 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

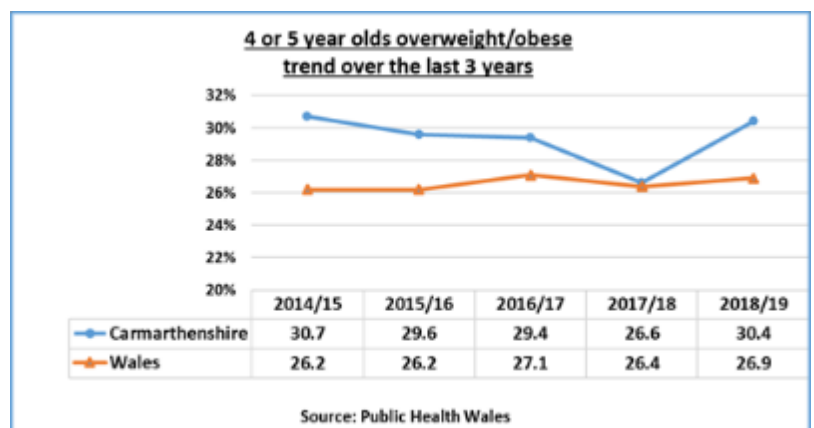
**30.4%** of children are overweight or obese (2018/19)

(This is an increase on the previous year of 26.6% 2017/18)

The programme of child measurements is carried out by [Public Health Wales](#) with children attending reception class in schools in Wales.



There had been a downward trend in recent years from having 3<sup>rd</sup> highest figures in Wales in 2014/15 to just above the Welsh average in 2017/18. Unfortunately, 2018/19 data (published March 2021) shows an increase in the **% overweight or obese to 30.2%**, this is the 5<sup>th</sup> highest in Wales and just below our 2014/15 result of 30.7%. 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 on this Well-being Objective taking account the effect of COVID-19

### Physical Activity

- ⦿ Leisure Services successfully secured an All Wales Play Opportunity Grant of £25K and matched funded £52k in order to completely re-develop Llansteffan Beach Playground.
- ⦿ Work related to utilising school grounds outside of teaching hours remains paused due to the COVID-19 pandemic and associated restrictions. Welsh Government allocated two funding streams during quarter three via the All Wales Play Opportunities Grant to be utilised by the 31st March 2021. Carmarthenshire have been allocated £31,000 in revenue funding to be allocated to providing staffed play provision for vulnerable children during school holidays up until and including the Easter Holidays 2021. A total of £184,092 has been allocated to Carmarthenshire in the form of a capital grant. Advice, guidance and support has been given to Whitland Town Council in relation to developing a playground for Whitland town in line with the Section 106 Contributions regulations. Advice, guidance and support has been given to the Playworker staff within the Integrated Children's Centres in delivering virtual Play Sessions to families as a result of COVID-19 restrictions.
- ⦿ The Healthy Schools Team worked in partnership with Active Carmarthenshire in promoting the 'Million Minutes' Campaign via our Network and Cluster Meetings and utilised our Termly Cluster meetings to inform schools of the latest guidance published by Public Health Wales regarding Physical Activity Promotion during COVID-19 times and also signposted them to PE Guidance published by the Youth Sport Trust in relation to the delivery of PE lessons and Physical Activity Promotion.



### Healthy Eating

- ⦿ The Healthy Schools team produced a Healthy Packed Lunch Toolkit for Families.
- ⦿ The Local Authority committed to providing free school meals throughout the pandemic providing food bags, vouchers and direct payments as appropriate. Free School Meal food bags were always as nutritional as we could make them taking into account food safety (dependent how long they would be taking to transport). We also offered ideas of what to make with the items, e.g. tuna pasta salad.

### Mental Health

- ⦿ The Healthy Schools Scheme has undertaken the following work to address Mental Health:
  - Organised and funded 6 x 'Strategies to Support an Anxious Young Person' Courses;
  - Organised and funded 2 x Youth Mental Health First Aid Training Courses;
  - Organised and Co-ordinated 2 x Secondary School Personal and Social Education (PSE) - Professional Learning Community (PLC) activities which had Mental & Emotional Health & Well-being as a focal area;
  - Contributed to the Consultation regarding the Whole School Approach to Mental Health by providing suggestions on how to improve the Whole School Approach to Mental Health Assessment Tool for schools;
  - Played an instrumental role in establishing a Task and Finish Group for the production and publication of a Transgender Toolkit for Schools.

### Raise Awareness

- ⦿ The Healthy Schools Scheme has created and updated several Directories of resources which promote Physical Health, Mental and Emotional Health, Healthy Eating and an increased awareness of Healthy Lifestyles, uploaded onto the Healthy Schools Network on Hwb, Sharepoint and Council website. The resources were designed for use by pupils of all ages and their families, to be utilised by the School Hubs, families with pupils learning from home and for blended learning by schools during the second lockdown.

- ⦿ The Team also placed emphasis on the importance of Outdoor Learning / Provision and have informed schools of relevant training being delivered and excellent websites that can support them in increasing Outdoor Learning provision. As a result, a number of teachers attended training that was delivered by Natural Resources Wales and have signed up to the SOUL Website (Outdoor Learning Website) which provides free resources for schools.
- ⦿ The Health and Wellbeing area of learning is a key focus area as we prepare for the new Welsh curriculum. A cross-disciplinary strategic group is focussing on supporting schools to undertake purposeful activity within the area of learning, as exemplified by the health and happiness programme, which was developed to assist schools over the course of the pandemic. Physical literacy is an important consideration, with further opportunities to learn in the outdoors e.g. via our Learning through Landscapes project.

## The way we work

### Million Actif Minutes

With the news that schools across Wales would not be opening their doors for some time in the new year due to another lockdown, the Actif Communities team set a fun and engaging challenge for schools that would capture the attention of the County.

The Million Actif Minutes Challenge aimed to engage and motivate children and young people to get active through these difficult times. Schools promoted physical activity, PE, resources available from Actif Communities and activities from National Governing Bodies across Wales in a bid to get children moving more.

The aim of the challenge was for all schools to collectively achieve 1,000,000 active minutes across the County with each school receiving their own specific target which was based on the number of pupils in the school. The schools were challenged to reach their targets in order to be included in a live draw with a chance of winning £500 worth of sports equipment.

The challenge started on the 1<sup>st</sup> of February and a whopping 76 schools registered to be part of this countywide challenge. The challenge itself was initially aimed at school pupils but due to the influx of emails from staff who wanted to take part, it was decided that they the challenge would also include staff members too!

Within the first 2 weeks an amazing 580,000 active minutes were recorded, with 880,115 by the third week and then a final figure of **2,033,874**



## Outdoor Learning in Carmarthenshire Schools

Schools across Carmarthenshire are embracing the great outdoors for learning.

With a strong focus on supporting the health and well-being of learners and staff, Local Authority teams have been highlighting the physical, emotional and educational benefits of outdoor learning. Schools have been supported through a range of training opportunities, resources and projects, resulting in some wonderful developments across the county.

Many schools have constructed outdoor classrooms, and most are keenly developing their garden areas and outdoor spaces. During *Outdoor Learning Week in April*, a fantastic range of cross-curricular learning was captured and shared on school websites.



Pupils have been seen out and about in the local area looking for signs of spring. This term they are planting fruit, vegetables and learning about healthy eating. Many are helping to improve biodiversity by creating 'wild' areas in the locality.

Several projects have been initiated to support the outdoor learning agenda, including: *Walk The Global Walk, The Lightbringers and Lost Words Projects*, which all promote connection to nature and awareness of sustainability issues. Supported by the Incredible Edibles team, pupils are creating 'peace gardens', which will provide places for children to relax, reflect and learn.

Two Erasmus projects, '*Utopia*' and '*Growing Together For Successful Futures*', are also underway to enable our teachers to learn from best practice in countries such as Sweden and Greece.

The *Carmarthenshire Outdoor Schools (CODS)* programme has been established to support and guide schools in their quest to be healthier, happier places for all.

**Video: Outdoor learning at Johnstown Primary School**

<https://www.i2e.com/johnstown-primary-school/Mr+C/Outdoor+Learning+Autumn+2020/>

### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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





## Well-being Objective 3

Start Well - Support and improve progress and achievement for all learners

### Support for progress, achievement and well-being has continued in difficult circumstances

Unfortunately, due to COVID-19 and the situation at the moment, we do not have end of key stage data for the summer term 2020 for Foundation Phase, Key Stage (KS) 2 and KS3. Schools are currently re-assessing pupils and gaining a new baseline for individuals following the lockdown period. KS4 and KS5 pupils were awarded their predicted grades. *We do not have access to this data centrally as a county therefore comparison to previous years cannot be made.*

#### Why it is important

- ⊙ We all want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- ⊙ We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21<sup>st</sup> 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

*Average score for Year 11 pupils - based on Teacher assessment rather than examinations due to COVID-19*

- ⊙ The last published average score based on the **best 9 exam results** for Year 11 pupils during 2019/20 (2018/19 Academic Year) is 367.2 where girls had an average score of 378.5 and boys 356.4. This is an improvement on the previous year and well above the Welsh average of 354.4.

*Attendance at Primary and Secondary Schools - updated data is unavailable due to COVID-19*

- ⊙ Due to the pandemic, the disruption to Schools and the need for home learning for most of the year, **attendance data has not been recorded in the same way and therefore not reported**. The last published data was for 2019/20 (2018/19 Academic Year), this showed that Secondary schools had declined further to 93.5% with Primary school attendance staying the same at 93.9%.

*Satisfaction with Child's Primary Schools - updated data is unavailable due to COVID-19*

- ⊙ Due to COVID-19, there is **no updated data available for the National Survey for Wales measure of satisfaction with child's primary school**. The most recent data of 2019/20 showed that 95% of participants were satisfied with their child's primary school in Carmarthenshire, this had increased from the previous year of 84% and above the Welsh average. This can be volatile dependant on the households questioned during the year.

## Progress on this Well-being Objective taking account the effect of COVID-19

- ⦿ Officers from the Education and Children's services department provided support in line with local and national priorities providing schools with a bespoke range of support in line with the priority areas for individual schools and the current COVID Pandemic context. Educational support advisers, Inclusion officers, Educational Psychologists Behavioural support officers and Social Services work closely alongside our schools and settings, supporting evaluative processes and ensuring that the support provided and facilitated by the local authority, partner schools and the region is impacting positively on the learning experiences of the pupils, their progress and their well-being.
- ⦿ Investment in Schools continues as part of the Modernising Education Programme:



**New £4.3m school for children and staff at Ysgol Rhys Prichard**



**Children in Five Roads move into new £4.5m school**



**£4.5m investment transforms Ysgol Llangadog for staff and pupils**

- ⦿ The current Welsh in Education Strategic Plan (WESP) document is now in its penultimate year. We will continue to ensure that the key messages are adhered to and that specific changes in school provision continue to progress. Due to COVID-19, interaction with school leaders regarding moving along the language continuum has been delayed. However, dialogue on the WESP continues with the focus on language progress.
- ⦿ The past twelve months has proved challenging for school governors. We have worked with them to develop their digital skills to facilitate on-line meetings. We continue to encourage and promote participation in the governorship of schools.
- ⦿ Following a review of our specialist behaviour support services, the new Four Phase Model has been implemented; in Phase 1 increasing the provision in schools; Phase 2 more robust packages of support from central team to be delivered on site; and improving provision in Phase 3 and 4 which are the off-site Pupil Referral Units (PRUs) and long term Emotional, Social and Behavioural Difficulties (ESBD) settings. The Behaviour Support Community Team is in development to increase capacity working directly with whole school processes for training and advice to support and upskill staff to work with individuals with the long-term aim of upskilling schools to work with complex pupils reducing the number of pupils requiring long term specialist provision and working more in line with a short-term intervention model.

## The way we work

### The Health and Happiness Programme

In the spirit of hopefulness, the school improvement team created an approach to classroom routines and activities that can be used to support staff and their pupils return to school in a safe and joyful way. All age groups and varied levels of need were considered. The psychological approaches and principles presented in the *Health and Happiness Programme* can be applied flexibly by schools and can be interpreted to suit the school's context. Research has identified five key principles that support recovery following a serious incident or event: *A sense of safety; a sense of calm; a sense of self and collective efficacy; social connectedness and the promoting of hope.*

For many pupils, returning to school is a welcome return. However, for others, it is a time of worry and anxiety. Some pupils may be carrying a large emotional burden and school might be their only place to talk about this. Adults in school who listen with empathy perform an important therapeutic function, without being therapists. Activities set out in the programme allow time and opportunities for pupils to talk about their experiences and emotions.

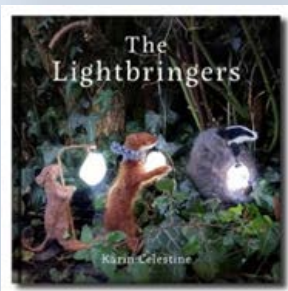
The Health and Happiness Programme is divided into 3 main areas:

- a sense of place, a sense of belonging
- looking after our bodies and minds
- our learning journey

An inclusive activity page is presented for each school phase for each of the 3 main areas. All activities are colour coded demonstrating their relevance to the 5 ways to good well-being. The programme also includes extended literacy and numeracy activities and a wealth of suggestions and activities promoting the Power of Story. The programme is interactive with hyperlinks to additional resources and materials. It also includes live links to supportive websites and apps.



### The Lightbringers' Project



The Lightbringers' Project was inspired by the book *The Lightbringers/Y Lanternwyr*, created by Karin Celestine, 'a story of hope... that the light will always return, even in the darkest of days.'

The project was launched in January 2021 to offer support and educational inspiration to school communities during the darkest days of the pandemic building upon the principles of the *Health and Happiness Programme*. All Carmarthenshire schools received bilingual copies of the book, along with a bank of practical ideas and resources to support health, well-being and a collaborative approach to the Curriculum for Wales. Although much of the project has had to be delivered online, it supports a holistic approach to 'blended learning', providing a range of cross-curricular ideas for schools and families to connect with nature and be creative. As part of the project, pupils have enjoyed working with the author, Karin Celestine; Rufus Mufasa, Poet for Future Generations; art specialists and well-being experts.

The first unit, 'Shine A Light', culminated with the Lantern Challenge, when windows across Carmarthenshire were illuminated with beautiful lanterns, shining out positive messages of friendship and solidarity.

The Lightbringers' Project has provided opportunities for families to enjoy learning together, whilst promoting strategies to support positive mental health across the wider school community. The positive impact of this work has been recognised by headteachers and has recently received recognition in the Senedd: [https://twitter.com/senedd\\_hmj/status/1359578890419789825?s=12](https://twitter.com/senedd_hmj/status/1359578890419789825?s=12).



### Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 3 combined with Well-being Objective 4 to become -

**Start Well - Support and improve progress, achievement, and outcomes for all learners**



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



## Well-being Objective 4

Start Well - Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways.

### Work towards ensuring EET continues

The number of Year 11 NEET young people in Carmarthenshire, has remained constant compared to two years ago. However, we have seen a decrease in Year 13 NEET young people in 2021. The results are obtained from Careers Wales Destination Survey which was not concluded in March 2020 due to the COVID-19 outbreak, therefore we cannot compare to the previous year. Despite COVID-19 we have worked closely with schools to support pupils at risk of NEET, delivering qualifications, ensuring successful transition to college and improving engagement with additional activities and support.

### 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 6<sup>th</sup> forms, Further Education Colleges, apprenticeships, training provision or work.
- ⊙ It enables young people to contribute positively to their local communities.

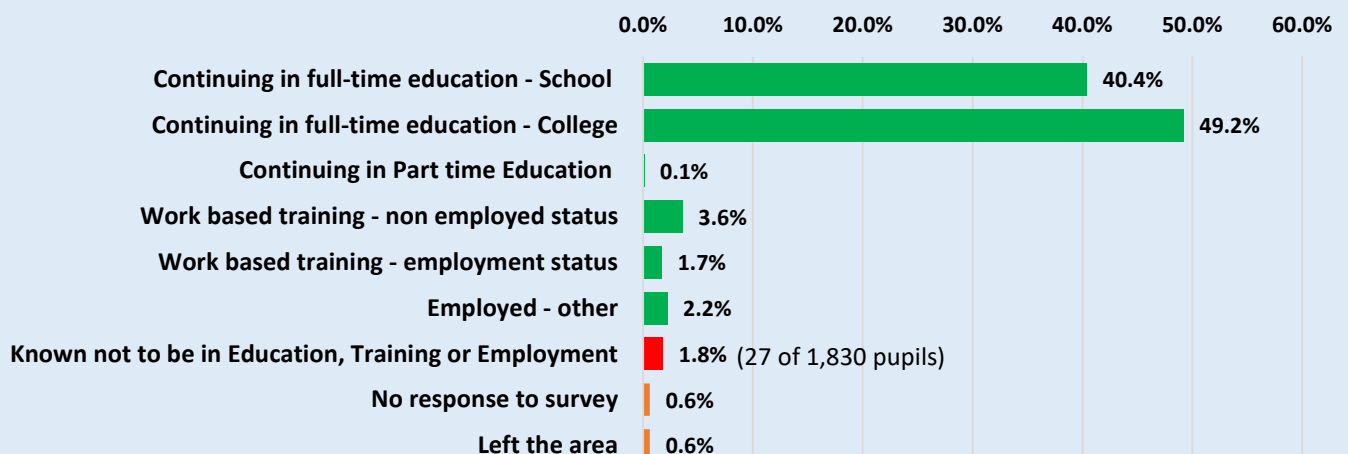
### Success Measures



### Explaining the Results

- ⊙ 1.8%, or 32 of **Year 11** pupils becoming NEET in 2020/21 (2019/20 Academic Year), this equates to 96.1%, or 1,765 pupils remaining in Education, Employment or Training. A small number of pupils (22), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 15<sup>th</sup> in Wales and above the Welsh average of 1.7%.

