

July 2016

Annual Report 15/16 & Improvement Plan 16/17



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For a 'Quick start' short summary to this document see our [Summary](#)

To monitor the delivery of this plan - www.carmarthenshire.gov.uk/performance

Welcome from the Leader of the Council

I can scarcely believe that a year has gone by since my election as Leader of Carmarthenshire County Council in May 2015. Becoming the Leader of such a successful Council was undoubtedly a great honour.

It's very important that we self assess and evaluate our performance and governance as a Council before we set out our plans for the year ahead and we are very fortunate that we can include an independent source to sum up our performance.

In January of this year the Wales Audit Office undertook a Corporate Assessment of the Council and highly praised us for having:

".....a well established vision that is driven forward by a strong collective leadership from both Executive and Corporate Management Teams"

The report stated that a clear framework of well-aligned plans and strategies has translated priorities into action.

This combined Annual Report and Improvement Plan is directly aligned to the *Integrated Community Strategy* that we have agreed with our partners. It's very important that we deliver our side of the agreement. For the five *outcomes* and 30 *goals* we signed up to, it outlines the Council's progress last year and its aims for the coming year.

The Wales Audit Office has consistently found that our public reporting of performance is *"fair and balanced"* and you will see that along with the good news, inconvenient news is also reported, although there is not much of it. *We are going to make the Council the most open and transparent Council in Wales to enable us to make continuous improvement.* The Constitutional Review Working Group's action plan to develop and improve the Council's governance and accountability arrangements will continue to be delivered.

Regenerating the local economy, creating jobs and keeping young people here to fulfil their potential is my main priority. We have strengthened the *Outcome - Carmarthenshire has a stronger and more prosperous economy.*

With severe budget reductions we have achieved much and plan to achieve more, despite less funding. We will continue to consult widely on budget reduction proposals and make sure we listen to the people of Carmarthenshire who we serve. We will make better use of resources, build a better council and make sure we embed the Council's core values in everything we do.

These are challenging and uncertain times, but with uncertainty come opportunities and we will face the challenges and deliver the best outcomes for social, economic, environmental and cultural well-being of the people of Carmarthenshire.

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

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

Cllr Emlyn Dole
Leader



Mark James CBE
Chief Executive



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This plan will look at all the promises made above, in turn, and, try to judge where we are, look at the available evidence in customer satisfaction, regulatory findings or performance data, outline progress made in the past year, identify if anyone is better off and set out the improvements for the year ahead.

Introduction

Purpose:

This Annual Report and Improvement Plan (ARIP) 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. The Council has set an ambition to be recognised as the most open and transparent Council in Wales.

Previous Annual Report and Improvement Plans have been recognised by our external regulators as providing comprehensive information in a fair and balanced way. In March 2016 the Wales Audit Office concluded:-

'Public reporting of performance is fair and balanced. The ARIP is clearly laid out and presents a comprehensive picture of what the Council is aiming to achieve, the progress it is making and how its performance compares with other councils in Wales.'

Wales Audit Office – Annual Improvement Report March 2016

Legal Duty:

By law under the [Local Government \(Wales\) Measure](#) we must:

- Publish an Improvement Plan as soon as it is *reasonably* practicable after the start of the financial year i.e. April 1st and
- Publish an Annual Report on past performance by the end of October¹ each year.
- This document is a combined Annual Report and Improvement Plan.
- Combining these documents means that we can review what we did last year before deciding what we will do in the year ahead. We report our own results for 2015/16 and reflect on our year on year performance and assess any improvements needed.
- However, we will not be able, with the timing of this publication, to compare our 15/16 results to every other Council in Wales, until the All Wales results are published in September 2016.

Duty to Improve:

Local Government, throughout the UK, is currently experiencing severe budgetary constraints. There is increasing demand and expectation, 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'.

Working with Partners:

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We agreed a single [Integrated Community Strategy \(ICS\)](#) with our partners in Carmarthenshire in July 2011. Previously there had been separate partnership plans in Regeneration, Children and Young People, Health & Community Safety.

In its Corporate Assessment of the Council, January 2016, the Wales Audit Office concluded that *'The Council has a well established and effective approach to partnership working'*.

Corporate Strategy

Our [Corporate Strategy 2015 - 2020](#) sets out the Council's strategic priorities and aspirations and how we will support the delivery of the Integrated Community Strategy outcomes and goals for the next five years.

¹ The report deadline in October is set to enable Councils to compare their performance to all other Welsh Councils results that are not available and audited until September.

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. SEPs generally contain a set of equality objectives, together with an action plan, which aim to promote equality and fairness.

Consultation is an intrinsic part of developing a new [Strategic Equality Plan](#) and, as such, public opinion was sought to strengthen the Plan. During the year, we have worked closely with our partners across Dyfed Powys and with Equality Carmarthenshire to undertake detailed consultation. A mixed methods approach was employed to seek the views and experiences of stakeholders across Dyfed Powys.

It was agreed to produce one master survey (and sister versions) and hold local stakeholder events in each of the four regions. This approach increased the robustness of collected data and facilitated comparability of results. Furthermore, the consultation survey formed part of the September 2015 mail out to Citizens' Panel (c. 600) and 50+ Forum (c. 2400) members.

Feedback from the consultation was used to prepare the Strategic Equality Objectives and will also be key in preparing the action plan for the next period of implementation.

Welsh Language

During 2015/16 the focus has been on the preparatory work of introducing the [Welsh Language Standards](#) within the Council. We have prepared a detailed action plan for the initial phase of implementation and this will be the basis of our [Annual Report](#) for this year.

The period of preparation has been a busy one and communication has been a key element in raising awareness of the changes amongst staff. Consequently, we have received a number of enquiries from departments. This has provided a good opportunity for us to look at our current situation with regard to compliance and in setting priorities for the future.

During the preparation work, it became clear that there would be increased pressure on the Translation Unit. In order to meet our responsibilities and support a bilingual workplace, there was additional investment in the Unit's budget in order to appoint more staff and invest in systems that will support their work. The Unit has a key role to play in facilitating the Standards and in supporting departments to increase the use of the Welsh language in our workplace as we build internal capacity.

Self Assessment and Prioritising Improvement

To assess performance and to identify improvement priorities, we draw on evidence from a reasonable, balanced and rounded range of sources:

Through bringing together this broad range of information and viewpoints, we are able to examine evidence to decide what matters most and where our effort needs to be concentrated.

We identified the following Key Improvement Objective Priorities (KIOP) for 2016/17:-



Outcome	Our 2015/16 KIOP	KIOP for 2016/17
Making Better Use of Resources	<i>Deliver value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend</i>	<i>Deliver value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend - taking account of central government budget cuts and their impact</i>
Building a Better Council	<i>Improve Governance, decision making, openness and transparency</i>	<i>Continue to improve Governance, decision making, openness and transparency and keep under review by the Constitutional Review Working Group</i>
Health	<i>Support the growing numbers of older people to maintain dignity and independence in their later years</i>	<i>Promoting Independence and Well Being for Older People</i>
	<i>Improve the Council housing stock and assist local people to gain access to rented and affordable homes</i>	<i>Increase the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan</i>
Learning	<i>Improve School Attainment</i>	<i>Improve Learner Attainment</i>
		New - <i>To further reduce young people Not in Education, Employment or Training</i>
Environment		New - <i>Improving the highway infrastructure network to support further economic development and connectivity</i>
Economy	<i>Tackle Poverty</i>	<i>Tackle Poverty</i>
		New - <i>Creating jobs and growth throughout the County</i>

Key overall performance news

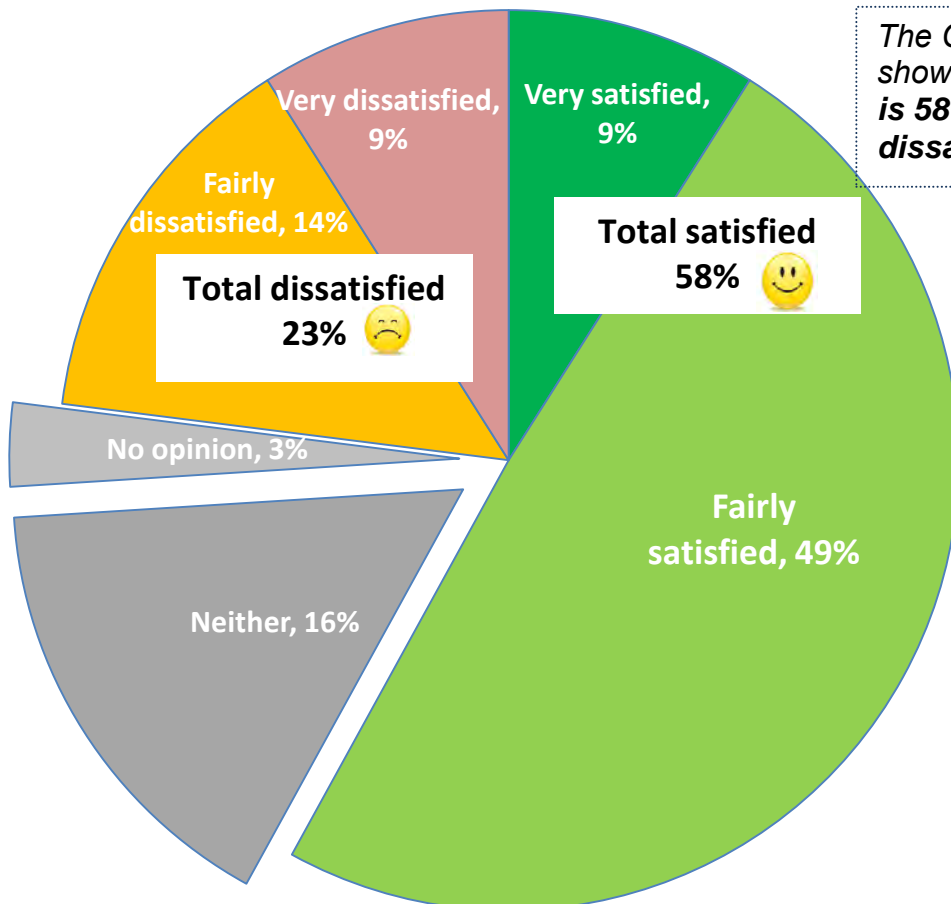
Citizens' Verdict

In March 2014 the Citizens Panel was sent a questionnaire with the following question:-

'Taking everything into account, how satisfied or dissatisfied are you with the services provided by Carmarthenshire County Council overall?'