#### Destination data for Carmarthenshire Y11 pupils (Academic Year 2019-20)



- 3.5%, or 23 out of 652, **Year 13** pupils were known to become NEET, with 15 pupils either not responding to contact or being known to have left the area. The result ranked 9<sup>th</sup> in Wales and was equal to the Welsh average. 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 on this Well-being Objective taking account the effect of COVID-19

- Since the *Cynydd* project began four years ago 141 young people have been referred to the team, with only 15 (11%) of those young people not being in education or training. Although the pandemic saw a decline in referrals, there were 32 young people referred and 75% of them went on to further education, a traineeship or work.
- Post 16 staff have maintained contact with the children and young people they support. If any child/young person is deemed to be vulnerable/at risk, permission has been sought from the Head of Service as to being able to conduct face to face visits. When and where possible, detached youth work has taken the place of youth club delivery, and Streets and Bwlch Youth Centres have been permitted to re-open via Silver/Gold Command. The centres are being utilised for appointment only drop-ins for vulnerable children and young people. The same applies to Dr Mz Youth Centre under partnership arrangements.
- A post 16 learning review has been initiated, which will encompass the appropriateness of learning pathways at Key Stage 4 into post compulsory education, world of work and training. This will also involve liaising closely with our local Further Education provider.
- During the past year the Community Learning Service has developed new and innovative blended learning opportunities for Essential Skills and ESOL learners. Staff have undertaken training in Digital Pedagogy and supported learners in their digital learning as well as their literacy, numeracy and language learning. Learners have remained engaged and achieved outcomes where possible.
- The Youth Support Service has signed up to the Participation Charter in the final quarter of this year, following on from discussions with Children in Wales, and resulting from work linked to the last self-assessment that was completed by the service. This means that each team within the service will undertake a self-assessment against the National Participation Standards from March 2021 onwards in terms of more effectively engaging those children and young people that are NEET.
- YEPF delivery has continued throughout the year. Use has been made of MS Teams to hold Support into Employment, Education and Training Meetings, as well as Vulnerability Assessment Profile Meetings. Liaison has continued with Careers Wales. Youth Support Workers have provided one to one support to children and young people.
- The Local Authority and Regional Consortia are developing a Professional learning offer for Curriculum for Wales aligning with inclusion team. Ensuring good pedagogy meets individual pupil needs at all levels. All Carmarthenshire schools have started the Journey to curriculum for Wales planning. The engagement and progress to end goal varies due to different circumstances schools find themselves in. 88 schools have engaged with ERW's offer last year and 105 have now engaged with ERW's training opportunities this year. Science and Technology project supported by ERW saw 42 Schools engaged using the small and rural schools' grant. A Task and Finish group is being initiated to address key areas of need e.g. Assessment informing curriculum design (Cross departmental work).
- We have identified several areas for service development: Well-being and Music Therapy, Music for All Initiative (Music for Vulnerable and Disadvantaged Learners) and Year 6 Transition (Performing Arts). These have been identified through pilot initiatives and suggestions / proposals from Head Teachers.

- ⦿ We have extended and developed the Seren Programme for More Able and Talented (MAT) pupils to pre-16 learners. We have merged with Ceredigion to help provision for pre-16 learners in three counties (Carmarthenshire, Pembrokeshire and Ceredigion). We have provided Brilliant club, a non-profit organisation that aims to widen access to university for students from underrepresented groups, to all 30 schools in the 3 counties. We pioneered a partnership with Aberystwyth's new vet school with events for years 8 and 9 and 10-12 and piloted a humanities project around the theme of the holocaust with University of Wales Trinity St David's for students from all schools. We also ran masterclasses in specialist subjects; philosophy; physics; literature and writing; Humanities and Mandarin.

## The way we work

### Council offers a step on the career ladder with successful apprenticeship programme

Appropriate picture to be added

Over 160 apprentices are working with Carmarthenshire County Council, supporting the authority in a variety of roles whilst progressing their career. The council runs a long and successful apprenticeship programme and is recognising the contribution apprentices make during National Apprenticeship Week (February 8-14). Apprenticeships are a great opportunity for people to develop practical skills and get ready for the world of work. The programmes provide a mix of workplace and academic modules leading to a nationally recognised qualification. Many apprentices go on to full-time employment with their apprenticeship employer or move on to the next stage of their career with another employer.

Over recent years Carmarthenshire County Council has worked with many apprentices to complete a wide range of qualifications. Currently, the authority has 166 apprentices undertaking many different roles, working towards several different qualifications. Over the last year, despite being in the midst of a pandemic, 10 new apprentices have joined the council's team.

They include Alaw Roberts and Eve Bryan who are *MakerSpace* apprentices based with Carmarthen and Ammanford libraries; Alex Caswell, Evan Davies and Ben Cooke who joined the council as *Next Steps* apprentices, working on property maintenance.

And Finn Quick, Elliot Lewis, Rhydian Jones, Tomos Williams and Elliot Brice who are undertaking Chartered Institute of Building higher apprenticeships in construction management.

Council apprenticeships are also flexible - Poppy Evans started her apprenticeship with the council as a business support assistant but has recently progressed into the Children and Family Services team helping to engage and recruit new foster parents.

Poppy, who is taking her apprenticeship through the medium of Welsh, is one of 10 apprenticeship ambassadors for Coleg Cymraeg Cenedlaethol's 2020/2021 academic year and runs a successful vlog about her apprenticeship experience.

## Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 4 combined with Well-being Objective 3 and become-

***Start Well - Support and improve progress, achievement, and outcomes for all learners***



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

# Live Well



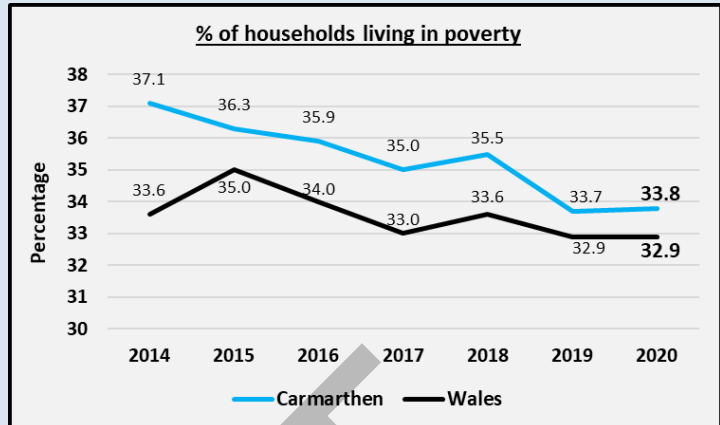


## Well-being Objective 5

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

### Over a third of households in Carmarthenshire continue to live in poverty

During 2020, **27,691** households in Carmarthenshire were classed as living in poverty, this is a slight increase on the previous year of 27,576.



Poverty is defined as when a "household income is less than 60% of the GB median income" (in 2020 less than £19,967)

### 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*

### Success Measures / Explaining the Results

*Households Living in Poverty - see comment and chart above.*

### Homelessness Prevention

**46.4%** of households threatened with homelessness were successfully prevented from becoming homeless

*The same as the previous year (46.4% 193/416 x100)*



- ⊙ Of the 377 households **threatened with homelessness** during 2020/21, **175 were successfully prevented from becoming homeless - 46.4%**, the same % result as 2019/20 but a reduced number of households threatened with homelessness. As a result of COVID-19, Welsh Government changed the law around homelessness in that all single homeless people regardless of their previous history were deemed a priority and local authorities were required to provide both temporary and permanent accommodation. This new demand resulted in a new cohort of people presenting themselves to us (rough sleeping and sofa surfers) Their circumstances made it difficult for us to undertake prevention work. Regardless of these increased new demands, overall, we were able to maintain our homeless prevention work compared to last year.

**Gap in exam results for pupils receiving Free School Meals and those who do not - updated data is unavailable**

- ⊙ The last published data on the **gap between exam results** for pupils receiving **Free School Meals (FSM)** and **those who do not (Non-FSM)** was for the period 2019/20 (2018/19 Academic Year) at **17.9%**, this had reduced by 1.8 percentage points from the previous year and continued to be the 7<sup>th</sup> smallest gap in Wales.



### *Living in material deprivation - updated data is unavailable due to COVID-19*

- ⊙ The 2019/20 National Survey for Wales of showed that **11.3%** of participating households in Carmarthenshire were classed as **living in material deprivation**, this is below the Welsh average of 12.9% and a reduction on the previous year of 13.5%. Due to COVID-19, there is no updated data available for the measure.
- ⊙ According to the 2019 Welsh Index of Multiple Deprivation (WIMD) which is the official measure of relative deprivation for small areas in Wales, Carmarthenshire has 3 areas within the 100 most deprived areas in Wales. These are Tyisha<sup>area2</sup> ranked as 17<sup>th</sup> most deprived area in Wales, followed by Glanymor<sup>area4</sup> in 68<sup>th</sup> and Bigyn<sup>area4</sup> in 84<sup>th</sup> position.

## **Progress on this Well-being Objective taking account the effect of COVID-19**

### **Preventing poverty**

- ⊙ Flying Start is the Welsh Government targeted Early Years programme for families with children under 4 years of age in some of the most disadvantaged areas of Wales. It aims to mitigate the impact of deprivation and poverty on families through the delivery of services in the first 1000 days of a child's life. During 2019. *Flying Start Carmarthenshire* became the **first Flying Start in Wales to use a mobile App** to help keep in touch with families. See Well-being Objective 2.
- ⊙ As an *employer*:
  - We are committed to guaranteeing the equivalent of the **"real living wage"** as set by the Living Wage Foundation by paying a supplement to those workers whose total hourly pay falls below the living wage. We are now paying the Living Wage supplement to only 115 employees therefore ensuring that our whole workforce is paid at least the real living wage.
  - Signposting information is available to financial advisory services for staff and our occupational health service will also provide support and signposting where necessary.
  - The Council has also adopted the **'ethical employment in supply chains'** code of practice which asks our suppliers to consider paying the Living Wage as a minimum. This is incorporated into our procurement and tendering processes.
- ⊙ In *Revenues and Benefits*:
  - We provide benefit maximisation advice, help to service users to identify how expenditure can be reduced, referral to specialist support, help to apply for grants and benefits and the issue of foodbank vouchers.
  - Whilst processing claims, Housing Benefit staff are often able to identify if people need to be referred for more detailed benefit maximisation advice, personal budgeting or debt advice. In addition, they provide support in completing applications for benefits.
  - Our Council Tax recovery team also identifies when individuals could be claiming Council Tax reduction or benefit from budgeting or debt advice.
  - We administer a number of benefits payment schemes accessed by our residents needing support to pay their rent or council tax bills:
    - Housing benefit helps people on low incomes to pay their rent. It can cover rent to a private landlord, to a Housing Association, or if you pay rent to Carmarthenshire County Council; 9600 claimants received Housing Benefit in 2020/21.
    - Discretionary Housing Payment (DHP) is a short-term payment which can be applied for by those claiming Housing Benefit or Universal Credit (with Housing costs) but are finding it difficult to pay their rent and 816 claimants received DHP in 2020/21.
    - The Council Tax Reduction scheme supported 16,541 households in Carmarthenshire in 2020/21 in paying council tax bills for people on a low income who claim benefits or Universal Credit.
  - Staff at the Council's Hwbs provide advice and assistance to residents on several Council services face to face, with customers able to return their benefit application forms to the Hwbs where staff check that all supporting evidence is included.

## Helping people into work

	2019/20			2020/21		
	Participants	Qualifications	Got a job	Participants	Qualifications	Got a job
Workways+	184	155	70	111	30	55
Volunteering	84			29		
Communities for work	53	33	28	111	16	7
Communities for work+	101	180	45	154	79	58

The impact of the Pandemic had a significant impact on the above figures and some teams were redeployed.

## Improving the lives of those living in poverty

- ⊙ In 2019/20, Carmarthenshire had 17.4% of children (4,771 pupils) who are eligible for free school meals in Wales (18%). However, as of 27th January 2021, there was a 16% increase with an additional 766 pupils eligible pupils in Carmarthenshire since January 2020.
- ⊙ **Free breakfast in primary schools** - This service, which is provided at 95 schools in the county (89 in the month of March with the others coming back slowly), was greatly disrupted during the last year by the pandemic. When schools first re-opened in some schools Breakfast 'bags' were served just before the start of the school day. Clubs are now offering limited numbers/spaces due to social distancing rules, with an average daily number of 1,898 children being fed between during March 2021.
- ⊙ **Pupil Development Grant** - This Welsh Government funded grant is available to families on low incomes for the purchase of school uniform, sports kit and equipment. Funding is available to pupils who are eligible for Free School Meals entering certain years in primary and secondary school and also to all looked after children. Funding of up to £125 is available to each eligible learner, with those in Year 7 being entitled to a maximum of £200. The grant is administered by the Council and the total allocation to Carmarthenshire for 2020/21 is £5,221,000.
- ⊙ Providing housing advice is one of the main functions of the **Advice and Tenancy Support team**. The team have a co-ordinating role in terms of ensuring clients in difficulties get welfare benefits advice and support. Staff also support council tenants to claim the correct benefits, including assistance with completion of forms, complete applications to reduce the cost of water rates, signpost to energy efficiency help and advise on eligibility for free school meals and uniform grants
- ⊙ During the pandemic we have prioritised all **homeless** people resulting in 193 households prevented from being homeless. Previously we prioritised families and vulnerable single people, but the pandemic resulted in a new cohort of people presenting themselves to us.
- ⊙ Since January 2019, eligible working parents of 3 and 4 year-olds in Carmarthenshire have been able to access 30 hours a week of Welsh Government funded early education and childcare. The childcare offer was suspended by Welsh Government in March due to COVID 19 but was reinstated in September 2020. The Childcare Offer fully resumed during the last quarter of the year with various promotional methods
- ⊙ There are currently **16 Food Banks** in the County and the Council has been directly providing funding in supporting many of these during COVID-19.
- ⊙ The Tyisha project is continuing to deliver a bold and transformational plan to create vibrancy, cohesion, and sustainability for the community. In turn this will provide the residents and future generations with ambition, aspirations and investment for their future.
  - We are working to deliver new homes, better green space, improve waste issues, tackle crime, reduce poverty and deprivation by working closely with partners.

- We are being proactive both, in developing a sense of place for the longer term but also on an operational daily basis. We now have a dedicated team of community wardens, development officers, housing officers to tackle the core issues at Tyisha which the residents are telling us.



We have committed to undertake a fundamental review of our approach to Tackling Poverty and prepare a cross-departmental Council action plan to respond to key issues relating to poverty, rural poverty and child poverty. We will discuss this further with relevant stakeholders and Carmarthenshire PSB members during 2021-22.

## The way we work

### Council recognised for help to food banks



We have been recognised nationally after gifting over £42,000 in food vouchers to foodbanks during the coronavirus pandemic.

**Egni Sir Gâr Cyfyngedig** won a community award in the British Renewable Energy (REA) Awards 2020 after distributing the vouchers to 14 food banks across the county out of income generated from rooftop solar panels.

*The REA judging panel said: "They have responded very generously compared to their income stream. What a remarkable and impactful immediate response to a crisis. If only other organisations followed their lead."*

The donation represents a value of approximately £70,000 for every mega-watt of solar installed, which is the highest single payment per megawatt of installed solar for any community benefit society, commercial solar farm or portfolio in the UK.

The Council's Executive Board Member for Resources and Director of Egni Sir Gâr, Cllr David Jenkins, said: *"The last year more than ever before people are having to use the foodbanks to put food on their table so we didn't hesitate to repurpose these funds when they became available to help more families that are struggling and cannot afford the essentials of life."*

Egni Sir Gâr Cyfyngedig is an energy community benefit society established by Carmarthenshire County Council in 2015. Since then, it has installed 16 rooftop solar on council owned buildings. With a total capacity installed of 636 kWp (kilowatt peak), the electricity generated by these sites over the last 12 months equates to the equivalent of over 290 tonnes of CO<sub>2</sub>e offset which contributes towards the council's commitment to become a net zero carbon local authority by 2030.

If you are struggling and cannot afford food, then please contact your local food bank.

## Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



## Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

**Median Gross Weekly Pay has increased by 7% in Carmarthenshire** (from £536.2 to £572.1)

Carmarthenshire has gone up from 8<sup>th</sup> in 2019 to 3<sup>rd</sup> highest wage in Wales for 2020.

*This is now above the Welsh average of £541.7*

### Why it is important

- ⊙ Providing secure and well-paid jobs for local people is central to everything we are seeking to achieve.
- ⊙ Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.

### Success Measures / Explaining the Results

**Median Gross Weekly Pay** - See updated data above

#### Employment

Employment figure is **TBC%**

(April 20 – March 21)

(Previously 71.5%)

**TBC**<sup>th</sup> highest in Wales

Source: ONS – Annual Population Survey



**Employment figures** in Carmarthenshire at the end of March 2020 is **71.5%**, this is slightly down from 71.6% the previous year. This is below both the Welsh (73.7%) and UK average (75.9%), both of which have increased. We have also moved from 15<sup>th</sup> to 16<sup>th</sup> in Wales.

Although employment rates are not purely the Council's responsibility, these figures are disappointing. However, we have continued to put a number of funding initiatives in place again during 2019/20 to stimulate jobs and growth in the county in the form of Property Development Fund, Carmarthenshire Rural Enterprise Fund and Business Grants and created 393 jobs. The employment figures for 2020/21 are expected to drop in Carmarthenshire as in many parts of the UK due to effect of COVID-19. **Employment figures April 2020-March 2021 due to be published July 2021**

#### Qualified to NVQ Level 4 or above



**40.7%**

Qualified to NVQ Level 4 or above

@ December 2020

(previously 41.4% December 2019)

Source: ONS – Annual Population Survey

**40.7%** of working age adults living in Carmarthenshire are **qualified to NVQ Level 4 or above** @ December 2020, this is a slight decline on 41.4% the previous year and falls just below the Welsh average of 41.4%. This result moves us from 5<sup>th</sup> *highest figure* in Wales the previous year down to 10<sup>th</sup>.

#### Satisfied with jobs - updated data is unavailable due to COVID-19

- ⊙ The 2019/20 National Survey for Wales showed that **78.9%** of those participated were moderately or very **satisfied with their jobs**, this is below the previous result of 82.5% and we have moved down from 11<sup>th</sup> to 17<sup>th</sup> position in Wales. Due to COVID-19, there is no updated data available for the measure.

## Progress on this Well-being Objective taking account the effect of COVID-19

### Pentre Awel

- ⦿ Pentre Awel will deliver significant benefits in respect of employment, recruitment and training, supply chain and community engagement. A cross-departmental team has worked extensively to prepare the highest value tender to be placed by the Authority at circa £70m. The development of quality criteria, greater quality vs. price apportionment (a departure from the default position) and emphasis on community benefits aims to maximise local social and economic impact. Reflecting on the year, important milestones have been achieved which will set the project up well moving forward. These include:
- City Deal Business Case approval by UK and Welsh Governments on 17th March 2021;
  - Pre-Application Consultation undertaken for the Hotel site in January;
  - Completion of RIBA Stage 3 design;
  - COVID-19 service planning to ensure Pentre Awel is responsive to new ways of working;
  - Ecology work (protected species surveys, translocation) for planning conditions;
  - MoUs with education, health and research partners.
- ⦿ We provided additional support to help and advise Carmarthenshire businesses and residents when the pandemic struck. A dedicated help line was established and was available seven days a week initially. Council officers were on hand to provide guidance on financial support and other help for businesses tackling the effect of the pandemic. Plus, a *dedicated business team* was established to speak to businesses directly.
- ⦿ **We helped over 4,000 businesses to receive Welsh Government’s business rates grant payments of between £10,000 and £25,000 with a total amount of over £46 million.**
- ⦿ Lack of footfall in town centres had an impact on trade in our *market halls*, we offered our tenants free rent between April and June 2020 during the first national lockdown, and offered a 25 per cent concession on rent from July to September to traders who demonstrated that their turnover was affected. Traders were also supported by a range of Welsh Government grants
- ⦿ 1,000 businesses responded to a *questionnaire/telephone survey* conducted in May 2020 to find out more about the impact that COVID-19 had, had on Carmarthenshire businesses - identifying what was important to them in the short, medium and long-term, so that going forward we can provide them with the assistance they most need. The findings of this engagement will provide the platform upon which we will develop our economic response and recovery proposals going forward
- ⦿ A new online showcase was launched shining a spotlight on the best of Carmarthenshire’s local independent businesses. [100% Sir Gâr](#) has been developed by ourselves with support from town and community councils, business, and retail groups, to give local retailers and producers a platform to highlight their products. Any local independent business or producer can sign up to be included and take advantage of the free marketing opportunity. By signing up they are able to access support to grow and improve their business. 100% Sir Gâr is a virtual shop window, highlighting a wide range of wonderful home-grown and handmade products by talented local people to become a vital resource for people shopping, as well as supporting local traders when they need it the most.
- Shelley Williams-Davies, who runs *Attic Vintage Interiors*, in King Street, Carmarthen, said: “100% Sir Gâr will give us an opportunity to attract new customers and showcase what our shop has to offer. We hope it will encourage people to support small local independent businesses too.”
- ⦿ **97.3% of our invoices** were paid within 30 days – our best ever performance. Prompt payment is essential for businesses especially at a time on uncertainty due to the pandemic.



- ① The [Regional Learning and Skills Partnership \(RLSP\)](#) worked with employers and training providers to measure the economic and skills impact of the COVID-19 pandemic and produced reports on the impact across the region. The RLSP identified a number of key skills that have arisen as a result of the pandemic that links to the City Deal projects. Work continued with businesses to understand the economic impact of COVID-19 and the impact on skills and training. The Skills and Talent Business Plan is nearing completion, with presentations having been made to the City Deal Programme Board and the Employer Strategy Board with a review by Welsh Government in April 2021.

## The Way We Work

### How We Have Helped Our Businesses



Having been made redundant from his former employer, *Ryan Jones* set up his new business, *Pentre Plumbing & Heating*, in April 2019.

With the help of a grant of almost £3,000 from the *Carmarthenshire Business Start Up Fund* operating at that time, Ryan purchased all the tools and equipment necessary for delivering his services and very quickly won contracts with clients such as Leekes and Ammanford Town Council, as well as building a reputation as a domestic plumber and heating engineer. This venture has not only created and secured a full-time job for Ryan going forward but has also laid the foundation to possibly creating another job within the business in the near future.

Having become much in demand as a reputable plumber, the arrival of COVID-19 and the closure of Leekes, Ammanford Town Council's facilities and cancellations from domestic clients not wanting any trades people in their homes, meant that unfortunately

Ryan's work all but stopped.

Ryan sought support through the Council's newly set up **COVID helpline** where he was referred to a business support officer for advice. Being a start-up business with no business rates liability meant that, unfortunately he fell through the net of many of the business support schemes which were being introduced at that time, but he was held on a reserve list and advised to apply for Universal Credit to help him through the lockdown period.

Upon the launch of the *COVID Start Up fund* introduced by Welsh Government in June and being delivered by Carmarthenshire County Council, Ryan was contacted and advised to apply as he met the criteria. Through this scheme, Ryan received £2,500 to help keep his business afloat until he can fully resume his services.

Ryan said *"I am grateful to Carmarthenshire County Council for the support they have given me in establishing Pentre Plumbing & Heating. From starting up last year to maintaining support when all went quiet during lockdown, their assistance has been invaluable to keeping the business going and sustaining my job"*.

### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



## Well-being Objective 7

### Live Well - Increase the availability of rented and affordable homes

**We have delivered over 1,000 additional affordable homes**

Good quality, affordable homes are the bed rock of healthy and sustainable communities. We have delivered **1,129** 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 – our homes are well insulated and have the latest innovative technologies (solar panels and batteries to store energy) that do not only significantly reduce our carbon emissions, they promote affordable warmth for our tenants. The average savings to fuel bills can be as much as 60% per year.
- 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 – Our plans to increase affordable housing will see the investment of over £150m over the next ten years in the county. This will help stimulate the local economy, grow the construction industry, the local supply chain and the green economy. This will also create jobs for local people as well as providing more homes to help local people remain in their communities.

#### Success Measure

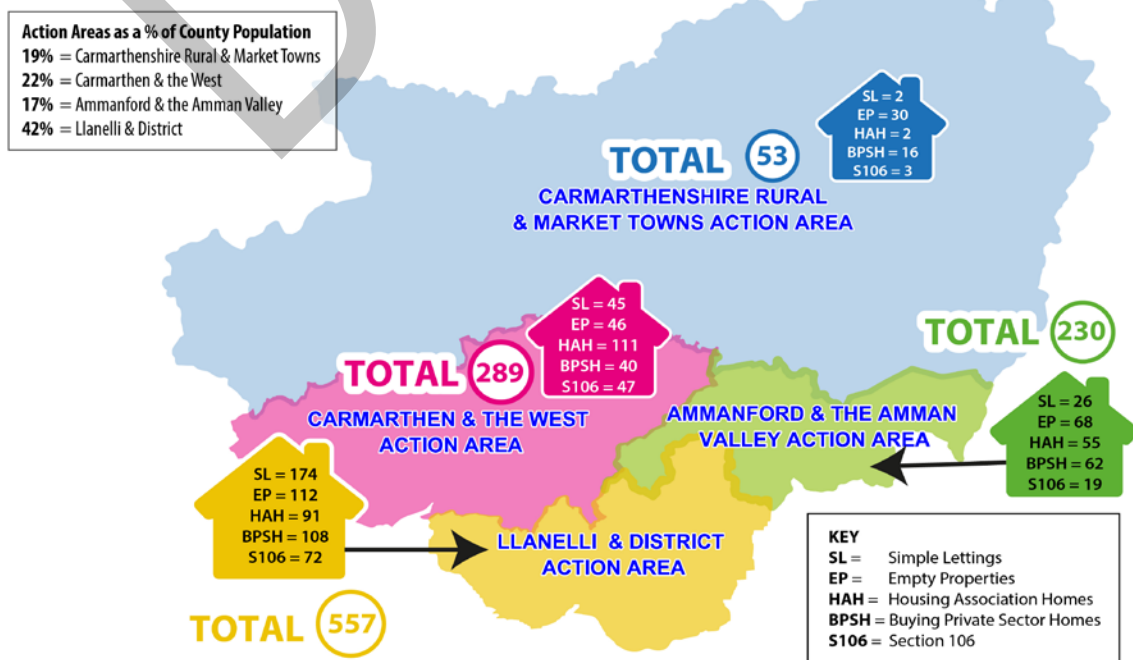
**+ 158** Additional Affordable Homes during 2020/21



#### Explaining the Results

### Affordable Homes Performance – Overall Performance from April 2016

#### 1,129 Affordable Homes Delivered



## Progress on this Well-being Objective taking account the effect of COVID-19

- Through our Affordable Homes Delivery Plan we aimed to deliver over 1,000 additional affordable homes between 2016 and 2021. We are pleased to report that we have exceeded this target and delivered **1,129** additional affordable homes. We have delivered the homes through the following solutions:

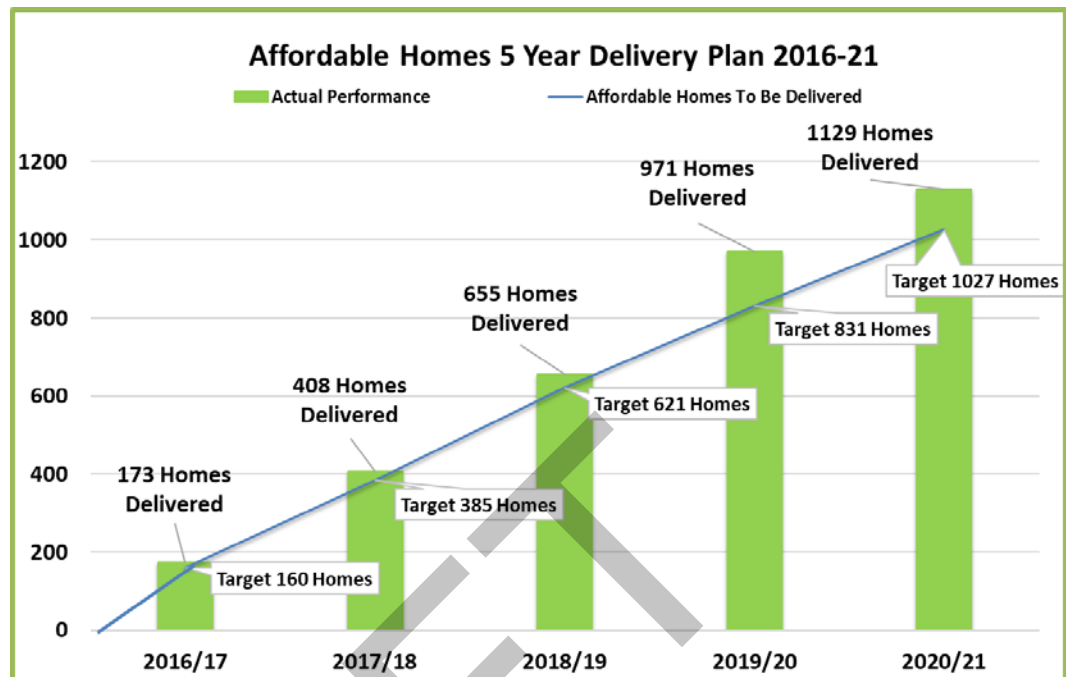
**247: Simple lettings agency**  
(32: 16/17; 63: 17/18; 61: 18/19;  
61:19/20; 30 20/21)

**256: Empty homes brought back into use**  
(28: 16/17; 63: 17/18; 67: 18/19;  
64:19/20; 34 20/21)

**245: Buying private sector homes**  
(45: 16/17; 69: 17/18; 81: 18/19;  
43:19/20; 7: 20/21)

**240: Housing Association new build development**  
(45: 16/17; 20: 17/18; 17: 18/19;  
107:19/20; 51: 20/21)

**141: Section 106 Contribution by Developers**  
(23: 16/17; 20: 17/18; 21: 18/19;  
41:19/20; 36 20/21)



*Our new energy efficient affordable homes are well insulated and have the latest innovative technologies which will reduce our carbon emissions by on average 70% and reduce fuel bills for tenants by up to 60% promoting affordable warmth, growing the green economy and creating sustainable communities.*

- In September 2019, we published our plans to build over 900 new council homes in our communities. Our plans will help stimulate the local economy and grow the green economy creating energy efficient homes and much needed local jobs. Our new build standards exceed the requirements of the Building Regulations and follow the principles of the Cardiff University's Welsh School of Architecture SOLCER house model for energy and include:

- Highly insulated walls, roofs and floors
- Triple glazed windows
- Solar PV Panels
- Battery Storage for any unused electricity produced by the solar panels
- Electric car charging point
- LED lighting
- Achieve an average energy rating (SAP level) between 98 and 105



- ⦿ We currently have 8 council new build developments onsite including: Dylan, Garreglwyd, Glanmor Terrace, Gwynfryn, Maespiode, YMCA in Llanelli, Coleshill Terrace and Glanamman. These developments will create 145 new affordable homes. With a further 18 sites being prepared for either planning or tender. This includes 6 sites in rural areas that will be developed on a mix tenure basis and will provide homes for low-cost home ownership
- ⦿ In May 2020 the Future Generations Commissioner published a [report](#) on the progress of the Well-being of Future Generations Act the report states: *“Carmarthenshire’s new build programme is identified as an excellent example of what can be delivered in the social housing sector”*.



**Building over 30 new innovative council homes  
in Glanmor Terrace, Burry Port**

**Going forward...**

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



## Well-being Objective 8

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

Excellent progress has been made in diversifying our health and well-being offer for the residents of Carmarthenshire by developing opportunities to engage online whilst supporting people to stay healthy locally during this challenging year

#### Why it is important

- ⊙ Our way of life is changing, people are living longer with a higher quality of life.
- ⊙ The challenge is to prevent ill health.
- ⊙ Living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- ⊙ Many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.
- ⊙ Playing a part in providing accessible, inclusive, exciting, sustainable services, which promote and facilitate learning, culture, heritage, information, well-being and leisure.

#### Success Measures / Explaining the Results

The following two [National Survey for Wales](#) results are based on a lower response level compared to previous years due to restrictions and resources due to COVID-19:-

##### General Health Good or Very Good



**70%** of Adults who say their general health is Good or Very Good  
Previously 70%

Source: National Survey for Wales

**70%** of Carmarthenshire participants said their **general health is Good or Very Good**, this is the same as the previous year, comparatively we have moved down from 15<sup>th</sup> to 18<sup>th</sup> position in Wales. We continue to work with partners such as Public Health via the

Public Services Board to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition, and cleaner air.