😊 **58% V 23%** 😞

March 2014 - Responses 376



The Citizens Panel Survey shows that **total satisfaction is 58%** and **total dissatisfaction is 23%**

✓ The Citizens' panel have been asked the same question previously and net satisfaction has improved this year compared to two years ago

	a	b	c	d	e	f	g	h	c-h
Citizens Panel	Very satisfied	Fairly satisfied	Total satisfied	Neither	No opinion	Fairly dissatisfied	Very dissatisfied	Total dissatisfied	Net Satisfaction#2
March 2014 376 responses	9%	49%	58%	16%	3%	14%	9%	23%	35%
April 2012 461 responses	7%	45%	52%	25%	4%	16%	3%	19%	33%
May 2010 538 responses	6%	52%	58%	19%	4%	14%	4%	18%	40%

#1 The Carmarthenshire Citizens' Panel was established in 2001 and is a joint initiative between Dyfed-Powys Police and the Council. As usual the Survey Data is analysed with the courtesy of Dyfed-Powys Police

#2 The use of net satisfaction is in line with normal market research practice and the National Survey of Wales approach

#3 Citizens Panel results may be more critical than Resident Survey results. The 2010 Residents Survey showed that 82% of residents were satisfied – the 2010 Citizens Panel results were 58% satisfied, a 24% difference.

Regulators Verdict

Regulators provide an important independent assessment of Councils and their stewardship of public funds



Wales Audit Office - [Corporate Assessment](#) - January 2016

In 2013-14 the Wales Audit Office began a four-year cycle of corporate assessments of improvement authorities in Wales. This means that, in addition to an annual programme of improvement studies and audits of councils' approaches to improvement planning and reporting, each authority receives an in-depth corporate assessment once during a four-year period. In the autumn of 2015 Carmarthenshire was examined and in January 2016 the Wales Audit Office Report was received.

The Auditor General concluded that:

Carmarthenshire County Council, demonstrating ambition in its vision, with collective leadership and more robust and transparent governance, is delivering improved outcomes for its citizens although some out-dated approaches may limit the speed of progress.

Overall the report was very favourable and made no recommendations for improvement. It did make six proposals for improvement and these are addressed in the *Making Better Use of Resources* and *Being a Better Council* sections of this plan.

Wales Audit Office - [Annual Improvement Report](#) - March 2016

The Annual Improvement Report largely repeated the Corporate Assessment findings and added further comments on our Annual Report and Improvement Plan approach:

The combined review of past performance with the actions the Council plans to take next within a single document allows the reader to form a balanced picture of how well the Council is performing. The ARIP is lengthy and detailed and there is also a useful summary, together they provide all the information the reader could need. The ARIP and summary are published in Welsh and English, with appropriate arrangements for publicity. The report is easy to find on the Council's website.

Given this endorsement of our approach, we have decided to repeat the process for 2016/17 with some further improvements.

How we Measure up

When we published the [Corporate Strategy 2015 - 2020](#) we set out the following outcome measures to judge our progress:-

Theme	Outcome Measures	Progress
Making Better Use of Resources	Improved public satisfaction levels with the services provided by the Council	✓
	Reduction in organisational 'running costs'	✓
	Increased on line activity to address public queries and transactions	✓
Building a Better Council	Increasing public communication, consultation and engagement	✓
	Improved staff satisfaction levels	✓
	Reduced staff sickness absence levels	✗
Healthier	Reduction in referrals to adult and children's social services	✓
	Increased availability of rented and affordable homes	✓
	Increased use of leisure facilities	✗
Learning	Improved educational attainment	✓
	Improved school attendance rates	✓
	Reduced number of young people Not in Education, Employment or Training	Year 11 ✗ Year 13 ✓
	Improved condition of schools	✓
Safe	Appropriate support provided to children, young people and families	✓
	Reduction in road casualties	Awaiting result
	Reduction in total recorded crime	✗
	Reduction in anti-social behaviour	✓
Environment	Increased rates of recycling	✓
	Improved digital access	✓
	Improved transport links	✓
	Increased use of renewable energy	✓
Economy	Increased employment	✓
	Reduction in working age population in receipt of out of work benefits	✓
	Increased economic activity and productivity	✓

There is also a **National suite of measures[#]** that all councils in Wales have to collect.

There are two main ways of measuring improvement:-

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

Year on year improvement

During 2015/16, **56%** of our measures improved while **24%** have declined and **17%** remained the same; this builds on the improvement achieved in 2014/15 and still remains encouraging in the current climate of reduced budgets. The table below shows year on year results:

Year	Improved	Constant	Declined	Net Improvement (Improved - Declined)
2015/16 [#]	56% (23 measures)	17% (7 measures)	24% (10 measures)	32% [#]
2014/15	56% (24 measures)	14% (6 measures)	30% (13 measures)	26%
2013/14	59% (26 measures)	11% (5 measures)	30% (13 measures)	29%

[#] Please note that there is 1 result still outstanding therefore these figures will require updating

How we compare with other Authorities in Wales

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

The table below shows how our results compare with other Councils in Wales in **2014/15**

****	Upper quartile results	15 Results 36%	60%
***	Upper middle results	10 Results 24%	
**	Lower middle results	7 Results 16%	40%
*	Lower quartile results	10 Results 24%	

For 2014/15 **60%** of our measures are in the upper two quartiles with **40%** in the lower two quartiles compared to approximately 50:50 split for 2013/14, an excellent achievement.

[#] Please see a **list of all measures** in the above tables showing the results and how they have improved, declined or whether they have remained the same in **Appendix A**. This also shows how we compare with other Authorities in Wales but mainly for 2014/15 since the 2015/16 results for all Welsh Authorities will be published by the Local Government Data Unit in September 2016.

Appendix B gives detailed information on each measure with an explanation of performance.

New Legislation

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

The Welsh Government has put in place the *Well-being of Future Generations (Wales) Act* as the latest step in the journey to embed sustainable development in the public sector in Wales. The United Nations has highlighted the Act as a groundbreaking piece of legislation and noted its potential in relation to the recently agreed sustainable development global goals.



The Well-being of Future Generations Act requires most public bodies in Wales to carry out sustainable development with the objective of improving the social, economic, environmental and cultural well-being of their area. It places a well-being duty on those public bodies to set and publish objectives designed to maximise their contribution to the seven national well-being goals. They are also required to take all reasonable steps to meet those objectives. This is intended to strengthen sustainable development in these bodies through effective governance. The Act identifies five ways of working which can support the well-being of future generations – integration, collaboration, long term, involvement and prevention.

Public Services Board

The [Well-being of Future Generations Act](#) was passed with the intention of improving the well-being of the people of Wales. The Act outlines how public bodies must work, and work together, to achieve this.

A new Carmarthenshire Public Services Board (PSB) has been set up, (as is required in all the other counties in Wales), and its role is to effectively involve citizens and the local community in making decisions.

The aim is to make a difference to improving social, economic, environmental and cultural well-being in the county.

The new Public Services Board is made up of four statutory organisations:

- [Carmarthenshire County Council](#)
- [Hywel Dda University Health Board](#)
- [Mid and West Wales Fire and Rescue Service](#)
- [Natural Resources Wales](#)

There are also several invited participants including:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Welsh Government • Dyfed Powys Police • Dyfed Powys Police and Crime Commissioner • CAVS • Department for Work and Pensions • Coleg Sir Gâr | <ul style="list-style-type: none"> • University of Wales Trinity Saint David • National Probation Service • Community Rehabilitation Company • Brecon Beacons National Park Authority • Arts Council of Wales |
|--|--|

① [Carmarthenshire Public Services Board](#) newsletter

Publication of the Council's Well-being Objectives

As required in the Well-being of Future Generations (Wales) Act, by March 2017 the Council will publish its *Well-being Objectives* for the year ahead.

The Social Services and Well-being (Wales) Act

The Social Services and Well-being (Wales) Act comes into force from April 2016 and creates a new legal framework for social services. The Act imposes duties on local authorities, health boards and Welsh Ministers that require them to work to promote the well-being of those who need care and support (including carers). In addition to supporting well-being, the Act seeks to put people, partnership and prevention at the centre of service development. Local authorities, health boards and NHS trusts must work more closely together to integrate health and social care. Local authorities will be expected to use assessments of need, undertaken in partnership with health boards, to arrange appropriate preventative services that reduce the need for more formal support in their area.

Outcome C: People in Carmarthenshire are healthier ...

Our way of life is changing. People are living longer with a higher quality of life but our care needs are becoming more complex. The challenge now facing us is to prevent ill-health in the first place.



Goals: (as agreed in the Integrated Community Strategy with partners)

- C1 - Ensuring each child has the best start in life
- C2 - Preventing ill health and encourage healthy and active living
- C3 - Improving the Emotional, Mental Health and Well-being of all people in the County
- C4 - Reducing inequities in health
- C5 - Improving housing conditions and reduce homelessness
- C6 - Increasing access to health and social care for all people including vulnerable groups
- C7 - Reducing drug and alcohol misuse

Our Key Improvement Objective Priorities (KIOPs) are:

- Promoting Independence and Well Being for Older People
- We shall increase the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Reduction in referrals to adult and children's social services	✓
Increased availability of rented and affordable homes	✓
Increased use of leisure facilities	✗

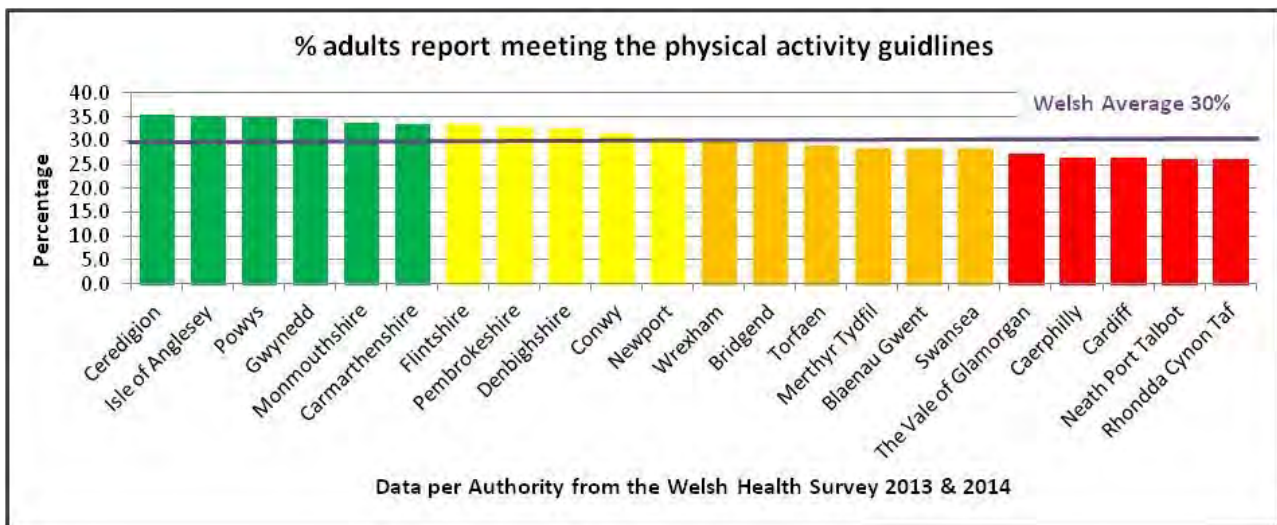
Our Performance & Results for 15/16 / Improvement Planned for 16/17:

Goal: C2 Preventing ill health and encourage healthy and active living

We aim to provide a range of health and well-being related facilities, activities and programmes, all aimed at getting, more people, more active more often in order to improve the health and well-being of our residents. We want Carmarthenshire to be a place that is the most active and healthy in the UK, where every person is an active participant at a 'Community Club' or 'Leisure / Cultural Facility' and where every child is hooked on Leisure / Cultural activity for life.