##### Long-term Illness



**51%** of Adults who say they have a long-term illness  
Previously 51%

Source: National Survey for Wales

**51%** of Carmarthenshire participants **said they had a longstanding illness, disability or infirmity**, this is the same as the previous survey result, we have moved up from 15<sup>th</sup> position in Wales to 6<sup>th</sup>. Whilst this measure has numerous influences we continue

to see increases in the number and impact of schemes such as National Exercise Referral scheme with almost 1,400 referrals in the past 12 months.

Due to COVID-19, there is no updated data available for the following two National Survey for Wales results:-

##### Adult Mental Health - updated data is unavailable due to COVID-19

- ⊙ The 2018/19 **Mental well-being score** showed Carmarthenshire participants having a score of 51 out of a possible score of 70, same as the average score for Wales. This is based on 14 positively worded statements asked as part of the survey which represents positive attributes of well-being and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population.

##### Less than 2 Healthy lifestyle behaviours - updated data is unavailable due to COVID-19.

- ⊙ The combined 2018/19 & 2019/20 result showed that **12.4%** of participants have **fewer than two healthy lifestyle behaviours** this had declined on the previous result of 8.8% and moved down from 5<sup>th</sup> best to 18<sup>th</sup> in Wales.

## Progress on this Well-being Objective taking account the effect of COVID-19

- Our specialist social work team have assessed 138 adults with drug and alcohol problems in the past year.
- £130k from the Valleys Regional Park fund has been invested in Llyn Llech Owain which has included a new toddler play area, improvements to the entrance and walkways, improvements to the Boardwalk and Visitor Centre and an enhanced outdoor area for the café.
- Our Library services have provided online access to residents throughout the pandemic, with 226,543 visits being made to our Libraries Corporate website, and a new 'click 'n collect' service being established in the three regional libraries.
- Over £500k has been spent at Ammanford Leisure Centre to re-furbish the wet side changing rooms, with further plans to upgrade the all-weather pitch and improve car parking facilities on site.
- Carmarthen Leisure Centre's external upgrades are nearing completion, with a new 2G AstroTurf surface laid, the 4x external community Tennis Courts re-surfaced, the Athletics Track re-surfaced and widened, and additional parking and traffic calming measures in place. Works are also well underway in Llandovery, where there is a £350k investment into the school conversion to provide the town with health & fitness facilities adjacent to, and complimenting, the swimming pool.
- Plans for the new leisure facility in Llanelli are now moving forward with over £25 million earmarked for a new leisure centre on the Pentre Awel site.
- During COVID-19, we have supported Sport Wales with 66 Sports Club Applications for the Emergency Relief Fund, totalling over £40k of funding to protect clubs during lockdown. In recent months, our internal Actif community sports team have been critical in promoting and supporting the award of Emergency Relief Funding, where Sport Wales (funding body) relied on our guidance and advice in allocating a proportion of the £500k+ of national funding to clubs and organisations in Carmarthenshire. This will continue as Sport Wales switch to an £8m+ 'Sport Relief Funding' mechanism moving forward.
- Due to the pandemic the National Exercise Referral Scheme was suspended, despite this we have maintained contact with 583 of our National Exercise Referral clients, making 13,657 contacts taking nearly 6,820 hours, with 693 home programmes sent to vulnerable clients.
- We have created a number of online fitness classes for our Actif Leisure members to access free of charge, during the period that our leisure facilities have been closed, whilst developing a new Actif Anywhere offer to deliver online memberships and activities in future.



**John is 72 years old** and lives alone following the death of his wife. He lives in the South of Carmarthenshire but was not a member of Actif until he saw an advert for the new Actif Anywhere digital platform in September.



The platform has been a life saviour for John during the pandemic as he would have otherwise spent the vast majority of his time alone. John has a background in martial arts and now practices Thai Chi.

Since the launch of the platform, John has been identified as being one of the major attendees and one of our biggest advocates. He has attended over 170 sessions to date and is now sometimes joined by his daughter or grandchildren when they visit. Over months, John trialled all the classes that have been on the timetable and has since found his favourites in Yoga, Dance, HIIT, BoxFit, legs bums & tums and Walk your way to Fitness. John says:

*"Good morning all, just finished HiiT with Cath. Woke me up from my slumber, warmed me up from a chilly morning and set me up for the rest of the day. Thank you all at Actif Anywhere."*

## Beach Wheelchairs

Hi..

Last year I emailed you, asking about the possibility of introducing beach wheelchairs to Pembrey. I just need a few minutes each week breathing in the sea air to get myself calm and happy, and I'm usually content to just sit in my chair or scooter at the top of the beach for 20 minutes while hubby plays with the dog.

This used to be a nightmare, as getting onto the beach was very difficult, usually involving my husband dragging the chair backwards across the sand with the help of anyone available... but your fabulous chairs will change all that.

The chair itself was amazing, very comfortable indeed, and it moved so smoothly across the sand, hubby was really impressed.

So, a huge thank you for all your team has done, it is really, much appreciated.

Sian

## Mental Health

**People Speak Up** is a social, mental-health, arts, health and wellbeing enterprise with inclusion, individual empowerment, and community involvement at its heart. It works closely with the local Carmarthenshire community and arts/health networks.

Reaching 450 / overall attendance of 2,000 / 15 projects  
from the start of the pandemic in April 2020 – March 2021

- **Stories By Phone** – Our professional applied storytellers and practitioners facilitated weekly calls to people living in isolation and living with dementia: <https://wahwn.cymru/knowledge-bank/stories-to-the-door-and-stories-by-phone>
- **Story care & Share** – weekly wellbeing and mental health creative story sessions for ages 18+, this was adapted during the pandemic to Zoom, currently we are running workshops online and face to face.
- **Care Home sessions** – Weekly storytelling sessions, pre-pandemic at our base and at care homes. Since the pandemic, we have worked over zoom.
- **Intergenerational** - Main aim is to bring older and younger people together to re-connect through sharing time by working with professional storytellers, Spoken Word Artists & Visual Artists: <https://youtu.be/rVnLSsh4Dco>
- **Creative companions** – Bringing young volunteers together to an older person living in isolation, to create resilience and cohesion.
- **Young people Speak up** – Well-being creative sessions for ages 11-24/ adapted on to various platforms and face to face. These young people are integrated into all our other projects with mental health, connectivity, training and volunteering being our main objectives.

## Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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

# Age Well



DRAFT





## Well-being Objective 9

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

### ***We have seen remarkable spike in community spirit***

*Over the past year, in the face of the huge challenges of COVID-19 we have seen our communities supporting each other. Neighbours helping each other, colleagues supporting each other, and strangers working together for community good.*

In a recent commissioned survey of Mid and South West Wales 77% of the interviewees referred to community cohesion as good, rising to 92% who said good but needing improvement. However, there is some concern that these gains may be short lived.

### **Why it is important**

- ⊙ Safety and a feeling of belonging are important to personal well-being and more people appreciate the value of kindness and being part of a community.
- ⊙ Public bodies have clear obligations to create and support cohesive communities in Wales. Cohesive Communities is one of the National Goals set out in the Well-being of Future Generations (Wales) Act. A Cohesive Community is an area where those from different backgrounds share positive relationships, feel safe in their neighbourhood, and have a sense of mutual respect and shared values.
- ⊙ Community Resilience is also essential to enable communities to respond to, withstand, and recover from adverse situations. The COVID-19 crisis has shown what can be achieved when communities work together.

### **Success Measures**

*A sense of community - updated data is unavailable due to COVID-19*

*Feeling Safe - updated data is unavailable due to COVID-19*

We normally measure the success of this Well-being Objective with the above National Survey for Wales results but unfortunately due to COVID-19 these questions were not asked during 2020/21. The most recent data published in June 2019 showed that **51.6%** of participants felt they had a '**Sense of Community**', 14<sup>th</sup> position in Wales. With the number **feeling safe** was **76.1%** and in 7<sup>th</sup> place.

### **Progress on this Well-being Objective taking account the effect of COVID-19**

#### **Community Cohesion**

In order to ensure our communities are as cohesive as possible, we work with organisations at a grassroots level to develop initiatives that bring people and communities together and provide opportunities for people from different backgrounds to meet and get to know and understand one another.

- ⊙ During 2020, we ran two Community Cohesion Small Grants funds for projects across the region. We have funded 20 projects across the region, two examples are:
  - Story Connections – People Speak Up Llanelli. This project brought approximately 200 people from diverse communities together to share space and create stories and involved a wide range of partners including Syria Sir Gâr, Llanelli Pride, Ffwrnes Theatre and Youth service.
  - 'Faces & Places' project which is celebrating diversity across Mid & West Wales.

The Cohesion team have recently completed a research project, delivered by Premier Advisory Group to look at the impact that Brexit and COVID-19 had on communities. The purpose of this was to provide an evidence base, identifying potential community hotspots, tensions and issues and recommendations as to how we embed good practice into our work moving forward. We are now considering how to embed several recommendations into our policies and strategies.



- ⊙ One of the key areas of work that we are engaged with is to raise awareness of *Hate Crime* and how to report it. Ensuring people understand what constitutes a hate crime, what is and isn't acceptable behaviour is so important and we work closely with agencies like Victim Support to develop campaigns and projects which support this work.
- ⊙ Another key area of our work is to promote a *Cohesion calendar* of events and campaigns throughout the year, focusing on National campaigns and highlighting these with a regional or local perspective if possible.
- ⊙ We have developed a perpetrator intervention programme on a regional basis to combat *Violence Against Women and Domestic Abuse and Sexual Violence*
- ⊙ The pandemic has provided opportunities for criminals to exploit persons who may be more exposed to fraudulent approaches due to lockdown/shielding and isolation from support networks with 2020 seeing an overall rise in the numbers of frauds reported nationally. trueCall Nuisance Call Blocking Devices which have been installed in elderly and vulnerable residents' homes in the county have for the year 2020/21 blocked 16,277 nuisance calls – based on national intelligence 4,883 of those calls were identified as calling from numbers used by known criminals.
- ⊙ An *innovative alert system Seraphimbeta*® was developed in the wake of the pandemic to notify authority officers when a trueCall user was experiencing high volume of calls from suspected fraudsters. The system has generated 66 high level alerts leading to welfare calls and officer intervention to prevent vulnerable residents engaging in telephone fraud. Funding has been secured to develop the wider call blocking project further.

### Sir Gâredig – Sharing Carmarthenshire's kindness

- ⊙ This year, the act of kindness to others has been more prevalent than ever due to COVID-19, therefore Sir Gâredig – Sharing Carmarthenshire's kindness was introduced with the aim to connect people in need with those that can help. It was an opportunity to provide a focal point for community activities and a friendly term that people could use to share positive stories, images, and video on social media. This campaign was also an opportunity for people to be inspired to sign up and volunteer within their communities. To help their neighbours and share the good work and kindness that is being shared across Carmarthenshire.



### Community Safety in Tyisha

Partner organisations are working closely together to tackle the drug, alcohol and anti-social behaviour issues in Tyisha, aiming to make the area a safer place to live. A survey has been completed by 217 residents in Tyisha – 10% of households - to give information on how they feel about policing, reassurance and safety in their neighbourhood. The results are being analysed and an action plan will be developed to tackle local concerns.

Two community wardens, part funded through a partnership bid with Dyfed Powys Police to the Home Office 'Safer Streets' fund, have been recruited by the Council and are working in Tyisha and Glan-y-môr to provide reassurance and support to the local community and raise awareness of crime prevention measures. The community wardens are setting up Neighbourhood Watch schemes and are working with partners to reduce crime relating to drug and alcohol use and to tackle anti-social behaviour including the use of CCTV and video doorbells provided by the Safer Communities Partnership using Home Office 'Safer Streets' funding. The Council are also working in partnership with neighbourhood policing teams and local housing associations to tackle anti-social behaviour within tenancies and deliver robust action plans to prevent it from reoccurring.

The Council introduced a Public Spaces Protection Order (PSPO) into parts of Llanelli Town Centre in October 2020 to help combat alcohol related crime and anti-social behaviour in public places and improve the quality of life for the local community.

## Tackling Serious Violence and Organised Crime

We have continued to work closely with police and other partners to *successfully tackle 'County Lines'*, including the sharing of information and participating in targeted weeks of action. County Lines is a term used for illegal drug-dealing networks, usually controlled by a person using a telephone number – the 'county line'. They distribute drugs via 'runners' who are vulnerable children and adults recruited to transport drugs and cash all over the UK. This crime is often associated with other serious crimes such as sexual exploitation, violence, money laundering and human trafficking.

A new '*INTACT*' Strategy for 2021-24 has been developed by partners to tackle Serious Violence and Organised Crime across Dyfed Powys. A work plan has been produced, information and awareness sessions arranged for staff of partner organisations and clear prevention messages are being promoted widely to the public, with a new theme per month. A new Early Intervention and Prevention Team is being introduced, consisting of 10 community support officers across the region and an analyst. This team will aim to prevent children, young people and vulnerable adults from engaging in, or becoming victims of Serious Violence and Organised Crime. This team will develop and deliver early intervention activities, identifying opportunities for diversion activities, undertake targeted vulnerability patrols and support partners when working with young people.

### Zero-tolerance approach to racism pledge

We have pledged to take a zero-tolerance approach to racism within the authority.

We have joined other organisations and individuals who have signed the policy as part of the Zero Racism Wales campaign which has been launched by Race Council Cymru.

By signing the pledge, we have committed to promoting a zero tolerance to racism approach throughout the organisation, this means that:

- ⦿ We will take a stand against racism and promote a more inclusive and equal society for all.
- ⦿ We will not tolerate racial prejudice, discrimination, harassment, victimisation, abuse, or violence against any individual.
- ⦿ We will stand in solidarity, come together, and say no to racism, in all its forms.
- ⦿ We will promote good race relations between people from diverse ethnic backgrounds in organisation.
- ⦿ We will promote equal and fair opportunities for people from diverse ethnic backgrounds to attain promotion.
- ⦿ We will eliminate unlawful race discrimination, harassment, victimisation and abuse.



## The way we work

### Living in the community

We have redeveloped a property to provide accommodation for individuals stepping down from residential care.

The individuals have lived together for many years in a care home in Carmarthenshire which was scheduled for closure. Given their significant and complex needs, the likely outcome was that they would be placed in various other residential establishments. An Intermediate Care Fund grant was utilised in this project to find a suitable large residential property with outdoor space to meet their needs and maintain their longstanding relationships.



A property was purchased, and three individuals moved in in October 2020 with 24/7 support. They have been encouraged to be involved in the decoration and set up of their new home, particularly in the personalisation of living areas and their own rooms. They have also renamed the property.

The local community affords many opportunities for participation, as well as there being many leisure pursuits available within easy travelling distance. Family members have been consulted throughout and are now looking forward to visiting their relatives in their new home, maintaining these important links.

### Going forward...

During our annual review of the Well-being Objectives, this Objective will have specific emphasis on *Community Cohesion* within the updated Corporate Strategy for 2021/22 and will be renamed:

**Live Well - Support community cohesion, resilience, and safety**



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

### ***Support for older people has continued despite the pandemic:***

*We have continued to support older people and ensure that they can remain as independent as possible and maintain their dignity, despite the challenges that the pandemic has presented.*

### Why it is important

- ⦿ 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.
- ⦿ Our frail population demographic is increasing and will require support to remain as independent as possible.
- ⦿ It is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

### Success Measures / Explaining the Results

#### ***Good Social Care Service available in the area***



**66%**

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

*Source: National Survey for Wales*

According to the monthly [National Survey for Wales](#) questionnaires completed between May and September 2020, **66%** of participants believed that there is **good Social Care Service available in the area**. This result is based on a lower response level than previous years due to lower participation because of COVID-19.

This is a good improvement on the previous result of 47.5%, which maybe partly attributable to the pandemic which highlighted the excellent work and commitment shown by Social Care staff during this period.



**99%**

of people we surveyed during the pandemic within Adult Social Care said that we responded quickly to their needs

*"Very, very fast response to my needs in a time of national lockdown"*

### Progress on this Well-being Objective taking account the effect of COVID-1

- ⦿ We implemented new processes and procedures to ensure effective and safe assessment and support of individuals during the COVID-19 pandemic.
- ⦿ We revised the approach to support discharges from hospital to ensure that risk of exposure to COVID-19 is minimised for all.
- ⦿ We provided alternative support instead of day services and respite which have not been possible during the pandemic; this has included increased support to individuals and their carers at home as well as an increase in uptake to the CONNECT project to ensure that people can have regular social contact. (see *Well-being Objective 11*)
- ⦿ Wide scale consultation with service users and their carers who attended day centres prior to closure due to COVID-19 restrictions has resulted in a revised model of support in partnership with the third sector. This is including a pilot of 1 to 1 support at home and the development a virtual offer which allows people to join activities that they are interested in.