How did we perform during 2015/16?

- ✓ The % of adults that meet the physical activity guidelines (30 minutes on 5 or more days) in Carmarthenshire have improved to 33% in 2013&14 compared to 30% in 2012&13. This is above the Welsh average of 30%.



This is a Well-being National Indicator

- ✗ The number of GP referrals for the exercise programme during 2015/16 has seen a lower number of referrals (**1,129**) than our challenging target of 1,245; this has been mainly due sickness absence of the Activity Coordinator earlier in the year which has had a knock on affect for the end of year. Despite this, we have exceeded the target of 1,008 set by our funding body of Public Health Wales. *(3.4.2.5)*
- ✗ The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population has reduced from 7028 to 6905 =123 less -1.75% *(LCS/002b)*
- ✓ We have inspected **100%** of high risk premises for food hygiene and trading standards. *(PPN/001i)*
- ✓ We have exceeded our target of food establishments which are “broadly compliant” with food hygiene standards and have increased compliance from 93% to 94.98% for 2015/16. *(PPN/009)*
- ✗ Unfortunately, we have been unable to meet our target of 100% inspections for animal health premises and have completed 99%. *(PPN/001iii)*
- ✓ We have reviewed the Catering Service structure and have delivered the efficiencies agreed for 2015/16
- ✓ Almost 400,000 people have visited Pembrey Country Park during the year and over 70 people take part in Parkrun events staged every Saturday at Llyn Llech Owain

How do we know we made a difference? / Is anyone better off?

Figures for 2015 released from [Sport Wales](#) show that nearly **47%** of young people across the county are keeping active and taking part in sporting activities— an increase of 7 percentage points compared to 40% in 2013. There's been a huge increase in the number of girls taking part in sporting activity three or more times a week currently at 42.9% compared to 34.5% in 2013. Carmarthenshire is up on the national average of youngsters participating in extra curricular sporting activities by over one per cent. Sporting club memberships in youngsters is also higher than the national average by over two per cent.



Improvements for 2016/17

1. We will ensure that at least 1,000 people are referred on to the "Vitality Scheme" (NERS – National Exercise Referral Scheme) during 2016/17. (3.4.2.5)
2. We will increase the number of % of people referred to the National Exercise Referral scheme that attend the 1st session of the programme from 49.7% to 56% (3.4.2.6)
3. We shall ensure that at least 50% of people referred to the National Exercise Referral scheme complete the 16 week programme. (3.4.2.7)
4. We will increase the % of schools achieving Phase 4 of the Healthy Schools Initiative from 59% to 60% (8.3.1.5)
5. We shall increase the number of visits to council sport and leisure centres from 6,905 to 7,251 per 1,000 population (LCS/0022b)
6. We will maintain 100% trading standards inspections for high risk businesses (PPN/001i)
7. Despite fewer resources, we will maintain 100% food hygiene inspections for high risk businesses (PPN/001ii)
8. We will maintain 100% animal health inspections for high risk businesses (PPN/001iii)
9. We will maintain the high percentage of food establishments which are broadly compliant with food hygiene standards at 93% or above (PPN/009)
10. We will develop plans for a new Llanelli Leisure Centre linked to wellness village and life sciences hub (12045)

Outcome E: People who live, work and visit Carmarthenshire are safe and feel safer...

Carmarthenshire remains one of the safest areas in the UK. However, we must not become complacent and we need to continue to work together with partners to address problems identified by local communities.



Goals: (as agreed in the Integrated Community Strategy with partners)

- E1 - Maintaining and striving to reduce further the levels of crime that are amongst the lowest in England and Wales
- E2 - Improving the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels
- E3 - Reducing anti-social behaviour by working in partnership to tackle local problems
- E4 - Reduce the incidences of alcohol-related violence
- E5 - Safeguarding all people from abuse, victimisation, neglect & exploitation
- E6 - Reducing speeding and the number of road traffic accidents

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Appropriate support provided to children, young people and families as required	✓
Reduction in road casualties	Awaiting results
Reduction in total recorded crime	✗
Reduction in anti-social behaviour	✓

Outcome: People who live, work and visit Carmarthenshire are safe and feel safer...

Working in partnership continues to be the best way to sustain Carmarthenshire as being one of the safest places to live, work and visit and therefore our priorities and goals remain closely aligned to those of our partners and with the Integrated Community Strategy.

Counter-Terrorism and the new Prevent Duty

We continue to work closely with partners to address counter-terrorism issues locally. Following the introduction of the 'Counter Terrorism and Security Act 2015', we are beginning to implement the new 'Prevent Duty' which requires us and other 'specified authorities' to have 'due regard to the need to prevent people from being drawn into terrorism.'

- An action plan is being developed to ensure we comply with the Duty and raising awareness, wider training for staff and referral processes are among the issues being considered.
- As required by the Act, we have established a multi-agency Channel panel.
- The local Council-led multi-agency panel is offering support to the small number of individuals identified as being at risk of radicalisation.

Our Performance & Results for 15/16 / Improvement Planned for 16/17:

Goal: E1 Maintaining and striving to reduce further the levels of crime that are amongst the lowest in England and Wales

There has been an increase of 10.1% in recorded crime during the year, largely as a result of changes in recording data by the police to improve accuracy of recording.

In 2015/16 crime figures were as follows:-

Recorded crime	2014/15	2015/16	
	7,381	8,128	Increased by 10.1%

The most commonly committed types of crime in Carmarthenshire are as follows:-

Carmarthenshire	Fiscal Year 2014/15	Fiscal year 2015/16	Crimes Change	% Change	Increase/ Decrease
Arson and Criminal Damage	1,316	1,503	187	14.2%	↑
Domestic Burglary	227	262	35	15.4%	↑
Burglary Non dwellings	299	320	21	7.0%	↑
Drug Offences	1,092	949	-143	-13.1%	↓
Miscellaneous crimes against society	133	148	15	11.3%	↑
Possession of weapons	53	44	-9	-17.0%	↓
Public Order Offences	360	272	-88	-24.4%	↓
Robbery	13	9	-4	-30.8%	↓
Sexual Offences	276	328	52	18.8%	↑
Theft	1,553	1,779	226	14.6%	↑
Vehicle Crime	373	311	-62	-16.6%	↓
Violent Crime	1,686	2,203	517	30.7%	↑
Total	7,381	8,128	747	10.1%	↑

Source - Dyfed-Powys Police Unitary authority performance summary – March 2016

The increases seen in certain reported crimes continue to be in line with national trends and, it is believed, are as a result of the introduction of a new way of recording crime more accurately. There was a significant process change to crime recording practices within Dyfed-Powys, following recommendations from Her Majesty's Inspectorate of Constabulary. This administration / process change has had an impact on recorded crime figures in 2015, prompting an increase in recorded crime volumes therefore making any comparisons with 2014 less valid.

As a Council we work with our community safety partners to further reduce the levels of crime:-

- ✓ Trawsnewid/Transform - the Integrated Offender Management scheme, which deals with the offending behaviour of our most prolific offenders - has continued to perform well over the year. The latest performance data (12 month period ending in December 2015) shows that crimes have reduced by 89, with a cost of crime saving of over £800,000. Developments over the year have included:-
 - improved engagement by agencies including Housing and Social Services
 - links with the management of serious violent offenders and the adult substance misuse service.
 - Work experience placements
 - daily briefings are now being attended by the Youth Support Service
- ✓ The White Ribbon Campaign against domestic abuse has been supported, with councillors and officers signing a pledge not to commit or condone violence against women and girls

Improvements for 2016/17

1. We will obtain 'White Ribbon Campaign' Town Award for the County which demonstrates the commitment of the Council and its partner organisations to tackle domestic abuse, particularly involving men and boys and working to end violence against women. (11724)
2. We will promote crime prevention projects, including scams and protecting vulnerable people and properties. (12099)

Goal: E2 Improving the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels

The Police Effectiveness, Efficiency and Legitimacy (PEEL) assessments, which have recently been conducted by Her Majesty's Inspectorate Constabulary (HMIC), commented favourably on partnership working:

"Inspectors found evidence of a well-motivated and experienced police workforce working with partners to prevent crime and promote community safety. For example, joint work with the community mental health team means that those suffering from mental health problems have direct access to treatment pathways; this avoids them being detained in police cells while awaiting medical assessment."

Progress for 2015/16 includes:-

- ✓ Police and Trading Standards officers have been visiting potential vulnerable victims subjected to scams received in the post, on the internet and from phone calls. The pilot was introduced in the Ammanford area and is now being set up in Llanelli. There are over 600 potential victims in Carmarthenshire.
- ✓ Trading Standards officers have issued tips and advice to help people avoid falling victim to cyber crime which is an increasing problem. Trading Standards also investigate cyber crimes through the Council's digital forensic unit – the only one in Wales.

- ✓ ‘Holiday Watch` which is a pioneering security equipment loan scheme was established by the Police’s Neighbourhood Development Team with the support of the Community Safety Partnership (CSP). The scheme is aimed at anyone who has poor security measures or people with a high level of fear of a crime happening when they are away on holiday.
- ✓ Neighbourhood Policing Teams have continued to promote various ways of engaging with local residents and these include:-
 - A new Community messaging system, which replaces Online Watch Link – OWL
 - Mobile police station van which is now operational and in use in different parts of the county which will help to increase engagement with local communities.
 - Social media which is used by local neighbourhood policing teams to highlight key crime prevention messages, what’s going on locally and particular issues.

Improvements for 2016/17

1. We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days *(THS/009)*
2. We will develop an action plan for the implementation of the ‘Prevent Duty’, which is the duty where we and partners have to give due regard to the need to *prevent* people from being drawn into terrorism. *(12100)*
3. We will continue to engage with local communities and publicise the partnership working which is helping to reduce crime and disorder. *(12101)*

Goal: E3 Reducing anti-social behaviour by working in partnership to tackle local problems

Anti-social behaviour (ASB) incidents have reduced during 2015/16.

	2014/15	2015/16	Progress
Total reported anti-social behaviour incidents	7,624	6,443	Reduced by 15.5%

Improvements in the police process of identifying ASB, at the point contact in the communication centre, has resulted with less calls for service being categorised as ASB at that initial point of contact. Also the emphasis on accurate crime recording has seen a number of calls that previously may have been recorded as ASB, now being recorded as lower level crime, hence the uplift in crime figures and decrease in ASB volumes.

There is closer working now with Gwalia who deliver the service to address anti-social behaviour in partnership with organisations. The process of issuing warning letters has been continued by them and improved links with the Youth Support Service have been made to ensure their engagement in referrals which relate to young people. Developments in the scheme over the year have included:-

- An improvement in the sharing of information between the case management systems used by Gwalia and the Police.
- Gwalia has continued to attend the CSP’s action group covering anti-social behaviour and gives regular updates regarding the service. Performance information is discussed by partners and improved links have been made.

How did we perform during 2015/16?

- ✓ We conducted an evaluation of the **Designated Public Place Order (DPPO)** during the year. The evaluation found that the DPPO had been successful in tackling drinking in public places and was considered to be a useful tool which had been effectively enforced. There had been

no displacement of problems to other areas locally and there was no evidence to suggest that the boundaries of the DPPO needed to be reviewed.

- ✓ We have continued to work with partners to implement the **new Anti-Social Behaviour legislation** both at a local and regional level, regarding the legislation and best practice from other areas with information circulated to partner agencies. Specific discussions have now taken place at a local level regarding implementing certain of the new powers introduced by the legislation and processes have been finalised with police colleagues to ensure appropriate policies and procedures are in place.

Improvement for 2016/17

1. We will consider adopting a common Risk Assessment process for Anti Social Behaviour incidents to ensure that the level of risk is identified and appropriate action taken. (12102)

Goal: E4 Reduce the incidences of alcohol-related violence

Figures for the incidences of alcohol-related violence are as follows:-

	2013/14	2014/15	2015/16	
Total alcohol-related violence in Carmarthenshire	705	631	630 NB - new way of recording data more accurately has had an impact on these figures	Alcohol related crime levels have remained stable during the year and partnership working continues to tackle the problem

Source Information and Intelligence Directorate – Heddlu Dyfed-Powys Police

The Council has continued to work with licensed premises and other partners to tackle incidents of alcohol related crime for example:-

- problems in Town Centres at night relating to alcohol and drug related crime and anti-social behaviour
- work is often undertaken with the licensee, brewery and door supervisors to tackle issues.
- joint visits have taken place during the year by the Council’s licensing team and police with proactive work undertaken at Christmas and during the Six Nations games.
- police continue to work closely with Trading Standards officers in relation to any issues with underage drinking and sales to young people.

How did we perform during 2015/16?

- ✓ The Paul’s Pledge **alcohol-related violence campaign** has continued to be promoted over the course of the year both in the local press and on social media:-
 - There was a re-launch of Paul’s Pledge around Christmas to remind people to be aware of the implications of alcohol-related violence on nights out.
 - In March, Paul Pugh visited Maes y Gwendraeth. Paul and officers spoke to around 900 pupils from Year 8 and above to demonstrate the consequences of violence and alcohol. This was very well-received by pupils.
 - A tweet about the Paul’s Pledge campaign, sent out by Cross Hands neighbourhood policing team, was re-tweeted 10 times, received 13 likes and reached 7,070 people.
 - The campaign has also received coverage on the TV with documentaries shown on ITV Wales and S4C
- ! Unfortunately efforts to extend the nightlight street pastor scheme, which is run in Carmarthen on Saturday nights to Llanelli, have not been successful. Church representatives met with police officers to discuss the scheme but then decided not to take the lead in arranging a similar initiative.

Improvements for 2016/17

1. We will continue to promote further the 'Paul's Pledge' alcohol related violence campaign. (12103)
2. We will ensure that work continues with licensed premises, off licenses and other partners to tackle problems in communities and domestic settings at night, relating to alcohol and drug related crime and anti-social behaviour. (12104)

Goal: E6 Reducing speeding and the number of road traffic accidents

Our Review and Evaluation for 2015/16

Road traffic injuries happen every day on Welsh roads, any death or serious injury on our roads would be avoidable. Nobody should assume that such incidents are an inevitable consequence of road transport. All members of society have a contribution to make to reduce the likelihood of road traffic collisions. Each collision can potentially have tragic consequences for those involved and their families.

We along with the Welsh Government are committed to improving road safety and reducing the number of people killed and seriously injured on our roads. We are working to improve road safety to deliver the targets set out in the Wales Government Road Safety Framework

The Road Safety Framework for Wales sets out a vision for *"A continued reduction in the number of people killed and seriously injured on Welsh roads, with the ultimate aspiration of no fatalities."*

The Road Safety Framework sets targets using a baseline which uses the average for Wales between 2004-2008. The key targets are:

- ✓ A 40% reduction in the total number of people killed and seriously injured on Welsh roads by 2020.
- ✓ A 25% reduction in the number of motorcyclists killed and seriously injured on Welsh roads by 2020.
- ✓ A 40% reduction in the number of young people killed and seriously injured on Welsh roads by 2020.

We have therefore developed our Road Safety Strategy to improve road safety by implementing a mix of educational, engineering or enforcement measures that can be monitored and measured for effectiveness.

To date we have continued to invest in road safety through funding of road safety education, road safety engineering and evaluation. We have continued to support enforcement action by the Police and Go Safe through our Speed Management Working Group.



We have continued work in partnership with the Police and other agencies to seek to build on our previous success in reducing the number of people killed and seriously injured on Carmarthenshire roads and to target high risk groups.

Generally, there has been a reduction in the number of casualties on the highway network in recent years. For example there were 557 casualties in 2014 compared to 619 in 2013.

There were certain groups of road users that were a concern. For example, the number of motorcyclists killed and seriously injured in Carmarthenshire was relatively

high at 24 deaths at the end of 2014, albeit it was reduction from 28 in the previous year. We have continued to focus on educating children and young people in road safety as early education make them safer road users in the future.

In helping to achieve the long terms targets we have continued work with high risk road user groups, particularly motorcyclists, older and younger drivers, to stimulate a culture of safer driving.

We have continued to focus on Road Safety Promotion to target the main behaviours and risks that lead to death and serious injury.

The performance across the year in comparison to 2014 has shown our interventions to have had an impact, as there has been reduction in some areas. This is set within an environment where traffic volumes have grown within the year to 1.95 billion vehicle kilometres per annum compared to 1.83 billion kilometres per annum in 2012

The Road Safety Strategy 2020	2014/15	2015/16	Progress
Number of road accident casualties killed/seriously injured (5.5.2.21)	95	# TBC	#TBC
Number of motorcyclists killed and seriously injured (5.5.2.22)	24	#TBC	#TBC
Number of young people (aged 16-24) killed and seriously injured (5.5.2.23)	21	#TBC	#TBC

The 2015/16 figures marked TBC below will be available on the 28th June 2016

How did we perform during 2015/16?

- ✓ We have updated our Road Safety Plan, which covers the period from 2016 – 2020.
- ✓ We have continued to work in partnership with the Police, Go Safe, The Fire Service and other agencies to build on our previous success.
- ✓ We invested £439,000 in rural route treatment works to improve infrastructure on the A 485 Alltwalis to New Inn, the A 484 Kidwelly to Cwmffrwd, and the B 4306 Hendy to Cwmffrwd.
- ✓ We invested £138,000 in Road Safety training and engagement with vulnerable road users, including: - 196 older drivers, 1,165 young drivers, 104 motorcyclists, 713 young people trained in kerbside safety and cycle training delivered in 31 primary schools.
- ✓ We made further Infrastructure Improvements and changes to speed limits were completed at:
 - Seaside, Llanelli, safer routes to school, walking and cycling safety measures
 - A 484 Pibwrlwyd – Cwmffrwd, new footway
 - Llangadog village, new footways
 - A 484 Pembrey, new footway
 - Tycroes Road (Phase 1), new footway
 - Mynyddgarreg, traffic management / calming measures
 - New Road, Pantyffynnon, traffic calming
 - B4308, Trimsaran, southern gateway, traffic calming
 - Saron School, traffic calming and 20mph speed limit.
 - Picton Terrace, Carmarthen, pelican crossing
- ✓ We have updated our computer software to improve the quality of management information that we will use to target education, engineering or enforcement interventions.

- ✓ We have continued to develop and deliver the Carmarthenshire rural route treatment strategy. This approach to road safety involves improvement through the treatment of an entire route rather than individual sites. This includes the following interventions: - signing of junctions and bends, vehicle activated signs, edge and surface treatments to remove hazards, and reduced speed limits. Good road signs and markings along the whole route will assist drivers in avoiding making a mistake that could lead to a collision, in effect helping the driver to drive as safely as possible.
- ✓ We have continued to invest in new walking and cycling infrastructure as viable and safer travel modes and to improve health as funding is provided by the Wales Government.
- ✓ We have continued to provide cycle proficiency and roadside safety programmes for primary schools.
- ✓ We implemented a number the speed limit schemes identified through the review of speed limits on the upper tier (A and B class) rural county roads and liaised with the trunk road authority to ensure a coordinated approach is taken to change limits where the upper tier county roads join with the trunk road network.
- ✓ Enforceable 20mph speed limits have been introduced in urban areas with priority given to school sites and other pedestrian generator sites where there is a significant presence of vulnerable road users.
- ✓ We have run campaigns near schools involving schoolchildren to reduce instances of speeding. We have helped to deliver training schemes to improve road safety such as free `Dragon Rider Cymru` training for motorcyclists to help make them safer riders and encouraging young drivers to take part in `Pass Plus Cymru` training to help improve their driving skills and gain extra experience in different situations.
- ✓ In collaboration with the fire service we have provided information and advice on the Fatal 5 – Speeding, careless driving, driving while using a mobile, driving on drink/ drugs, and failing to wear a seatbelt.