- A Care Inspectorate Wales Quality Assurance Check 2021 found that the local authority ensures people's voices are heard, their choices respected, and people routinely achieved self-identified outcomes and that the Delta/Connect project has been successful in promoting prevention and early intervention and reducing need for increased or formal support from statutory agencies.

## Supporting Care Homes in the County During the Pandemic

Within weeks of the national lockdown, multiple care homes were being hit by COVID-19 outbreaks, with significant numbers of staff and residents contracting the virus. Carmarthenshire County Council was in the unprecedented position as a commissioner of care home placements, and the key agency to help, advise and support care homes to deal with the challenges they faced linked to COVID-19. Carmarthenshire has the highest number of care homes of any county in Wales with 91 care homes, despite only having the 4th largest population of 188,771.



Faced with this challenge a Daily Operational Command virtual meeting was set up with all aspects of the Health and Social Care integrated community services system represented.

The aim was to help prevent acute hospitals becoming overwhelmed by ensuring safe and timely discharge from hospital and preventing admissions to hospital where not necessary, as well as ensure that care providers were effectively supported. This enabled rapid identification of the parts of the system that were experiencing pressure, and a joint problem-solving approach to alleviate the pressure points and ensure availability of hospital beds for those that most needed them. This was the first time that a wide range of services had been brought together, which was a significant achievement.

The Daily Operational Command was overseeing the impact of the temporary closure of admissions to Care Homes on the whole Health and Social Care system - when the availability of Nursing beds became very limited, the issue was escalated, and it was decided to re-open the Field Hospital to prevent long delays in being able to discharge patients awaiting these placements.

A Care Home Escalation Procedure was developed. This set out a blueprint on how outbreaks should be managed, adopting a standard multi-agency approach to support care homes through outbreaks. The Council's Commissioning Team took the lead on a multi-disciplinary team which included Commissioning, Care Management, Health Board Infection Prevention and Control, Environmental Health, Community Nursing and Primary Care to support the home with infection control reviews, help maintain acceptable staffing levels and nursing support and remained in place until the outbreak had ended. The processes which were put in place enabled a rapid response to an outbreak situation and the measures of success were that at no point was availability of acute hospital beds significantly compromised, and at no point was any care home unable to provide appropriate care for its residents.

### Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 10 combined with Well-being Objective 11 to become -

***Age Well - Support older people to age well and maintain dignity and independence in their later years***



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



## Well-being Objective 11

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

**Over 10,000** pro-active well-being calls were made over the 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.
- ⦿ The *Older Peoples Commissioner, Heléna Herklots* sets the ambition of ‘Making Wales the best place in the world to grow older’.

#### Success Measure

*Feeling Lonely* - updated data is unavailable due to COVID-19

We normally measure the success of this Well-being Objective with the above National Survey for Wales result but unfortunately due to COVID-19 there is no updated data available for the measure. The most recent data published in June 2020 showed that **16.2%** of participating adults in Carmarthenshire **classed themselves as lonely**, this was above the Welsh average of 14.43% but had reduced from the previous result of 18.3%.

#### Progress on this Well-being Objective taking account the effect of COVID-19

- ⦿ We have rolled out of the CONNECT programme across Carmarthenshire that provides proactive well-being support, including proactive well-being calls and digital inclusion.
- ⦿ We have funded intergenerational projects where connection between children and older people were promoted, such as the school children ‘virtually’ attending care homes.
- ⦿ We have increased digital inclusion of older people in response to the COVID-19 pandemic.
- ⦿ We have launched *Connect to Carmarthenshire*, time-banking platform and active volunteering schemes in partnership with the third sector to promote social connectedness.



**CYSYLLTU**  
Sir Gâr  
**CONNECT**  
Carmarthenshire

## Carmarthenshire Project CONNECT finalists for an award

Carmarthenshire has designed and implemented an innovative and large-scale programme focused on supporting older people's independence and #wellbeing through a technological and digital approach that has been acknowledged as good practice not only across Wales but across the UK. This programme is called **CONNECT** and is delivered in partnership with Delta Well-being, health and social care and the third sector, funded by Welsh Government Transformation funds.



The project in Carmarthenshire is a finalist in the Public Sector Transformation Award for Excellence, as it exemplifies our ambition of working across sectoral boundaries to deliver a radical, person-centred approach to well-being, care and support. It involves implementing a new model of self-help and pro-active care, enabled by Technology Enabled Care (TEC), improving the well-being of individuals, which in-turn allows people to stay independent for longer, reducing demands on long term or acute care.

This programme is based on a model operating Spain which we adapted to fit in Carmarthenshire. This has not been done before in the UK and certainly not at the scale implemented in Carmarthenshire. Since February 2020 nearly 2,000 Carmarthenshire residents have been supported by the project and it has been instrumental in our response to the COVID pandemic. We do this is through:

- Well-being calls
- Digital support and TEC packages
- Help to re-engage with the local community (digitally currently, but physically longer term)
- Access to an appropriate Community Response Team 24/7, if in crisis



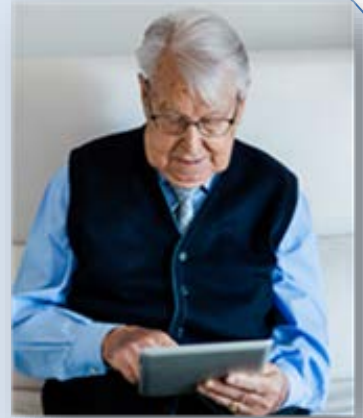
Over **10,000** pro-active well-being calls were completed between April 20 and January 21

An additional **9,000** well-being calls to provide COVID support



When surveyed **88%** of clients feel considerably safer with the service

## Raymond's story...



*Widower Raymond moved into sheltered accommodation after his beloved wife sadly lost her battle to cancer a few years ago. He was referred to CONNECT after being hospitalised for six weeks.*

*Paying tribute to his family, he said although he had always received great support from them due to COVID-19 he was unable to see them as he had received a shielding letter advising him to self-isolate.*

*Without being able to spend time with his loved ones and friends socially, and with no sporting activities taking place to go and watch, he began to feel "very depressed and lonely."*

*Through CONNECT, Raymond receives vital weekly well-being calls. This includes checking he has enough food at home and can access any prescriptions or medication.*

*Speaking about the benefits of the well-being calls he told us, "I really look forward to the calls. I appreciate them. It's nice to have a friend to talk to. I used to feel depressed in the week, but now I look forward to the calls every Monday morning. They have helped me regain my confidence, which is important. These calls help save lives as without them, I'd feel very down and would likely need more help from the NHS. I really feel like a different person after we've spoken."*

*Through the CONNECT service, Raymond also has a red button lifeline which he can press any time he needs help or support, and it goes directly through to the team's 24/7 Monitoring Centre. CONNECT also enables Raymond to have access to a 24/7 Community Response Service, if in crisis.*

### Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 11 combined with Well-being Objective 10 to become -

***Age Well - Support older people to age well and maintain dignity and independence in their later years***



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

# Healthy, Safe & Prosperous Environment





## Well-being Objective 12 Healthy & Safe Environment - Look after the environment now and in the future

### First local authority in Wales to publish a climate change action plan

In February 2020, we became [the first local authority in Wales to publish a climate change action plan](#) detailing how we work towards becoming net zero carbon in the next 10 years.

We were one of the first councils in the UK to declare a climate emergency, pledging, the ambitious and challenging target of becoming net carbon zero by 2030 - 20 years ahead of Welsh and UK government targets.

Actions include developing new carbon reductions from council's buildings, purchasing more energy efficient fleet, collaboration with other public bodies to deliver wider change, exploring opportunities for tree planting and renewable energy generation on council-owned land.

### Why it is important

- ⊙ The Natural Environment is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to maintain and enhance biodiversity and promote ecosystem resilience.
- ⊙ 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.
- ⊙ There is 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 **TBC kWh** of renewable energy during 2020/21  
(increased from **997,480 kWh** in the previous year)



The Council's Energy Consumption (kWh) increased by **TBC%**  
from **70,332,291 kWh** in 2019/20 to **TBC kWh** in 2020/21



Our recycle rate is **66.08 %**  
(This is an increase on the previous year's figure of 64.66%.  
(Fly-tipping has increased by 29% and kerbside collection increased by 22%))

### Explaining the Results

- ⊙ Renewable energy ....**updated figures due in TBC**
- ⊙ Energy Consumption by the Authority see table below. **Updated figures due in TBC**
- ⊙ **Recycling** increased in 2020/21 to 66.08% (51,494 Tonnes) from 64.66%(50,544 Tonnes) the previous year. We continue to exceed Welsh Government statutory targets (64% March 2020) avoiding any financial penalties.
  - Thanks to residents and the way in which they have used our recycling services, there has been a significant increase in recycling.
  - Looking ahead, how we collect recyclable materials in future and the way our residents use our recycling services will become even more important so that we can meet even more stringent recycling targets and our carbon reduction ambitions.
  - The recyclable material that we collect is used to make new products and can aid the circular economy, thereby minimising the need for raw materials and reducing our carbon footprint.



- In order to allow that waste material to be efficiently used to make new products, we have to ensure that the quality of the materials is the best it can be and that these materials are not contaminated, which could render them unusable for recycling.
- Consequently, looking ahead, we will need to review our kerbside waste collection strategy to address current problems, but this will mean that as residents of Carmarthenshire we all will need to have an open mindset towards new ways of collecting recyclable waste and to adopt the most effective way of recycling in the near future; ultimately, we are safeguarding our environment for future generations.

## Progress on this Well-being Objective taking account the effect of COVID-19

### Net Zero Carbon

- ⊙ Working towards Net Zero Carbon we are trying to reduce energy consumption and emissions and the table below shows that whilst consumption has increased emissions have reduced.

Updated table extracted from the [Net Zero Carbon Action Plan Report-February 2020](#):

	2017/18	2018/19	2019/20	2020/21	2019/20 vs 2020/21	
	Results				Progress	% change
<b>Non-Domestic Buildings</b>						
Consumption (kWh)	63,690,923	64,857,362	66,407,242	TBC		
Carbon Emissions (tCO2e)	16,258	14,822	14,443	TBC		
<b>Street Lighting</b>						
Consumption (kWh)	4,873,979	4,202,381	3,925,149	3,875,843	Improved	1.3%
Carbon Emissions (tCO2e)	1,874	1,291	1,088	981	Improved	9.8%
<b>Fleet Mileage</b>						
Mileage (Miles)	5,121,289	*5,293,249	5,154,668	4,427,070	Improved	14.1%
Diesel Used (litres)	1,441,751	1,434,583	1,419,336	1,267,437	Improved	10.7%
Carbon Emissions (tCO2e)	3,852	3,856	3,814	3,407	Improved	10.7%
<b>Business Mileage</b>						
Mileage (Miles)	3,948,586	3,846,615	3,971,513	2,251,986	Improved	43.3%
Carbon Emissions (tCO2e)	1,159	1,118	1,132	621	Improved	45.1%
<b>TOTAL</b>						
Consumption (kWh)	68,564,902	69,059,743	70,332,391	TBC		
Mileage (miles)	9,069,875	8,829,043	9,126,181	TBC		
Carbon Footprint (tCO2e)	23,143	21,087	20,477	TBC		
Note:* This figure has been updated to correct for incorrect mileage entries						

- ⊙ Street Lighting makes up 6% of our carbon footprint, with 1,088 tCO2e emitted in 2019/20. This is a decrease of 16% from 2018/19. We have completed the conversion of almost 100% of our 20,000 streetlights to low energy light-emitting diode (LED) lighting, funded by the Welsh Government's interest-free Wales Funding Programme. This has resulted in a 33% decrease in electricity consumption from street lighting over the past five years.
- ⊙ We have replaced almost 5,000 community lights with LED units working in partnership with Town and Community Councils.
- ⊙ We completed Phase 1 of our Re:Fit Cymru Programme, a £2.5m project funded by an interest free loan from the Wales Funding Programme, which aims to carry-out energy efficiency opportunities in our non-domestic buildings. Despite COVID-19 restrictions, energy efficiency measures were delivered across 17 schools and 13 other Council buildings including leisure centres, care homes and Council office buildings.

These measures will result in overall carbon savings of 675 tonnes of carbon equivalent (tCO<sub>2</sub>e) and cost savings of £315,726 each year.

- ⊙ Business Mileage in 2020/21 has reduced by 1,719,527 Miles (43.3%) and amount paid has reduced by £757,904 (43%). The reduction in mileage has reduced our carbon emissions to 621 tCO<sub>2</sub>e (45.1%). In addition, numbers of staff working from home has reduced the commuting mileage and emissions.
- ⊙ A major audit of all our electricity and gas meters has recently been completed. This will allow us to work with our energy suppliers to roll-out a comprehensive programme of smart meter installation as soon as possible. We will then focus on extending smart meters to our water consumption.
- ⊙ We continue to work with Welsh Government Energy Service (WGES) to explore and deliver large-scale renewable energy projects. WGES are currently reviewing our land holdings to determine feasibility for renewable energy. We are also actively pursuing other opportunities, including a possible power purchase arrangement with Hywel Dda UHB linked for a proposed 500 kWp solar farm at their Hafan Derwen site – some 50% of the generated electricity would be available to supply our adjoining Parc Dewi Sant offices



**United Nations**



The [Walk the Global Walk](#) international project in Carmarthenshire.

- Over the last three years, growing numbers of Carmarthenshire schools have been working to raise awareness of the United Nations Sustainable Development Goals.
- They have published Carmarthenshire Global Goalkeepers Climate Action 8-point [Manifesto](#) and presented this at the December 2020 Youth Climate Summit Cymru hosted by Welsh Government. The Council has endorsed the manifesto and agreed to include this action plan in its Corporate Strategy for 2021/22.
- This work is part of the EU-funded Walk the Global Walk project which involves schools in 12 nations.
- During the first lockdown, the Walk the Global Walk project carried out a series of events online. For example, a model UN debate on climate change as well as an international summer school involving pupils from different countries.

*“Thank you to connecting us to the outside world.” Carmarthenshire pupil*

## Natural Environment

- ⊙ Ash dieback is a fungal disease which is having a devastating effect on ash trees across the UK – it is thought around 95% of ash trees could die from the disease. The council is currently having to remove affected trees for which it is responsible along A and B roads throughout the county as the trees are at risk of falling posing a serious risk to the public. Other landowners are also having to take similar action.
  - Carmarthenshire County Council has been actively looking for areas where new trees can be planted to help make up for the loss of trees that are being affected by ash dieback disease.
  - As well as helping to make up for the loss of ash trees, these will bring a number of other benefits. These new woodlands will, in time, absorb carbon dioxide, improve air quality and soil structure and support biodiversity by providing new wildlife habitats.
  - We have removed **648** Ash trees from our Council owned highways and **370** Ash trees from the Council owned sites. We are planning to plant 8.8ha of new trees and have started with planting **77** trees at St David’s Park.

## Bio- Diversity

**Returning land to a species rich grassland which supports pollinating insects, reptiles, birds, and mammals.**

Llyn Llech Owain Country Park in Gorslas is owned and managed by Carmarthenshire County Council. The park is a popular destination for local people to enjoy Carmarthenshire's spectacular countryside, which has become all the more important in the last year.



Within the park there are some special habitats which are designated as Sites of Special Scientific Interest (SSSI) and Special Areas of Conservation (SAC). One of these sites on the northern side of the park contains a large area of grassland and heathland which had started to become neglected due to lack of grazing.

In March, we were fortunate to have funding from the Green Recovery Grant to pay for the installation of fencing around the site and have arranged for native breed cattle to graze the site this summer to return the site to a species rich grassland which supports pollinating insects, reptiles, birds and mammals.

The site will give visitors the opportunity to see nature friendly farming in practice, showcasing the benefits this has for both habitat management and sustainable food production.

## Flooding

The County has been subject to a number of significant weather events in recent years.

- Storm Callum caused widespread damage in 2018.
- Storm Lorenzo and Hannah in October 2019 and Storm Ciara and Dennis in February 2020
- During 2020-21 Storm Ellen and Storm Francis in August and Storm Aled in October

It is considered that the frequency of these events is increasing and are linked to climate change.

During the recent storms this year members of staff worked to support affected communities. We worked with Natural Resources Wales and emergency services to prepare for and respond to the rising waters.

- ⊙ We have assisted in the management and investigation of significant flooding through the winter of 2020/21. While affected by COVID-19, all high-risk flood assets have been inspected.
- ⊙ We worked with Natural Resources Wales and emergency services to prepare for and respond to rising water at Llanybydder, Newcastle Emlyn and Pontweli, and in Carmarthen around Pensarn and the Quayside.
- ⊙ We have developed operational plans and purchased mobile pumps to manage flood risk in high risk areas of Carmarthen.
- ⊙ We have invested in a bespoke weather service to better inform officer of storms and heavy rainfall events
- ⊙ All high-risk flood and coastal erosion risk management assets were inspected.
- ⊙ We have continued to develop our capital works portfolio and are continuing to develop schemes to manage flood risk in Pensarn, Llanybydder, Pont Tywelim, Llangennch, Ammanford and Newcastle Emlyn.
- ⊙ We are also developing a natural flood risk management scheme in Ammanford that will seek to use natural process to manage flood risk.
- ⊙ We have worked to address coastal erosion of the MCP and Bynea and coastal erosion at Burry Port and Pembrey.
- ⊙ As a Sustainable Drainage Approval Body (SAB) we are working with professional and amateur developers to advise them on sustainable drainage systems and adopt the systems when applicable.