Improvements for 2016/17

1. We will continue to deliver the actions outlined in our Road Safety Strategy. (12116)
2. We will invest in computer software to improve the quality of management information that we will use to target education, engineering or enforcement interventions. (12117)
3. We will work to reduce the number of people killed and seriously injured on the roads to meet the 40% reduction by 2020 (5.5.2.21)
4. We will work to reduce the number of motorcyclists killed and seriously injured on roads to meet the 25% reduction by 2020 (5.5.2.22)
5. We will work reduce the number of young people (aged 16-24) killed and seriously injured on roads to meet the 40% reduction by 2020 (5.5.2.23)

Outcome F: Carmarthenshire’s communities and environment are sustainable...

Carmarthenshire is known for its diverse communities and wonderful natural environment and we want to ensure that we develop sustainably so that everyone in the county is able to enjoy a better quality of life now and for generations to come.



Goals: (as agreed in the Integrated Community Strategy with partners)

- F1: Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions
- F2: Reducing waste and moving towards becoming a zero-waste county
- F3: Supporting opportunities for the building of economically viable and sustainable communities
- F4: Protect, enhance & conserve our natural & built environment & champion biodiversity in the County
- F5: Developing resilient and sustainable communities
- F6: Developing sustainable transport options
- F7: Ensuring the promotion of the Welsh language and Welsh culture

Our Key Improvement Objective Priority (KIOP) is:

Improving the highway infrastructure network to support further economic development and connectivity

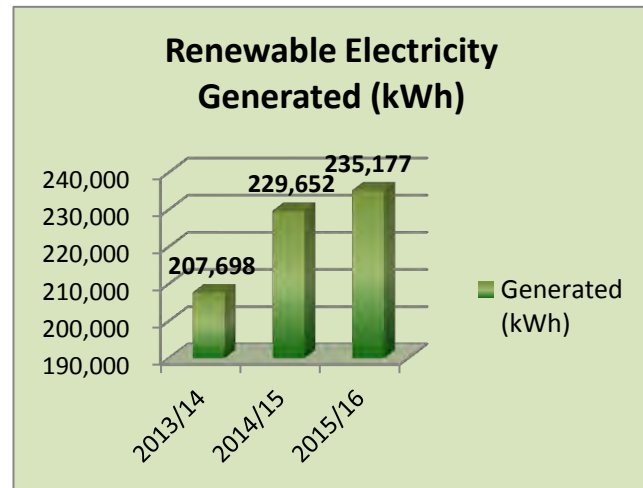
Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Increased rates of recycling	✓
Improved digital access	✓
Improved transport links	✓
Increased use of renewable energy	✓

Goal: F1 Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions

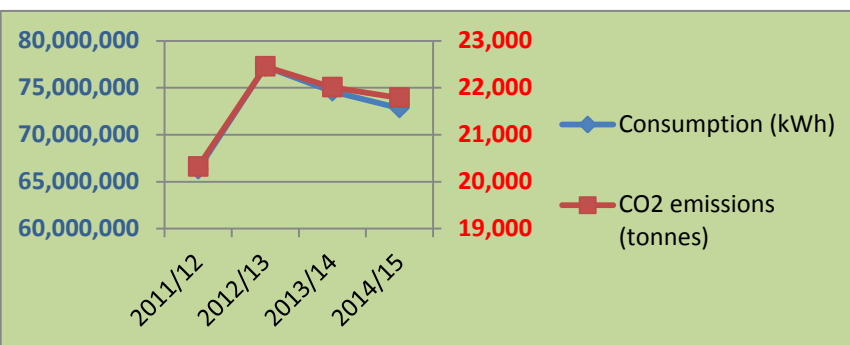
Our Review and Evaluation for 2015/16

We have continued to invest to reduce the level of emissions. The areas that have been focused on have been the reduction in the energy used in our building and offices, by investing in renewable energy schemes, like solar and biofuel boilers. This has led to an 11.3% increase overall since 2013/14 in the renewable electricity produced and **2.5+%** from last year. We have also successfully reduced our fleet vehicles and invested in more efficient vehicles that produce emissions that are cleaner. We have also invested in more efficient LED lighting, through our “Invest to Save” fund, that provides more efficient output and last longer.



How did we perform during 2015/16?

Since 2010, we have been a participant under the mandatory UK-wide Carbon Reduction Commitment (CRC) Energy Efficiency Scheme. As a consequence, it is required to purchase non-refundable allowances for each qualifying tonne of CO₂ arising from its energy consumption. In 2015/16 the Authority paid £390,000 under this scheme based on its 2014/15 emissions. The level of



‘tax’ levied for each tonne CO₂ emitted has increased annually from £12 (2013/14) per tonne of CO₂ to £16.40 (2014/15) per tonne.. Therefore, it is important for us to work towards reducing our carbon emissions. Increasing utility costs, plus associated penalties for carbon emissions, require delivery of ever more challenging energy efficiency programmes. To-

date, we have invested £2m in some 200 energy efficiency projects under the SALIX programme. These projects are projected to save £7m+ / 41,000 tonnes CO₂ over the lifetime of the installed technologies.

Key Measures of Success	2014/15	2015/16		
	Result	Result	Progress	% change
Council's non domestic public building stock				
Consumption (kWh)	72,821,595	Information is not available currently to ourselves (or other local Authorities), as it is dependent on our main energy supplier publishing the data		
Cost (£)	£4,228,683			
CO ₂ (tonnes)	21,787			
Street Lighting				
Consumption (kWh)	6,686,418	Information is not available currently to ourselves (or other local Authorities), as it is dependent on our main energy supplier publishing the data		
Cost (£)	£770,839			
CO ₂ (tonnes)	3,565			
Fleet Mileage				
Mileage (miles)	5,393,714	5,041,173	Improved	-6.54%
Cost (£)	£1,575,618	£1,268,768.64	Improved	-19.47%
CO ₂ (tonnes)	4,076	3,799	Improved	-6.80%
Business Mileage				
Mileage (miles)	5,157,277	4,562,876	Improved	-11.5%
Cost (£)	£2,167,066	£1,917,083	Improved	-11.5%
CO ₂ (tonnes)	1,541	1,363	Improved	-11.55%

Totals		
Consumption (kWh)	79,508,013	Information is not available currently to ourselves (or other local Authorities), as it is dependent on our main energy supplier publishing the data
Mileage	10,550,991	
CO ₂ (tonnes)	30,969	

Council's non domestic public building stock

- ✓ We have installed Pool Covers to reduce energy costs at Llanelli Leisure Centre, Amman Valley Leisure Centre, Llandovery Pool, Newcastle Emlyn Pool, and QE High school and Carmarthen Leisure Centre.
- ✓ We have invested in *SystemsLink* energy management software system in order to achieve better monitoring of energy consumption, a paperless billing systems and deliver efficiency savings.
- ✓ We have approved the inclusion of a £1.5m solar PV programme in the 2016/17 capital programme for completion by mid-year.
- ✓ We have opened the most eco friendly school in Wales that passes the stringent Passivhaus standard owing to its super energy efficiency features.
- ✓ We have used the Welsh Government's *Arbed* scheme to invest £3 million in making 320 homes in Carmarthenshire more energy efficient, by installing new boilers, external wall insulation to make homes more comfortable and cheaper to run.
- ✓ We reduced the percentage change in the average *Display Energy Certificate* (DEC) score within local authority public buildings over 1,000 square metres from TBC to TBC (CAM/037)
- ✓ We have continued to receive and determine applications for renewable energy projects, largely in the form of single wind turbines but also that of Brechfa West wind farm.
- ✓ We continued with our policy of integrating low and zero carbon technologies into major works projects , examples of which are the recently completed solar photovoltaics (PV) installations at Ysgol Bro Dinefwr , and Ysgol Carreg Hirfaen. Additionally we delivered the first fully accredited Passivhaus school building in Wales at Burry Port School.



Fleet Mileage

- ✓ We have reduced our fleet by 8.8% over the last three years. We have reduced our fuel consumption by 7.6% in 2015/16, with our overall fuel consumption having been reduced by 26% over the last four years. We used 538,103 litres less in 2015/16 than we did in 2008/9. Our fleet mileage has fallen from 5,393,714 in 2014/15 to 5,041.173 miles in 2016 and staff travel has been reduced by 594,401 miles since 2014/15

✓ We have reduce our operational fleet by in excess of the 2% target and as predicted reduced the amount of fuel used by 7.6% over 2015/16

- ✓ We have made progress with our fleet investment programme to improve efficiency. We ordered new fleet to the value of £5.3 million in 2015/16. The new fleet will carry the latest emission reduction technology.
- ✓ We reviewed our procurement strategy for light commercial vehicles to deliver revenue savings of £120,000 per annum revenue over the next three years.

How do we know we made a difference? / Is anyone better off?



Burry Port Community Primary School wins not just one, but three awards for its innovative, imaginative and eco-friendly design

We have continued to investigate, develop and encourage the “fabric first” approach in order to realise the potential for *reduced energy consumption* and servicing related issues on new build and major refurbishment schemes.

We are taking this approach in order to reinforce and inform future projects, so as to make a positive difference to the operational ratings, costs and as part

of the contribution to our obligations in reducing CO2 emissions, particularly when combined with sustainably and locally sourced raw materials. This resulted in the first fully accredited school building in Wales being delivered at Burry Port School. We are now developing two further schemes adopting the *Passivhaus* principles alongside the BREEAM Excellence requirements to meet grant funders requirements with the view of persuading them to consider the fabric first approach as the more sustainable option.

Improvements for 2016/17

1. We shall aim to show a positive change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres (CAM/037)
2. We will identify and deliver energy efficiency projects under SALIX programme. (12118)
3. We will deliver solar photovoltaic (PV) programme on Council non-domestic buildings – installations to be completed by 31st August 2016. (12120)
4. We will explore new, innovative energy efficiency initiatives e.g. extend trial of Ion boiler following on-going positive trial at the Quayside Centre - Measured quarterly by savings/reductions. (12121)
5. We will continue to procure more fuel efficient vehicles through our fleet replacement programme and reduce the current operational fleet by 2% over the Year. (12122)
6. We will re-launch our staff *Travelwise Workwise* guide to stimulate a further reduction in staff travel. (12123)

Goal: F2 Reducing waste and moving towards becoming a zero-waste county

Our Review and Evaluation for 2015/16

We currently meet our statutory 2019/20 landfill allowance targets

The waste agenda is arguably amongst the toughest of challenges facing the Authority as a result of recycling and landfill targets set by European legislation and the Welsh Government.