## Air Quality

- ⊙ There is evidence that air quality has improved across the County during lockdown. Across all sites in 2020 the greatest improvements to Air Quality were observed during the first lockdown, particularly during the months of April and May as non-essential travel was restricted. The busiest roads that normally experience the highest levels of Nitrogen Dioxide with higher traffic counts benefitted the greatest, reporting around 50% decreases compared to 2019 [Impact of COVID-19 Lockdown on Air Quality Report](#)

## Waste Services

- ⊙ As a result of the changes in residents' lifestyles due to the virus, front line services saw a staggering increase in kerbside collection recycling tonnages. Blue bag recycling and food waste increased by 28% in addition to 706 tonnes more bulky waste materials being collected via our appointment-based collection service. Changes to the number of appointments per day had to be made to accommodate the demand for the service!



Residents kept the crews morale high with their paintings, thank you notes and posters and home baking treats, several are now on display in their cabs. Domino's Pizzas donated over 100 pizzas to the key works at our operational depots, and at Easter Morrison's Carmarthen donated easter eggs.

Due to the closure of the Household Waste Recycling Centres, we established additional temporary outlets for blue bags in order to meet Welsh Government 'essential travel – stay local' messages and as a result 67,000 rolls have been delivered to outlets and a further 40% increase in home deliveries achieved due to demand. Once more, our programme of annual deliveries of blue recycling bags and food waste liners are well under way with operational crews working additional hours in order to ensure that all 91,274 households receive their recycling bag packs by the end of spring 2021!

## The way we work

**Some of the changes we have made during the pandemic have proved so successful that we will change the way we worked before the pandemic.**

Household Waste Recycling Centres (HWRCs) - online appointment system to visit

In order to make sure Household Waste Recycling Centres (HWRCs) were opened after the first lockdown on 26th May adhering to all government guidelines, officers rallied to set up an appointment-based system online to make residents visits safe for all concerned whilst making it as easy as possible for people to dispose of their waste. The result of this has seen 85,000 appointments successfully made since reopening. Partnership working with Cwm Environmental, IT, marketing and media and customer services was paramount to this success.



## Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



## Well-being Objective 13

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

#### Helping to gain access through the pandemic

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 and maintained a rural bus service through our Bwcabus and country cars service.

#### Why it is important

- ⊙ *Transportation and highways* play a key role in sustaining our community. A modern, successful economy is reliant upon the safe and efficient movement of people and goods; providing opportunities for people to gain access to employment, education, health, leisure, social and retail services.
- ⊙ *United and connected* is one of the Welsh Government's four aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, 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 including walking, cycling, passenger and road transport.
- ⊙ By 2030 South West Wales will be a confident, ambitious and connected City Region.

#### Success Measures

##### Roads that are in poor condition:



**4.1%** of our A Class

(An improvement on 5.4% in 19/20)

**3.4%** of our B Class

(An improvement on 4.7% in 19/20)

**12.0%** of our C Class

(An Improvement on 12.5% in 19/20)

Our road casualty numbers have **increased** with **TBC** people being killed or seriously injured on the roads



(111 in 2019)

(2<sup>nd</sup> highest in Wales)

Source: Stats Wales

**Updated data will be published in July 2021**

#### Explaining the Results

- ⊙ **Road conditions in Carmarthenshire have improved during 2020/21.** Carmarthenshire has the second largest highway network in Wales (3,482 Km of highways) and more than double the Welsh average of 1,578Km. We also have the third highest traffic volume in Wales at 2.06 billion vehicle km/per year (2018) far higher than the Welsh average of 1.33 billion (Cardiff highest at 3.0 billion followed by Rhondda Cynon Taff at 2.15 billion). The % of A class, B and C class roads in Carmarthenshire in a poor condition (red zone) has reduced; with the % of A class roads in poor condition decreasing from 5.4% to 4.1%, B roads from 4.7% to 3.4% and C roads from 12.5% to 12.0%.
- ⊙ **A total of 111 people were killed or seriously injured** on Carmarthenshire's roads in 2019, this is the 2<sup>nd</sup> highest figure in Wales behind Powys and an increase on 2018 of 97. These include 25 motorcyclists and 27 persons aged 16-24. Although we cannot control the number of road traffic incidents on the county road network, we do 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. **Updated data will be published in July 2021**

## Progress on this Well-being Objective taking account the effect of COVID-19

- It was crucial that in order to help as many of our *town centre businesses to get back* operating safely as soon as possible, we needed to create safe town centre environments and enable sensible movement throughout, that gave residents and businesses confidence to resume activity and business. Priorities include: Signage; Communications with businesses; Public Conveniences; Bus Stations; Car Parks; and Street Furniture issues (e.g. benches) – with the aim for better access to the town’s public transport link. We introduced a range of traffic management and access measures in town centres along with public messaging to encourage shoppers and visitors back to our town centres.
- Despite the restrictions brought about by COVID-19 we also delivered a full capital programme which included the implementation of 25 highway support schemes and 97 road surfacing schemes.
- Public transport* was significantly reduced during lockdown, and in fact usage has plummeted even before the formal lockdown. This created an issue for operators where there was significantly reduced income on those routes which they managed to maintain a service on. This has created a funding issue going forward. It could take a considerable amount of time to restore patronage levels, and with many having grown familiar with home working there could be long-term adverse effects on service levels. Despite the challenges there may be an opportunity to re-visit and re-prioritise provision according to need.

*“Bwcabus drivers have gone above and beyond...assisting key workers...they are wonderful and are so very appreciated”*

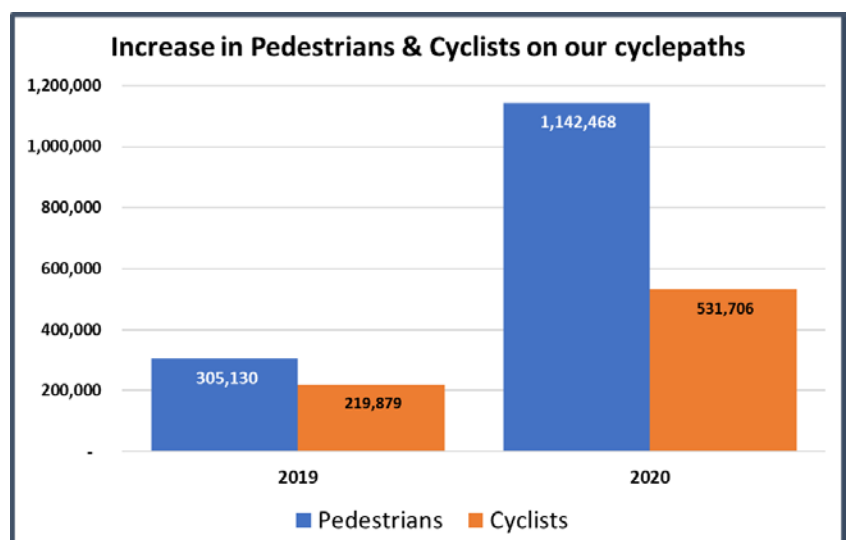


- School transport* was provided during the period that schools reopened in late June and July. Transport was available in accordance with our usual policy but only to those who specifically requested it. Transport operated as normal from September. The need to provide social distancing between driver and passenger created quite a challenge as it means that some seats nearest the drivers need to be left unused, creating loading issues and the need for additional vehicles. There is also concern that there may be a shortage of drivers and passenger assistants, bearing in mind the older age-profile of many of these.

## Active Travel

This year due to the pandemic and more people working from home there is an increase in the numbers of walkers and cyclists.

*Data based on a sample of our cycleways through the year shows that we had 837,388 (274%) more walks taken and 311,827 (142%) increase in cycling during the year.*



The total number of recorded walks on all our cycleways in 2020 was 1,308,706 and 601,613 cycle counts, but we don't have comparable data for 2019 on all our cycleways.

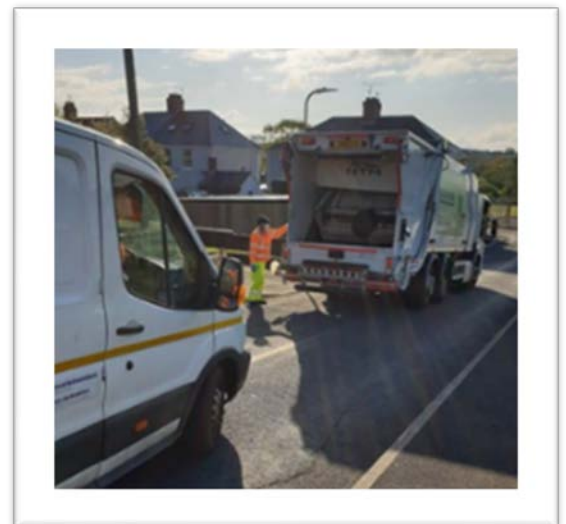


- ⦿ £1,050,000 for the Llanelli Masterplan: providing the first step in creating an easily accessible and mostly traffic free shared use route through the spine of Llanelli.

### The way we work

- ⦿ Roadworkers from our Cillefwr, Glanamau and Trostre depots initially assisted with food deliveries to our schools from Castell Howell in Crosshands, and then assisted with food packages being delivered direct to homes from schools.

We also had a number of roadworkers from our Trostre depot redeployed each day to the Waste / Refuse Unit as drivers in a support vehicle on refuse rounds. The support vehicle ferried one loader around the refuse round following behind the Refuse lorry.



### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



## Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

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.



### Why it is important

- ⊙ Carmarthenshire is a stronghold for the Welsh language and is considered to be of high strategic importance in its future.
- ⊙ Bilingualism is beneficial to both the economy and individuals through cognitive and social benefits.
- ⊙ It is a unique selling point. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position.
- ⊙ Engaging in cultural activity has demonstrable positive impact on starting well, living well and ageing well.

### Success Measures

We normally measure the success of this Well-being Objective with the below National Survey for Wales results but unfortunately due to COVID-19 there is no updated data available for these measures:

#### *People who can Speak Welsh - updated data is unavailable due to COVID-19*

The most recent data published in June 2020 showed that **37.4%** of participants said they could **speak Welsh**, this continues to be 4<sup>th</sup> highest in Wales despite a slight decline on the previous result of (37.8%). The National Survey for Wales gives a good annual indication, based on a sample of the population, of the number of Welsh speakers, however, the Census is the only source that gives a whole population figure, with 43.9% (78,000 speakers) noted in 2011, the highest number of Welsh speakers in any county.

#### *People who visited Arts Events, Historic Places and Museums - updated data is unavailable due to COVID-19*

The most recent data published in June 2020 for participants from Carmarthenshire **attending an arts event, visiting historical places or visiting a museum** had increased. Both visits to Arts events and museums were below the Welsh average of 70.4% and 42.5% respectively but the % visiting historic places are above the Welsh average of 62.5. *Please note that the questions asked whether they attended or visited these places in Wales and not specifically in Carmarthenshire.*





## Progress on this Well-being Objective taking account the effect of COVID-19

### Language

- ⊙ Our Marketing and Media team have ensured compliance with the Welsh Language Standards in all communication during the pandemic. This includes all web based and social media-based information and all emergency messages.
- ⊙ We have continued to promote our Work Welsh opportunities to our staff and have seen an increase in the staff accessing the online Croeso modules available through the National Centre for Learning Welsh. In March 2021, Carmarthenshire were awarded the 'Employer of the Year' award at the Work Welsh 2020-21 Awards through Aberystwyth University. These awards were given across Carmarthenshire, Ceredigion and Pembrokeshire. We were presented with the Welsh in the Workplace award for our work in creating a very supportive environment for Welsh speakers and learners.
- ⊙ During the year, we have continued to support our pupils and parents within Welsh-medium education and have circulated the 'Welsh homework? No problem!' guide to all parents. The aim of the guide is to alleviate any concerns parents may have in supporting their children to study and complete homework through the medium of Welsh.
- ⊙ To support our staff to use the Welsh language daily and whilst using new technology, a new electronic guide was prepared to explain the key features available. Technology facilitates the use of the language daily and with staff working remotely and accessing more online meetings, the guide signposts to online resources and features within Outlook and Teams.

### Culture

- ⊙ A new Archive Building is nearing completion at the rear of Carmarthen Library.
- ⊙ Funding has been secured to secure the future of Oriel Myrddin as the foremost visual arts and crafts gallery in West Wales. A development project that will see £1.9m invested to refurbish and extend the gallery which will in future have the capacity and security standards to attract loans from National art collections.
- ⊙ £1m has been invested in Abergwili County Museum and improvements have been made to the roof and entrance to the building to return the Bishop's Palace to its former glory.
- ⊙ A West End at Christmas concert was filmed at the Ffwrnes Theatre for care home residents and staff across West Wales. Care homes were offered a link to watch the concert on YouTube or a DVD sent in the post. **71** individual care homes across West Wales registered for the online link to watch, with a further **100** homes receiving DVDs.
- ⊙ Theatrau Sir Gâr supported colleagues within Carmarthenshire County Council to successfully make a bid for capital funding from the Integrated Care Fund bid which funded new smart TVs, tablets, and other digital equipment to enable care homes across Carmarthenshire and Pembrokeshire to become more connected during the pandemic. Our live streaming of concerts coincided with this bid and helped the care homes to access theatre which they had been unable to do previously.
- ⊙ A series of 4 Welsh language gigs were streamed as part of our 'Yn Fyw o'r Ffwrnes series' featuring ALFFA, GWILYM, MELLT and Eädyth, with Eädyth's set coinciding with Welsh Music Day 2021.



Abergwili County Museum



## Welsh in Business

The private sector is not obliged to operate bilingually by law. However, Carmarthenshire County Council, like the Welsh Government, is keen to see the county's businesses reflect the bilingualism of our residents and offer people the opportunity to use their Welsh. Our aim, therefore, is to promote the Welsh language, and facilitate and support its use, with Carmarthenshire's businesses, in accordance with our Welsh Language Promotion Strategy. During 2020-21 we took the opportunity to do this by producing a comprehensive leaflet, *Welsh in Business*, to assist the county's businesses to operate bilingually, and this was done in partnership with the regional business officers of the *Welsh Government & the Mentrau Iaith*.

Research was gathered from the Welsh Language Commissioner's Office and Welsh Government to provide a sound basis for the information in the leaflet. The team then worked with *Helo Blod* officers on the design and content of the booklet from the outset, collating local case studies to give the leaflet a local flavour and to ensure that it was relevant to Carmarthenshire. The content was designed to reflect the message that the Welsh language is for everyone; for those businesses who want to take small steps towards increasing their use of Welsh to reflect the bilingualism of the county, as well as for businesses who want to operate fully bilingually.

A distribution plan was created involving several new partners. It was arranged for the Council to disseminate the electronic link through our work with economic development, trading standards, leasing, tourism and childcare. We also worked with business promotion agencies to ensure that it was included in the they used to give advice to businesses. *Menter a Busnes* sent the booklet to all businesses on the *Cywain* project for example.



### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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

# Building a Better Council & Better Use of Resources





## Well-being Objective 15a - Building a Better Council

### When the pandemic struck, we were in a good position in terms of IT

Our [Digital Technology Strategy](#) set out a new approach that would underpin just about everything we do as a Council and when the pandemic struck we were in a good state of preparedness. We had been taking advantage of new digital platforms so that our residents and businesses could find information or complete their dealings with the local authority in ways that are convenient to them and also saved public money. This vision and investment put us in a favourable position at the onset to move services on-line and to facilitate home working.

#### Why it is important

- ⦿ The general purpose of the Well-being of Future Generations Act (Wales) 2015, 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. To make this work there are 7 key areas of corporate change that are required by the Act.

1 Corporate Planning	Covered by <b>Building a Better Council</b>
2 Performance Management	
3 Workforce Planning	
4 Financial Planning	Covered by <b>Making Better Use of Resources</b>
5 Assets	
6 Procurement	
7 Risk	

#### Success Measures

We normally measure the success of this Well-being Objective with the above National Survey for Wales results, but unfortunately due to COVID-19 there is no updated data available for these measures. The most recent data published in June 2020 showed that:

**People can Access Information** - updated data is unavailable due to COVID-19

- **71.2%** of participants agreed that they **could access information about us in the way they preferred**, below the Welsh average of 74.9%, and in 17<sup>th</sup> position.