The residents say *recycling is important to them* and without their support it would be difficult to meet the challenge. Building on the success of previous years, we continue to promote recycling through our recycling officer, recycling team and neighbourhood recycling campaigns

Key Measures of success	2014/15		2015/16	
	Actual	Wales Avg	Actual	Progress
% of municipal wastes sent to landfill (WMT/004b)	18.11% ***	29.38%	5.24%	Improved
% of municipal waste collected by local authorities & prepared for reuse &/or recycled, including source segregated bio wastes that are composted or treated biologically in another way (WMT/009b)	59.61% ****	56.23%	63.35%	Improved

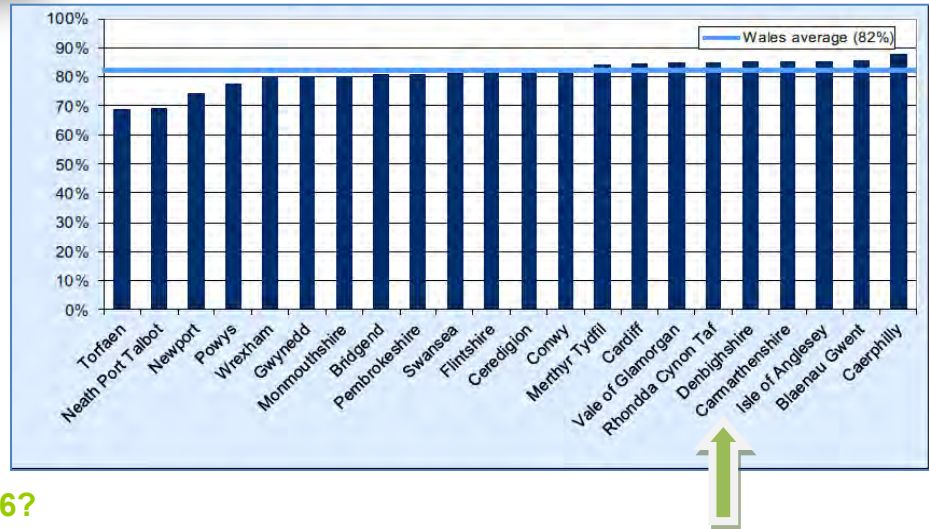
#1 There are 22 Councils in Wales (*= worse quartile (i.e. bottom five result) **** = best quartile (top 5 result). Comparative All Wales data for 2015/16 will be available in September 2016



Since 2003 when just 9.4% of our household rubbish was being recycled, we are now recycling 60% plus of the 78,000 tonnes of waste collected every year. By meeting the challenging recycling targets we have avoided paying huge financial penalties (approximately £160,000 for every 1% below the target).

Carmarthenshire citizens are satisfied with the recycling collection service.....

According to the [National Survey for Wales study 2014-15](#) **85%** of Carmarthenshire citizens are **satisfied** with the **recycling collection service** provided by the Council, this is above the Welsh average and in joint 3rd place

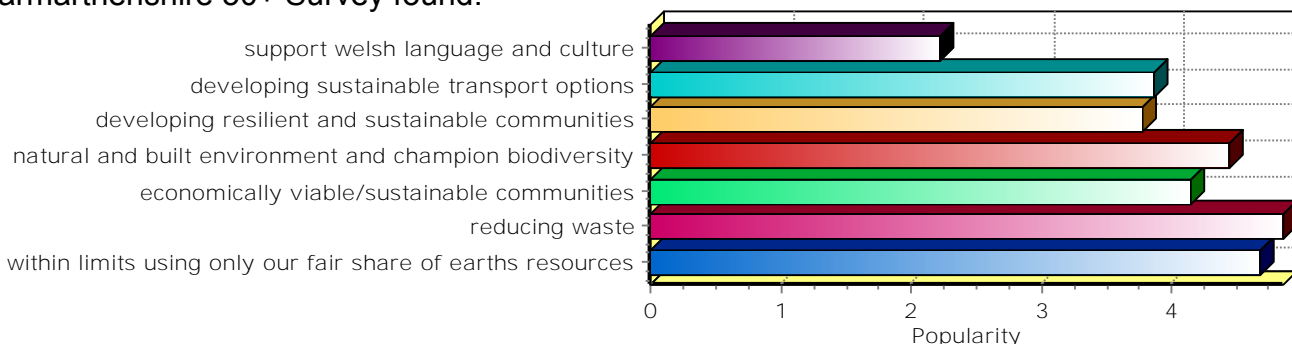


How did we perform during 2015/16?

- ✓ We have exceeded our target of 15% for the percentage of municipal wastes sent to landfill (WMT/004b) with a result of 5.24%
- ✓ We have significantly increased our performance for the diversion of waste from landfill, by the introduction of a residual waste treatment process in the previous year.
- ✓ We are reusing, recycling, composting or biologically treating more waste this year. 63% of waste is now being used in this way. (WMT/009b)
- ✓ We have arranged neighbourhood advice days throughout the year to answer residents questions on recycling. Residents could also take the opportunity to pick up Blue bags and new or replacement food bins from the recycling team.
- ✓ The 2014/15 Landfill Allowances Scheme (LAS) report has been released by Natural Resources Wales last October, which shows the county has also significantly reduced the amount of biodegradable municipal waste sent to landfill.
- ✓ The household participation rates still remain at approximately 80% for the blue bag recycling scheme and 40% for the food recycling scheme. A programme of door-step engagement activity has been successfully delivered throughout the year, with particular focus on the food waste recycling in terms of undertaking a bin liner trial involving 15,000 properties.
- ✓ We are investing in 28 refuse lorries that will provide a more efficient service and help us achieve our recycling targets.

How do we know we made a difference? / Is anyone better off?

Carmarthenshire 50+ Survey found:-



Improvements for 2016/17

1. We will aim to achieve 62% for the percentage of municipal waste collected and prepared for reuse and/or recycling, including source segregated biowastes that are composted or treated biologically in another way (WMT/009b)
2. We will retain a low level of municipal wastes sent to landfill at 10% or lower (WMT/004b)
3. We will maintain the percentage of local authority collected municipal waste prepared for reuse at 0.50% (WMT/010i)
4. We will aim to Recycle at least 43.50% of local authority collected municipal waste (WMT/010ii)
5. We will increase the percentage of municipal waste collected as source segregated biowastes and composted or treated biologically in another way from 17.67% to 18% (WMT/010iii)
6. We will continue to review existing household recycling participation rates to maximise landfill diversion and increase recycling. (12124)
7. We shall undertake a programme of door-stepping to advise and encourage householders to participate in our food and dry recycle schemes. (12125)

Goal: F4 Protect, enhance & conserve our natural & built environment & champion biodiversity in the County

Our Review and Evaluation for 2015/16

A healthy natural environment is a vital part of a sustainable, resilient and distinct Carmarthenshire.

How did we perform during 2015/16?

- ✓ A Council led partnership has received £43,000 from the Heritage Lottery Fund for a project that continues work on five bogs on commons near Brechfa and Llanfynydd. It will seek to explore the botanical history of the peat bogs, raise awareness of the important bog habitats and species, look at how humans used the sites in the past and take action to conserve these important habitats for the future.



Mynydd Mawr Marsh Fritillary Project - Work continues on a project developed to offset the impacts of development in the Cross Hands area on the habitat of the protected marsh fritillary butterfly. Contributions from planning applications are used to purchase or manage land within the butterfly's range. This year grazing has been established at sites and vital fencing and water supplies installed. At other sites habitat management has taken place so that grazing can start next year.

- ✓ **Coed Cymru** - Coed Cymru (CC) officers continue to give help and advice at a wide range of woodland sites including Glastir Woodlands schemes and sites with *Chalara* ash disease or *Phytophthora* larch disease. The WG's Nature Fund provided over £62,000 for work on 30 Soil and Water Management schemes across Carmarthenshire. We have created plans for this work, including for shelterbelts, hedgerow restoration, fencing riparian zones and improvement to farm buildings and yards to prevent dirty water polluting watercourses.
- ✓ Working with local ecologists, we have run or contributed to a series of training sessions on protected species. Officers and contractors had a session on the value of roadside verges habitats. Officers working on housing projects learnt about bats, and bridge engineers learnt about otters and bats in sessions that discussed developing new protocols for working. A local ecologist ran a session on dormice for other ecologists & land managers



How do we know we made a difference? / Is anyone better off?



HIS Royal Highness, The Prince of Wales visited Llanelli's Stebonheath Primary School to see how pupils are benefitting from **Dŵr Cymru's RainScape scheme**, which has been supported by ourselves.

Stebonheath Primary School has played a big part in the RainScape scheme, chosen as it is located at the heart of the £15million project. RainScape is the first scheme of its kind in the UK and has been designed to reduce the amount of rainwater entering public drainage systems by around 20 per cent, helping to reduce the risk of sewer flooding and pollution.

- ✓ Figures show that Carmarthenshire is in the top five performing local authorities in Wales for fly-tipping enforcement. The number of recorded fly-tipping incidents in the county fell from 1,438 in 2013/14 to 1,306 in 2014/15. Environmental enforcement officers carried out a total of 1208 investigations last year as well as 101 'duty of care' related inspections.

A number of projects have been delivered in Llanelli and Gowerton since 2014

- The school's playground was transformed with a £500,000 investment to provide a pond, a swale, trees and plants, planters, an outdoor educational area and water-saving water butts.
- The school used to generate 10,000m³ of storm water annually but the new playground removes around 3,000m³ from the sewer network, putting the water back into the natural water cycle through the new plants and trees.
- Addressing His Royal Highness and dignitaries, Mr Littler said: *"The impact the RainScape scheme has had on the school in particular has been significant. The children have benefitted from this greatly."*

Improvements for 2016/17

1. We will maintain the average time (calendar days) taken to remove dog fouling at 1.40 days or below (5.2.2.19)
2. We will maintain a high level of reported fly tipping incidents cleared within 5 working days to at least 98.63% (STS/006)
3. We will maintain a high level of highways and relevant land inspected of a high or acceptable standard of cleanliness at 92% (STS/005b)
4. We shall maintain a high level of cleanliness of our highways based on the Keep Wales Tidy and Cleanliness Index inspections to at least 67% (STS/005a)
5. We will work toward providing and managing through agreement, and where appropriate land acquisition, of suitable habitat for marsh fritillary butterfly through the Caeau Mynydd Mawr Special Area of Conservation project. (12126)

Goal: F6 Developing sustainable transport options

Our Review and Evaluation for 2015/16

In facilitating the safe movement of goods and people, we have delivered a mix of transport interventions. Our [Local Transport Plan](#) reinforces our commitment to sustainable travel and road safety.

We continue to encourage and support sustainable methods of transport in the county to help stimulate a reduction in carbon emissions associated with private car use. We are investing in the *highway infrastructure* to reduce congestion including the construction of key link roads and the improvement of *cycling and walking paths* to encourage a healthier lifestyle and to stimulate a reduction in the number of short car journeys.



We also continue to invest in the *public transport* system. The public transport system supports journeys for those without access to a car and also provides an option to the motorcar for day time travel. The public transport network also assists town centre economies as people travel into town for employment, retail, leisure and social need. It is part of the mix of transport options required in all town centres to help minimise congestion and reduce emissions.

How did we perform during 2015/16?

Highway Infrastructure Development

- ✓ We have and continue to develop transport links that support economic development and sustainability. During 2015/16 construction of the Carmarthen west link road commenced with a target date for completion by early 2017. Phase 1b of the Cross Hands Economic Link Road to improve access at the Strategic Employment site was completed and a planning application has been submitted for Phase 2 of the scheme.
- ✓ We have constructed new shared use footways/cycleways at: Llangennech to Dafen to promote access to employment sites, and the Pembrey canal route through to Kidwelly was extended to support tourism and leisure trips. We have also completed the long standing Amman Valley Cycleway scheme in Carmarthenshire along with the Cwmffrwd to Pibwrlwyd scheme in Carmarthen
- ✓ We resurfaced 27.98 Kilometres of highway carriageway, refurbished 9 bridges and culverts during the year and we continue to maintain 3,417 km of local highway network against a backdrop of a reducing resource.
- ✗ Carmarthenshire's comparative Local Authority Performance results on the % of A+B+C roads that are in poor condition are amongst the worst in Wales, although currently improving

Road Safety Parking and Traffic Management

Also see [Outcome: People who live work and visit Carmarthenshire are safe and feel safer / Goal E6: Reducing speeding and road traffic accidents](#)

Passenger Transport

- ✓ We secured funding to extend the Bwcabus demand responsive bus service. Bwcabus continues to reverse the trend on declining bus patronage. We have worked together with the bus operators and the Wales Government to provide and sustain the network.

For example, we have designed and implemented the new Carmarthen to Aberystwyth Traws Cymru strategic service and secured funding to deliver it.

- ✓ We have and continue to work with the Hywel Dda University Health Board to develop public and community transport services to assist with pressure on non emergency patient transport. A pilot scheme was introduced to link the Bwcabus service to provide journeys to surgeries; our SA48 project has begun to channel more journeys onto public transport. We are also working with the Royal Volunteer Service to develop the Country Cars service.
- ✓ We have continued to support the delivery of the Modernising Education Programme. In 2015/16 our school transport network was successfully redesigned to support the reorganisation of secondary education in the former Dinefwr area as the new Ysgol Bro Dinefwr campus opened.

Fleet

Also see **Goal F1: Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions**

Consultation

We have undertaken extensive consultation with the public on how we should prioritise service delivery as revenue budgets are reduced. People place a high value on Transportation and Highway Services and expressed high levels of support for the County Council to provide those services. People identified the correlation between a functioning transport network and the local economy. Where service reductions were proposed people were concerned about the extent and impact of revenue reductions; for example:

There were concerns about how reductions in budgets combined with a growth in traffic and more adverse weather could impact on public safety, particularly in rural areas. The feedback suggested that there is a need to retain an emphasis on prevention, as reactive interventions will cost more. Some Community Councils suggested they could assist by prioritising local works. The wider range of stakeholders suggested some changes to the level of signage, traffic calming, grass cutting and the need to incentivise public transport.

The Carmarthenshire Rural Poverty Study identified Transport as the artery of rural Carmarthenshire: there was recognition from survey respondents and organisations that improvements in transport would bring about social and economic opportunities.

There have been a number of budget reductions for the highways over the past few years. Further proposals to make the required overall Council savings were proposed but were strongly opposed in budget consultation with the public and elected members. In addition, one of the **Key themes** from the public consultation was the “*correlation between functioning transport network and the local economy*”

In our 2014 survey on satisfaction with services and the importance of services - *Road Maintenance and Repairs* were identified as one of the highest importance with low satisfaction.

Importance and Satisfaction with Services Survey

Importance ↑	High Importance/Low Satisfaction <ul style="list-style-type: none"> • Road Maintenance and Repairs • Public Conveniences • Clubs and facilities for young people 	High Importance/High Satisfaction <ul style="list-style-type: none"> • Refuse collection • Recycling • Primary and secondary education
	Low importance/Low Satisfaction <ul style="list-style-type: none"> • Planning services • Playgrounds • Adult education 	Low Importance/High Satisfaction <ul style="list-style-type: none"> • Countryside access • Theatres, art galleries • Festivals and events
Satisfaction →		

Improving the highway infrastructure network to support further economic development and connectivity has been identified as a Key Improvement Objective Priority for 2016/17, because:-

- A functioning transport and highway network is fundamental to the safe and sustainable movement of goods and people in a modern successful economy.
- In delivering this goal we will deliver a number of interventions to support economic development



KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)

We will improve the highway infrastructure network to support further economic development and connectivity

Transportation and Highways play a key role in sustaining our communities

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.

Our highway network is the second largest in Wales covering 3,343 Kilometres, more than double the Welsh average of 1,566 Kilometres. It covers 16 million square metres of carriageway. It also has the second largest length of Class 1 roads in Wales, second only to Gwynedd.

In facilitating the safe movement of goods and people, we work with a range of key stakeholders to deliver the priorities set out in the Local Transport Plan and our Capital Investment Plan. We will move forward with the development of new highway infrastructure at Carmarthen West, Cross Hands and Ammanford and continue to develop key walking and cycling linkages at Llanelli, the Towy Valley and Carmarthen.

The Highway Services revenue budget for 2015-16 is circa £8.1million and the Capital budget for highways, bridges and culverts is £2.15 million. The investment will help us improve the overall condition of the highway and deliver a reduction in the overall percentage of roads in a poor condition.

Our performance over the last two years is set out below:

Key Measures of Success	2014/15		2015/16	
	Actual	Welsh Average	Actual	Actual Progress
Percentage of Condition of Principal (A) roads that are in overall poor condition (THS/011a)	4.3%	4.1%	4.6%	Declined
Percentage of Non-principal/classified (B) roads that are in overall poor condition (THS/011b)	3.6%	5.0%	4.0%	Declined
Percentage of Non-principal/classified (C) roads that are in overall poor condition (THS/011c)	15.6%	17.2%	13.7%	Improved
NB Huge percentage of C class roads means that.....				
The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition (THS/012)	11.9%	11.9%	10.7%	Improved
The percentage of adults aged 60+ who hold a concessionary travel pass (THS/007)	81.5%	86.8%	80.6%	Declined

Why this is important

The provision of transportation and highway infrastructure plays an important role in supporting our national and local economy, facilitating the expeditious movement of traffic supports competitiveness of the economy and with the mix of infrastructure developments helps deliver improvements in health and well being.

Transportation and highway services have a key role to play in linking people to services, access to employment opportunities, health and education, retail and leisure.

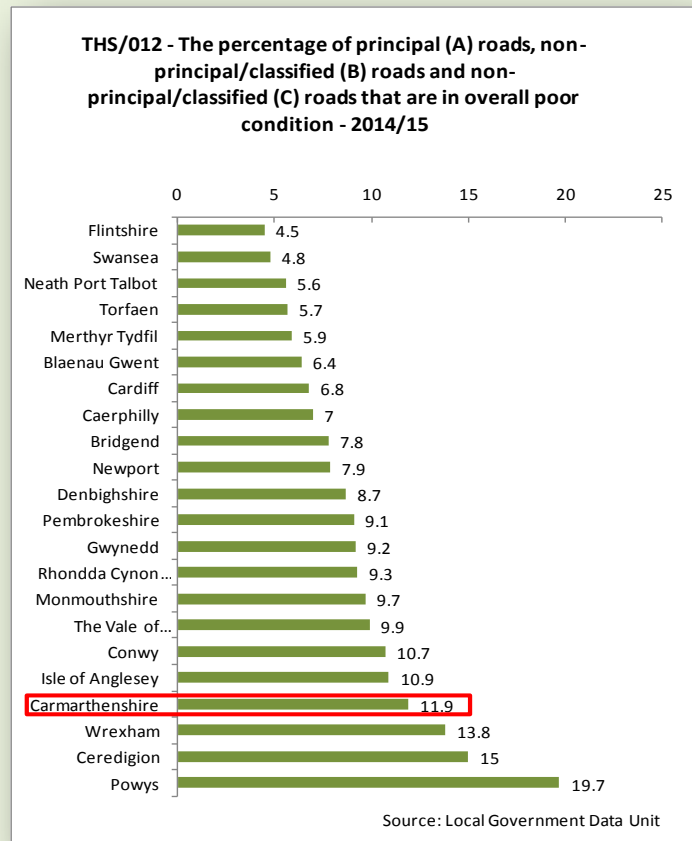
How do we compare with others

Carmarthenshire has the 4th worst roads in poor condition.

(Source: Local Authority Service Performance 2014/15)

The condition of our roads was ranked 19th out of 22 across Wales in 2014/15. The overall performance has improved in 2015/16.

The 2015/16 all Wales comparative data will be available in September 2016.



Is anyone better off?

Transport Infrastructure

Highways

- Our investment into the infrastructure has facilitated economic development at Cross Hands, the commencement of Carmarthen West Link Road will deliver mixed development and bring S4C to Carmarthen in 2018, bringing additional employment opportunities. During 2015/16 we resurfaced 27.98 kilometres of highway.

Passenger Transport

- The uptake of concessionary bus passes is still seeing a high uptake at 80.6% of the 60+ population of Carmarthenshire, against a backdrop of a reduction in funding and consequently services. We continue to work together with the bus operators, our neighbouring authorities and the Wales Government to provide and sustain the public network as much as possible.
- We have continued to support the delivery of the Modernising Education Programme. In 2015/16 our school transport network was successfully redesigned to support the reorganisation of secondary education in the former Dinefwr area as the new Ysgol Bro Dinefwr campus opened.

You said

We did

You wanted more reassurances when sending your children to school with Passenger Assistants.

The Passenger Transport section has reminded all transport contractors of the need to inform parents or guardians of any changes to travel arrangements and reminded all Passenger Assistants that personal identification must be worn at all times and shown upon request.