**People can find out what services we provide** - updated data is unavailable due to COVID-19

- **74.6%** agreed that they **knew how to find what services we provide**; below the Welsh average of 75.8% and in 13<sup>th</sup> position in Wales.

**People have opportunity to participate in making decisions** - updated data is unavailable due to COVID-19

- Only **9%** agreed that they **have an opportunity to participate in making decisions about the running of our services**. Well below the Welsh average of 17% and in 21<sup>st</sup> position.

We also measure our success with **Staff Sickness data**, the 2020/21 result shows that: -



**Staff Sickness dramatically reduces to**

**7.7** days per year

(previously 10.7 days)

Sickness levels within the Authority have reduced by an average of **3 full time equivalent days** per employee during 2020/21. *From 10.7 days in 2019/20 to 7.7 days.*

Short-term sickness has reduced by over 50% during the period of the COVID-19 pandemic with shielding and working from home being key factors in this.

## Progress on this Well-being Objective taking account the effect of COVID-19

Building new and better ways of working is something that we have trying to do for some time. However, the pandemic accelerated changes to the way we work and has taught us much.

Through a talented and committed workforce and continued investment in our digital infrastructure we are now well placed to deliver even better public services. By using what we have learnt and modernising the way we provide services, we have the opportunity to make work better for everyone whilst building a better, more productive, and healthier Carmarthenshire now and for the future generations.

### Corporate Planning

- Our *Corporate Strategy and Well-being Objectives* were last refreshed in June 2019 and as a result of the impact of the COVID-19 pandemic, Brexit and Climate Change we have refreshed the Corporate Strategy for 2021/22.

### Performance Management

- An *Annual Report* was produced for 2019/20 and published in October 2020.
- Many of the actions and targets set for the year were blindsided by the pandemic and a *Community Impact Assessment* of COVID-19 was published in October 2020 to account for the first half of the year.
- We have been reporting at half year and quarterly on Performance Measures and Regulatory Report Recommendations.

### Workforce Planning

- An integral part of the business planning process. In 2015 we developed a toolkit for managers and held bespoke development sessions. We will be running further development sessions for managers (facilitated by the LGA) to help managers respond to future service demands. To support the process, we continue to provide people data for managers' use.
- We have launched a new appraisal process that focuses on the individuals' strengths. It aims to **recognise** good work and successes, to help individuals and the service **grow** by exploring what individuals have done well, and how we can work **together** to achieve our ideas. Initial discussions have begun with schools to support the development of an appraisal process for non-teaching staff.
- During the pandemic we developed creative digital solutions to keep the organisation learning and to re-skill staff so that they could be deployed to critical service areas. We also undertook a skills audit which will provide a valuable resource for services to call on
- We redeployed 900+ staff during the pandemic to support essential service delivery.

### Staff Health & Well-being

- We have continued to ensure we fully *support staff to maintain a healthy lifestyle*, which includes proactive and preventative actions, education to raise awareness on key health topics and, where necessary, ensuring the careful management of staff sickness absences in the interest of the staff and the provision of services.
- 160 volunteer *Well-being Champions* have been trained and are working, encouraging and motivating their colleagues - developing clubs, teams, activities and corporate messages which improve mental and physical health and well-being.
- The Council has achieved the highest award in recognition of the work we do to support our staff's health and well-being. The *Platinum Corporate Health Standard* is the quality-mark for workplace health promotion in Wales led by the Welsh Government.



We are the first Authority in Wales to achieve the [Platinum Corporate Health Standard](#)

### Mental Health of Staff

- We have re-signed the *Time to Change Pledge* which confirms our continued support, priority and work on reducing mental health discrimination and the stigma around the topic. Alongside this, work continues on our mental health action plan which works in partnership with the Authority’s well-being agenda.
- Since first signing the pledge in 2015, we have created a mental health e-learning module and rolled out mental health awareness training for managers and all staff across the Authority.
- We are also looking to recruit mental health first aiders/supervisors across the authority and in our schools as well as recruiting a new Well-being Coordinator which will focus on mental health and initiatives supporting this work.

### The way we work

From a strategic perspective, the *Transformation, Innovation and Change (TIC) team* has been responsible for evaluating the Council’s response to the COVID-19 crisis to ensure that any learning and positive changes are used to inform the approach to the re-setting of services and the Council’s future strategic and operational delivery framework. The review focused on the following key questions:

*“Life has changed, and work life is changing too. Building on the learning through the pandemic, Carmarthenshire is transforming its working practices and accommodation to modernise, and support the shift to, the way we need to work. We will create vibrant, collaborative, and dynamic workspaces that are fit for purpose and flexible enough to sustain the way everyone works to deliver outstanding services. **Case for Change (March 2021)**”*

*What’s gone well and how this may have contributed to better/smarter ways of working?*

*What hasn’t gone well and why?*

*What specific learning and examples of good practice do we need to ensure are now embedded in future ways of working?*

*What further support/other arrangements need to be put in place to ensure that any positive changes are sustainable?*

An example of a new way of working developed during the COVID-19 pandemic that we will continue with...

## The Adult Learning Disability Day Service

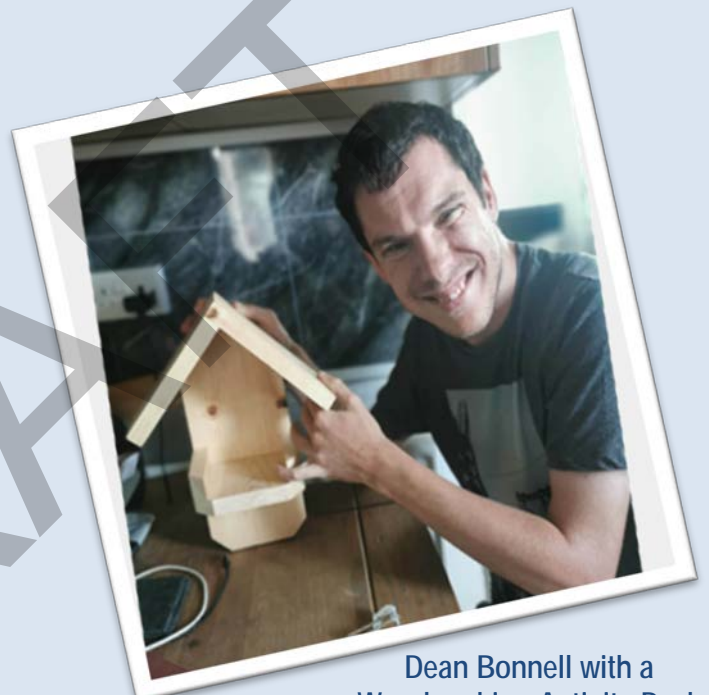
These services were severely reduced at the start of lockdown period. To mitigate the impact of this on service users, services were provided virtually according to individual plans and interests such as cooking, gardening, bingo, karaoke etc. Targeted support was also provided for those with the greatest needs via an overnight support at home and emergency respite care.

- Service Users have been able to access a broader range of virtual sessions and engage with a wider number of participants, which has resulted in new peer groups being formed.
- Carers have been able to participate alongside service users in the online activities, which has allowed them to see how their dependant engages and responds to the sessions, engage with other carers, and strengthen links with support staff and, likewise, form peer groups.
- Staff have been given the opportunity to be innovative in developing and delivering online sessions, engage with a broader range of services users and their carers.

Activities have been expanded to provide service users with additional “life skills. For example, virtual cooking lessons also factored in elements of menu planning, how to shop for ingredients, food preparation, cooking and cleaning up.



Chris Boner  
Baking



Dean Bonnell with a  
Woodworking Activity Pack

With reduced capacity in our building-based service as we need to develop more community-based options to ensure everyone gets the support they need.

The transformational journey for service delivery has always aspired to make better use of facilities and services available in local communities. The service is working closely with colleagues in leisure and third sector partners to provide service users with access to a cohesive range of community-based services. This will also have a positive impact on travel costs and support the net zero-carbon agenda as we reduce the number of service users who have to travel [some distance] to building based activities.

**Supporting adults to grow, develop and feel safe, belonging to their community**

### Going forward...

During our annual review of the Well-being Objectives, this Objective will remain within the updated Corporate Strategy for 2021/22 and will be renamed:

**Better Governance**



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



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

The financial position faced by Local Authorities across Wales has been greatly impacted by the COVID-19 pandemic with Welsh Government Funding and Grants to support our community during this pandemic

### 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'*.
- The general purpose of the Well-being of Future Generations Act (Wales) 2015, 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. To make this work there are **7 key areas** of corporate change that are required by the Act.

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

### Success Measures

**'Do it online' payments** - See infographic and comments below

**Organisational 'running costs'** - See infographic and comments below

**People agree that the Council asks for their views and as part of Carmarthenshire County Council budget consultation we sort views of members and public before setting the budget** - updated data is unavailable due to COVID-19



**16.09%** increase of *'Do it online'* payments (From 46,044 to 53,454 transactions)



**Financial impact of the pandemic was £30m**

(£20m extra costs and £10m lost income). This will be claimed back from Welsh Government.



**£72m** of Grants paid to support local business.

**£308K** of Self Isolation Grants were paid.

**410 person weeks** of targeted recruitment & training

### Explaining the Results

- Due to the COVID-19 Pandemic and with increased access to online services, this has created a natural shift with many customers contacting us, submitting forms and documents and paying for our services electronically with a 16% increase in the number of online payments from 46,044 in 2019/20 to 53,454 transactions increasing customer satisfaction and efficiency of service.
- There is a forecasted underspend of £1.98 million of which £1.7 million relates to Capital charges not incurred during the year due to capital schemes being delayed due to the pandemic.
- The 2019/20 National Survey for Wales showed the number of participants agreed that *we ask for their views before setting our budget* was 9% (Welsh average 9.2%), this is a decline on the previous year of 11.3% and in 9<sup>th</sup> position (previously 7<sup>th</sup>). Due to COVID-19 there is no updated data available for the measure, although we continued to hold our annual budget consultation and engaged with councillors and members of the public.



- ⊙ We have supported local businesses and town centres with payments to the sum of £72 million being paid from the 1<sup>st</sup> April 2020 in Discretionary and Non-Discretionary grants to ensure the survival of local businesses.
- ⊙ £308K of financial support has been paid to eligible claimants who have been contacted by NHS Wales, Test, Trace, Protect Scheme to isolate on or after 23<sup>rd</sup> October 2020 via the Self Isolation Payment Scheme.
- ⊙ Through our delivery of Community Benefits over 410 person weeks of targeted recruitment and training was delivered in 2020/21 through the Council's 21<sup>st</sup> Century Schools project across the County.

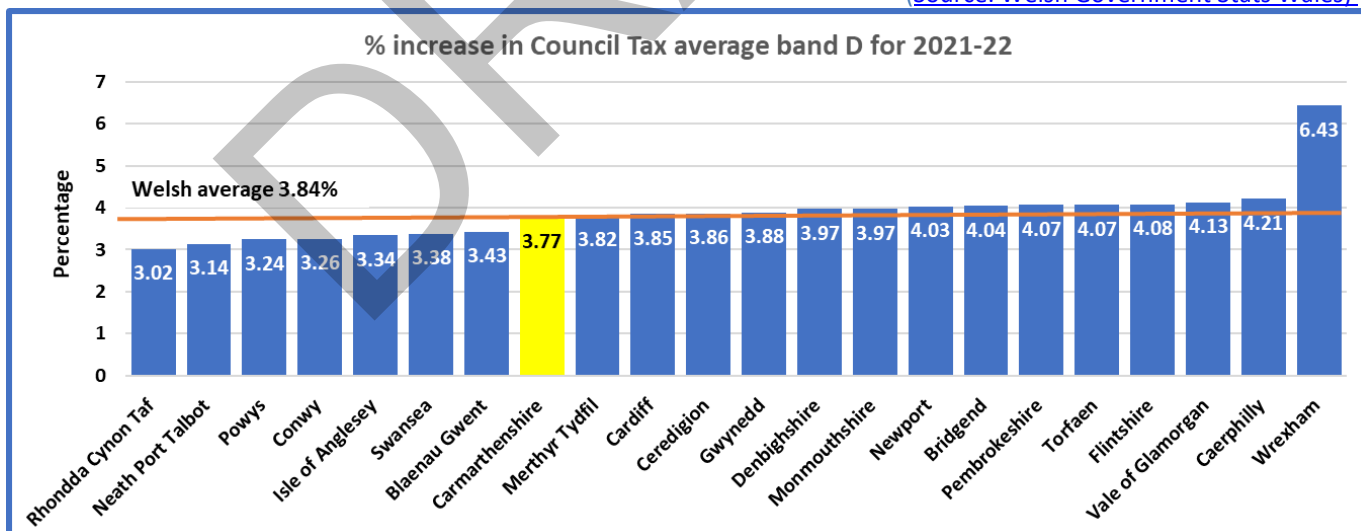


## Progress on this Well-being Objective taking account the effect of COVID19

### Financial Planning:

- ⊙ It was agreed at full Council in March 2021 that the Council Tax increase for 2021/22 will be set at 3.45%, for County Council services. The table below illustrates the average increase to be paid for residents in Carmarthenshire including Town and Community and Police and Crime Commissioner. This is the 8<sup>th</sup> lowest increase in Wales and below the Welsh average of 3.84%.

(Source: [Welsh Government Stats Wales](#))



- ⊙ Our financial reporting arrangements have been adapted throughout the year with consideration given to address any underlying pressures with the ongoing impact of the COVID-19 pandemic as well as the emerging impact of the post Brexit trading arrangements.
- ⊙ A mixed method approach to ascertain views of the 2021-24 budget took place including Councillor involvement and Public Consultation. The survey was advertised via social media, local and regional press and radio and via various groups including Equality Carmarthenshire, Ageing Well Network, the Carmarthenshire Disability Coalition for Action and via Town and Community Councils. All responses received were considered as part of the budget setting process.

## Assets:

### Asset Management

- ⊙ Recent examples of where we've reduced accommodation and generated revenue from lettings or capital from sales are:
  - Nant Y Ci, Carmarthen
  - Parc Dewi Sant (Block 14 and part of Block 3 and 8), Carmarthen
  - 5-8 Spilman Street, Carmarthen
  - 2-4 Coleshill Terrace, Llanelli
- ⊙ We have continued to support local ownership of assets through our *Community Asset Transfer* work with most of Council playing fields and playgrounds transferred to Town and Community Councils and community groups enabling new sources of funding and safeguarding these assets for future generations.
- ⊙ We have also supported our business tenants in meeting the challenges faced over the last 12 months with rent concessions and flexible terms.

### Facilities Management

- ⊙ As a result of continued office accommodation rationalisation and the ongoing working from home strategy, two buildings were able to be closed and several others had restricted opening hours or days. Our Property team carried out additional legislative checks on these sites, such as Legionella flushing, which was needed due to the increased risk due to the reduced number of staff.

*Agile working areas were created* in various offices - Tŷ Elwyn, Llanelli; 3 Spilman St / St David's Park, Parc Myrddin and County Hall, Carmarthen; and Town Hall / Tŷ Parcyrhun, Ammanford.

### Cleaning Services

- ⊙ As infection control and cleaning in schools played a significant role in enabling schools to reopen at the end of June, we launched a significant recruitment drive in May and June. Within a short window of 4 weeks, we employed and trained over 150 new employees to increase the team of cleaners from around 550 to 700.

The revised cleaning regimes and recruitment required a huge retraining programme which was supported by redeployment of additional staff from other services including Public Protection, Highways and Planning Services. Cleaning arrangements were enhanced across all our buildings to ensure the safety of our staff and the public.

## Risks:

- ⊙ The Corporate Risk Register is reviewed by the Corporate Management Team every 2 months and by Audit Committee every 6 months. Corporate, Departmental and Service Risks are updated in line with the Risk Management and Contingency Planning strategy 2018-22 and the Well-being of Future Generations Act.

## Procurement:

- ⊙ We had some difficulties in sourcing high demand products such as Personal Protective Equipment (PPE), so we were actively engaging with partner organisations such as Welsh Government, NHS and other Local Authorities within Wales to source these products from specialist suppliers.

Through the Environment Directorate we set up a PPE, hygiene and cleaning store, that has been operating for all non-social care settings across the Authority.

- ⊙ We have undertaken a considerable piece of work with the *Centre for Local Strategies (CLES)* with the Council being key partners in the PSB foundational economy challenge fund project. The project looked at the Council's current approach, our Procurement Spend, engagement with key stakeholders and suppliers to develop an advanced progressive procurement action plan that will further support opportunities for the Council to build community wealth into our procurement activity. Embedding this approach will be central to the County's wider Economic Recovery Plan.

## The way we work

### Making Better Use of our Resources by Supporting our Suppliers and Providers virtually



Due to COVID-19 and the restrictions placed on Supplier Engagement, we have adapted our ways of working and have held virtual Procurement Surgery Sessions and Webinars to further enhance procurement support available. Procurement support is now offered virtually to suppliers and providers and we have worked with Business Wales to hold 'Live Tender Workshops'.

The aim of the Workshops initiative managed by our Corporate Procurement team and delivered by Business Wales Tender Advisers is to pro-actively engage with suppliers who require this level of assistance with submitting their tenders via the electronic tender portal, Bravo; an example being a Virtual Market Engagement Event for the Flying Start Programme tender whereby 25 providers attended. Due to the nature of the business of the organisations who had an interest in this tender, the event was held on a Saturday allowing childcare providers the opportunity to attend the virtual session.

A briefing paper was drawn up for the event summarising the requirements and specification of the tender which provided as much information as possible to providers prior to the tender advertisement. This allowed opportunity for providers to ask more relevant/pertinent questions at the virtual event. This was followed by a Live Tender Workshop for the Flying Start Childcare Programme organised by us and run in conjunction with Business Wales Tender Support Team whereby 7 Providers attended



### Going forward...

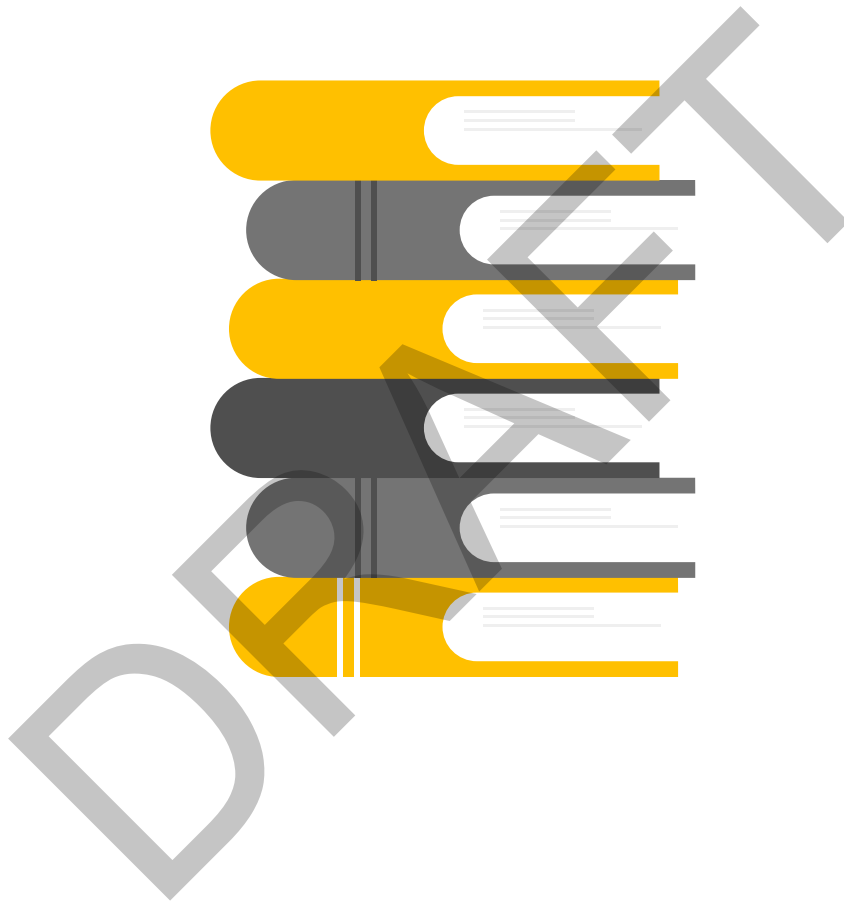
During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22 and will be renamed:

### Better Use of Resources



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

# APPENDICES



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

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

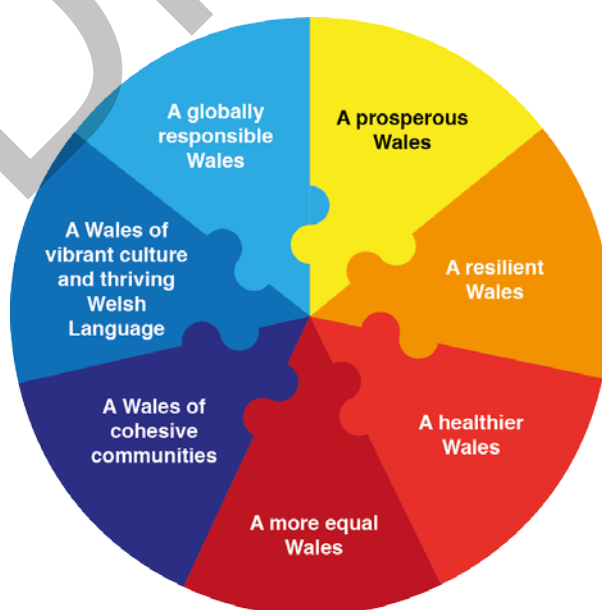
### The Local Government (Wales) Measure 2009

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

### Well-being of Future Generations Act (Wales) 2015

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

- 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 2019/20 Well-being Objectives			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	Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways	✓	✓	✓	✓	✓		
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


Well-being Objective		Success measures	Updated for 2020/21	
			YES	NO
1	Best Start in Life	Children in care who had to move 3 or more times (PAM/029)	YES	
2	Children - Healthy Lifestyles	Childhood obesity (Child Measurement Programme NHS)		NO
3	Improve Learner Attainment for all	Educational attainment - Average Capped 9 points score (Year 11 pupils) (PAM/032)		NO
		School attendance rates (Primary) (PAM/007) (Secondary) (PAM/008)		NO
		Satisfaction with child's primary school (NSW)		NO
4	Reduce NEETs (Not in Education, Employment, Training)	Number of leavers Not in Education, Employment or Training (NEETs) (PAM/009) Year 11 & Year 13 (5.1.0.2)	YES	
5	Tackle Poverty	Gap in the Average Capped 9 points score (Year 11 pupils) for those eligible for Free School Meals and those who are not eligible (NWBI)		NO
		Households successfully prevented from becoming homeless (PAM/012) (NWBI)	YES	
		Households in material deprivation (NWBI)		NO
		Households Living in Poverty (CACI's 'PayCheck' Data)	YES	
6	Creating Jobs and Growth	Employment figures (ONS – Annual Population Survey) (NWBI)	YES	
		Average Gross weekly pay (ONS – Annual Survey of hours and earnings)	YES	
		Number qualified to NVQ Level 4 or above (Stats Wales) (NWBI)	YES	
		People moderately or very satisfied with their jobs (NSW) (NWBI)		NO
7	Affordable Homes	Number of affordable homes in the County (7.3.2.24)	YES	
8	Healthy Lives	Adults who say their general health is Good or Very Good (NSW)	YES	
		Adults who say they have a longstanding illness (NSW)	YES	
		Adult mental well-being score (NSW) (NWBI)		NO
		Adults who have fewer than two healthy lifestyle behaviours (NSW) (NWBI) (Not smoking, drinking > 14 units or lower, eating 5 portions fruit & veg the previous day, having a healthy body mass index, being physically active at least 150 minutes the previous week).		NO
9	Supporting Good Connections	% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect'.)		NO
		People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)		NO
10	Independent Lives	Agree there's a good Social Care Service available in the area (NSW)	YES	
		Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)	YES	
11	Ageing Well	People who are lonely (NSW)(NWBI)		NO
12	Healthy and Safe Environment	Renewable energy generated (kWh)	YES	
		Council's Energy Consumption (kWh)	YES	
		Rates of recycling (PAM/030)	YES	
13	Highways & Transport	Road conditions (PAM/020, PAM/021 & PAM/022)	YES	
		Road casualties (5.5.2.21)	YES	
14	Welsh Language & Culture	Can speak Welsh (NSW)(NWBI)		NO
		People attended arts events in Wales in last year (NSW)		NO
		People visited historic places in Wales in last year (NSW)		NO
		People visited museums in Wales in last year (NSW)		NO
15	Building a Better Council and Making Better Use of Resources	'Do it online' payments	YES	
		People agree that they can access information about the Authority in the way they would like to. (NSW)		NO
		People know how to find what services the Council provides (NSW)		NO
		People agree they have an opportunity to participate in making decisions about the running of local authority services. (NSW)		NO
		Staff sickness absence levels (PAM/001)	YES	
		Organisational 'running costs'	YES	
		People agree that the Council asks for their views before setting its budget. (NSW)		NO

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



## Public Accountability Measures (PAM)

Public Accountability Measures (PAM) - is a National suite of measures that all councils in Wales have to collect, but due to COVID-19, DataCymru who centrally collect the data on behalf of Welsh Local Government Association decided not to collect data for 2019/20 or 2020/21. Therefore, we cannot measure how we perform against other authorities for 2020/21.		Our 2019/20 result	Our 2020/21 result
<b>WBO1 - Help to give every child the best start in life and improve their early life experiences</b>			
<b>1</b>	% Children in care with 3 or more placements in the year (PAM/029)	<b>8.6%</b>	<b>4.7%</b>
<b>2</b>	Percentage of child assessments completed in time (PAM/028)	Change in definition	<b>93.6%</b>
<b>WBO3 - Support and improve progress and achievement for all learners</b>			
<b>3</b>	% Pupil attendance in primary schools (PAM/007)	<b>93.9%</b>	Not available
<b>4</b>	% Pupil attendance in secondary schools (PAM/008)	<b>93.5%</b>	Not available
<b>5</b>	Average Capped 9 score for pupils in year 11 (PAM/032)	<b>367.2 score</b>	Not available
<b>WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)</b>			
<b>6</b>	% of Year 11 Leavers not in education, employment or training (NEETS) (PAM/046)	Not available	<b>1.8%</b>
<b>WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty</b>			
<b>7</b>	% of households successfully prevented from becoming homeless (PAM/012)	<b>46.4%</b>	<b>46.4%</b>
<b>WBO7 - Increase the availability of rented and affordable homes</b>			
<b>8</b>	% Private sector dwellings returned to occupation (PAM/013)	<b>7.72%</b>	<b>6.99%</b>
<b>9</b>	Number of new homes created as a result of bringing empty properties back into use (PAM/045)	<b>0</b>	<b>0</b>
<b>10</b>	Number of additional affordable housing units delivered per 10,000 households (PAM/036)	<b>22</b>	<b>11</b>
<b>11</b>	Average number of calendar days taken to complete all housing repairs (PAM/037)	<b>13.8 days</b>	<b>10.5 days</b>
<b>12</b>	% of homes that meet the Welsh Housing Quality Standard (WHQS) (PAM/038)	<b>100%</b>	<b>100%</b>
<b>13</b>	% of rent lost due to properties being empty (PAM/039)	<b>3.4%</b>	<b>4.3%</b>
<b>WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)</b>			
<b>14</b>	% of Quality Indicators (with targets) achieved by the library service (PAM/040)	<b>97.5%</b>	<b>86.1%</b>
<b>15</b>	Visits to Sport & Leisure facilities per 1,000 population (PAM/017)	<b>7,768</b>	<b>673</b>
<b>16</b>	% of people referred to the National Exercise Referral scheme that complete the 16-week programme (PAM/041)	<b>57.4%</b>	<b>0.00%</b>
<b>17</b>	% of NERS clients whose health had improved on completion of the exercise programme (PAM/042)	<b>78.4%</b>	<b>68.4%</b>
<b>18</b>	% Food establishments that meet food hygiene standards (PAM/023)	<b>96.02%</b>	<b>88.65%</b>

Public Accountability Measures (PAM)		Our 2019/20 result	Our 2020/21 result
<b>WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years</b>			
<b>19</b>	Days taken to deliver a Disabled Facilities Grant <i>(PAM/015)</i>	<b>176 days</b>	<b>347 days</b>
<b>WBO12 - Looking after the environment now and for the future</b>			
<b>20</b>	% of all planning applications determined in time <i>(PAM/018)</i>	<b>71.6%</b>	<b>60.3%</b>
<b>21</b>	% of planning appeals dismissed <i>(PAM/019)</i>	<b>80.0%</b>	<b>53.8%</b>
<b>22</b>	% of streets that are clean <i>(PAM/010)</i>	<b>98.0%</b>	<b>97.7%</b>
<b>23</b>	Average number of working days taken to clear fly-tipping incidents <i>(PAM/035)</i>	<b>2.5 days</b>	<b>10.5 days</b>
<b>24</b>	Kilograms of municipal waste that is not reused, recycled or composted during the year per person <i>(PAM/043)</i>	<b>156.3Kg</b>	<b>155.8Kg</b>
<b>25</b>	% Municipal waste reused, recycled or composted <i>(PAM/030)</i>	<b>64.66%</b>	<b>66.08%</b>
<b>WBO13 - Improve the highway and transport infrastructure and connectivity</b>			
<b>26</b>	% A roads that are in poor condition <i>(PAM/020)</i>	<b>5.4%</b>	<b>4.1%</b>
<b>27</b>	% B roads that are in poor condition <i>(PAM/021)</i>	<b>4.7%</b>	<b>3.4%</b>
<b>28</b>	% C roads that are in poor condition <i>(PAM/022)</i>	<b>12.5%</b>	<b>12.0%</b>
<b>WBO15 - Building a Better Council and Making Better Use of Resources</b>			
<b>29</b>	Number days lost due to sickness absence. <i>(PAM/001)</i>	<b>10.7 days</b>	<b>7.7 days</b>
<b>30</b>	Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees <i>(PAM044)</i>	<b>34.4</b>	<b>27.0</b>
 <p><b>Some measures are not fully comparable year on year because of disruption in service due to COVID-19. Full result details and comments are available in the Commitment updates link at the bottom of each Well-being Objective</b></p> <p><b>Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)</b></p>			

## Regulatory Reports 2020/21

### Several regulatory reports were issued during the last twelve months.

- ⦿ Local reports, specific to Carmarthenshire are highlighted below.
- ⦿ National/Thematic reports are undertaken by regulators to look at all Councils in Wales (in an integrated programme of work consulted and agreed upon with local government) to identify best practice.
  - Most of these reports contain recommendations. Sometimes the recommendations are for Welsh Government only or and/or local government.
  - Not all recommendations contained in reports may apply to Carmarthenshire as in some instances we could be the area of best practice proposed, be already doing what is identified or it may be, just not be applicable.
- ⦿ All these report recommendations are entered onto the Council's monitoring system and any reasons for discounting recommendations are explained and recorded. Progress against relevant recommendations is monitored and reported.
- ⦿ COVID-19 has seriously disrupted agreed regulatory work during 2020/21.

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



July 2020	Rough Sleeping in Wales- Everyone's Problem; No One's Responsibility
August 2020	Financial Sustainability Assessment Carmarthenshire County Council
September 2020	Better Law Making
October 2020	National Fraud Initiative
	Commercialisation in Local Government
January 2021	Carmarthenshire County Council Annual audit summary 2020



March 2020	National review of the use of Deprivation of Liberty Safeguards (DoLS) in Wales
July 2020	<b>Local authority annual performance review letter 2019/20</b> This letter summarizes the evaluation of performance of social services (adults and children's services) during 2019/20.
September 2020	Prevention and promotion of independence for older adults National review of care homes for people living with dementia
August 2020	Deprivation of Liberty Safeguards Annual Monitoring Report for Health and Social Care 2018-19
April 2021	Care Inspectorate Wales (CIW) Assurance Check 2021: Carmarthenshire County Council

---

June 2020	A level Welsh First Language
July 2020	Community schools: families and communities at the heart of school life
July 2020	Learner resilience - building resilience in primary schools, secondary schools and pupil referral units
August 2020	Business and social studies subjects at A level
October 2020	The Value of Youth Work Training
October 2020	Celebrating diversity and promoting inclusion
November 2020	Preparing for the Curriculum for Wales
January 2021	Post-16 partnerships
January 2021	Local authority and regional consortia support for schools and PRUs in response to COVID-19
March 2021	Developments in remote and blended learning practice
March 2021	Support for learners' mental health and emotional well-being
March 2021	English language and literacy in settings and primary schools
March 2021	Welsh language acquisition

DRAFT



In May 2020, the Future Generations Commissioner published the **Future Generations Report 2020** on the progress of the Act over the last 5 years and made a number of recommendations for public bodies, which we will consider as part of our future service planning and development.

In addition, the *Commissioner* has also made some post pandemic recommendations for public bodies in Wales to consider as noted below. We will take account of these as part of our recovery planning:

1	Develop an economic stimulus package that leads to job creation and supports the decarbonisation of homes, through building new low carbon affordable housing and investing in a national programme to improve the energy efficiency of existing homes.
2	Invest in better ways to connect and move people through improving digital connectivity, active travel and public transport.
3	Invest in skills and training to support the transition to a better future, creating new greener jobs.
4	Invest in nature and prioritise funding and support for large-scale habitat and wildlife restoration, creation and connectivity throughout Wales – including for natural flood defences, to implement the new national forest, and to ensure land use management and agriculture supports secure local food chains and distribution.
5	Invest in the industries and technologies of the future, and support for businesses that will help Wales to lead the low carbon revolution and lock wealth and jobs into local areas with investment in the foundational economy