How we plan to achieve the KIOP this Year

What we will improve & how we will measure success	2016/17
	Targets
Road Maintenance & Infrastructure	
We will develop and implement a highway network hierarchy consistent with the National Code of Practice for Highways to improve our management of the highway asset. (12127)	March 2017
We will invest £2.125 million of capital to improve the condition of our highways, bridges and culverts. (12128)	March 2017
We will reduce the % of Principal (A) roads that are in overall poor condition (THS/011a) (2015/16 Result -4.6%)	4.0%
We will minimise the % of Non-principal/classified (B) roads that are in overall poor condition (THS/011b) (2015/16 Result -4.0%)	4.0%
We will reduce the % of Non-principal/classified (C) roads that are in overall poor condition (THS/011c) (2015/16 Result -13.7%)	12.0%
Percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition (THS/012) - From 10.7% for 2015/16	9.5%
We will continue to invest in strategic transport infrastructure links to support economic development, by: <ul style="list-style-type: none"> Continuing with the construction of the Carmarthen West Link Road to support the relocation of S4C and facilitate mixed development. (12129) Taking forward Phase 2 of the Cross Hands Economic Link Road and secure planning permission for the scheme in 2016/17. (12130) Commencing work on improving the highway infrastructure at Ammanford to improve traffic flow and reduce congestion. (12131) 	March 2017 March 2017 March 2017
We will continue to press the Wales Government to deliver the Llandeilo By Pass road scheme. (12132)	March 2017
Cycleways	
We will complete the Llangennech to Dafen footway and cyclepath and commence work on our flagship Towy Valley Cycleway project to improve connectivity and to encourage more sustainable forms of travel. (12133)	March 2017
Passenger Transport	
We will continue to support the delivery of the Modernising Education Programme - redesigning networks to facilitate the movement of pupils as set out in our home to school transport policy. (12134)	March 2017
We will aim for at least 79% of adults aged 60+ to hold a concessionary travel pass (THS/007)	79%

How do we know we made a difference? / Is anyone better off?

We have started to improve over 20kms of footpaths across the country as part of *The Rights of Way Improvement Plan Funding Programme*. The investment of £55 thousand will make paths more accessible to walkers and will include new signage, bridging and surfacing with links to the Wales Coast path in Llangain. The Welsh Government project is managed by Natural Resources Wales and implemented by our countryside team. The project has also included the revision and updating of 5 County Walk leaflets covering Llwynwormwood, Llansteffan, Drefach Velindre, Cwmdru and Llandoverly.



Goal: F7 Ensuring the promotion of the Welsh language and Welsh culture**Our Review and Evaluation for 2015/16**

Our Leisure Services play a key role in providing opportunities for people to take part in physical activity. They also play a key role in mainstreaming the Welsh language and ensuring that people can take part in a naturally bilingual environment.

Safonau Iaith Cyngor Sir Gâr
Carmarthenshire County Council
Welsh Language Standards



Following feedback from our customers and with the implementation of the Welsh language Standards, the Leisure and Culture division followed a series of Language & Customer Care Awareness sessions,

which provided staff with an opportunity to look at current practices and to set goals for future provision.

Below is the initial feedback from staff members who took part:

- *Think very differently - not in a 'policy' way but in a practical customer focussed way.*
- *It has made me more relaxed about Welsh. Also to practice my Welsh.*
- *The basic need to consider and evaluate our current customer service provision in Carmarthenshire and perhaps our customer demographic and the importance of communicating & supporting their values through the medium of Welsh.*
- *It's made me realise that any level of Welsh spoken is very important to how people in Wales perceive the business/organisation.*
- *Realisation that Welsh speaking staff can improve the customer experience. Integral part of good customer service.*
- *True bilingualism & how that might be embedded within service delivery.*

How did we perform during 2015/16?

- ✓ Every student who sat the Welsh for Adults examinations in Carmarthenshire this year was successful. A 100% pass rate has been announced for all three levels - Mynediad, Sylfaen and Canolradd.
- ✓ We will continue to monitor identified considerations in relation to the implementation of policy in respect of the Welsh language and culture and the implications of the emerging Planning Bill and any subsequent secondary legislation. The service contributes to the Welsh Language Members Advisory Panel in considering the role of Planning in the Welsh language.
- ✓ The Planning (Wales) Act 2015 received Royal Assent in July 2015, with secondary legislation and guidance released by Welsh Government for consultation (specifically Technical Advice Note 20 on Planning and the Welsh Language). Further guidance is expected next year once results of the TAN 20 consultation have been processed by Welsh Government.

**Improvements for 2016/17**

1. We will develop and publish a Welsh Language Promotion Strategy (12135)
2. We will monitor identified considerations in relation of policy in respect of the Welsh language and culture, and the implications of the Planning Wales Act 2015, and any subsequent secondary legislation. (12136)

Appendix A

This report only shows the measures relevant to Environment & Public Protection Scrutiny

There is a suite of **National measures** for all council's in Wales, where we are required to collect them, to set performance targets and publish both our target and performance in our Annual Report/Improvement Plan

There are two main ways of measuring improvement:-

- Year on year improvement – shown under 'A' in the table below
- How we compare with other Authorities in Wales – shown under 'B' in the table below – the majority of the comparative data is for 2014/15 other than some of the Education data which is for 2015/16 and marked with #. All 2015/16 results for all Welsh Authorities, will be published by the Local Government Data Unit in September 2016.

A			B																							
The 41 measures published by all councils in Wales and our results for 2015/16 and whether they have improved on 2014/15			How our results rank compared to 21 authorities in Wales and our change in position																							
	Our 2015/16 result and change		22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
			Worst results										Best Results													
			Arrows start from our 2013/14 position to our 2014/15 position																							
People in Carmarthenshire are healthier																										
3	% Food premises broadly compliant with standards (PPN/009)	94.98	↑																							
Carmarthenshire's communities and environment are sustainable																										
35	% Change in average Display Energy Certificate score (CAM/037)	TBC		New measure for 2015/16 therefore no comparative data available																						
36	% Highways inspected for high/acceptable standard (STS/005b)	98.9	↓																							
37	% Municipal wastes sent to landfill (WMT/004b)	5.24	↑																							
38	% Municipal waste reused, recycled or composted (WMT/009b)	63.35	↑																							
39	% Reported fly tipping cleared in 5 working days (STS/006)	87.24	↓																							
40	% Adults aged 60+ with a concessionary travel pass (THS/007)	80.6	↓																							
41	% (A) (B) & (C) roads that are in poor condition (THS/012)	10.7	↑																							

Appendix B

The following tables provide detailed measure by measure profiles for performance measures that are measured by all Councils in Wales

Reference Number:
3 letters = Nationally set measure (e.g. SCA/001)
Definition: What we are measuring?
A brief description of the performance measure

How did we perform during 2014/15?

The minimum performance level required to be amongst the top 5 Welsh councils

Is the 2016/17 performance target set to improve on the 2015/16 result?
✓ (Yes) or ✗ (No)

Our final result for 2015/16

A comparison between our 2014/15 result, and our 2015/16 performance. Did we improve?
▲(Yes) or ▼(No)

How does our result compare with other Local Authorities?
* Worst Quartile to
**** Best Quartile

Our Key Measures of success – 2015/16 results and targets for 2016/17										
Definition / Measure Reference	How well have we done? 2014/15	How well are we doing?							Improvement	
		See explanation of performance				All Wales Comparative Info.				
	2015/16	2015/16		2015/16		2015/16		2016/17		
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	Target Set	Target Set to improve against Actual Result ✓ or ✗
Key measure(s)										
SCA/001 The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6.18	5.77	4.69	☺	▲	TBC	TBC	TBC	4.51	✓
An explanation of performance is provided here when off target, poor comparative performance and/or future target has not been set to improve.										

Our target set for 2015/16

Did we meet our 2015/16 Target?
☺ (Yes) or ☹ (No)

The mid range performance within Wales (only applies to National measures) these will be available in September 2016

Our 2016/17 performance target

APPENDIX B

Performance measures that are measured by all Councils in Wales for 2015/16

2015/16 results and targets for 2016/17

	How well have we done?	How well are we doing?							Improvement		
		See explanation of performance				All Wales Comparative Info.					
Definition / Measure Reference	2014/15	2015/16							2016/17		Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	Target Set	Target Set to improve against Actual Result ✓ or ✗	
3 PPN/009 (PAM) The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.16%	93.00%	94.98%	☺	▲	TBC	TBC	TBC	93.00%	✗	People in Carmarthenshire are Healthier
	Despite being on target and showing an improvement for 2015/16 the target for 2016/17 of 93% has not been set to improve and is deemed to be reflective of a transient business sector. Compliance level is based on individual business performance and as such is not reflective of Local Authority input. A 7% non broadly compliant figure is set aside to account for failing premises, which will become a primary focus for Local Authority intervention with a main aim of ensuring future progressive compliance, which can only be assessed and reflected at the next programmed inspection. (normally spanning a separate financial year). Regular monitoring of performance will continue throughout the year, working with Food Business Operators to achieve as high a standard as possible.										
35 CAM/037 (PAM) The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	7.2%	1.1%	TBC			TBC	TBC	TBC	TBC		Carmarthenshire's communities and environment are sustainable
	Awaiting result - should be available early June										
36 STS/005b (PAM) The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	99.2%	92.0%	98.9%	☺	▼	TBC	TBC	TBC	92.0%	✗	Carmarthenshire's communities and environment are sustainable
	Despite the 2015/16 being well above the target it has shown a reduction in performance therefore the 2016/17 target has been set to reduce as the service has to make further significant savings.										
37 WMT/004b (NSI) & (PAM) % of municipal wastes sent to landfill	18.11%	15.00%	5.24%	☺	▲	TBC	TBC	TBC	10.00%	✗	Carmarthenshire's communities and environment are sustainable
	The 2016/17 target reflects the fact that we are current meeting our 2019/20 statutory target and the fact that the cost of residual waste treatment in future could be prohibitive. We will endeavour to meet our statutory target, whilst remaining within budget.										
38 WMT/009b (NSI) & (PAM) % of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	59.61%	60.00%	63.35%	☺	▲	TBC	TBC	TBC	62.00%	✗	Carmarthenshire's communities and environment are sustainable
	The significant increase in performance for the diversion of waste from landfill during 2015/16 was achieved through the introduction of a residual waste treatment process in the previous year. We currently meet our statutory 2019/20 landfill allowance targets. The overall recycling target of 62% reflects the phased waste strategy target plan for achieving the 70% statutory recycling target by 2025. We will endeavour to work towards targets set in our waste strategy, whilst remaining within budget.										

APPENDIX B

Definition / Measure Reference	2014/15	2015/16							2016/17		Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	Target Set	Target Set to improve against Actual Result ✓ or ✗	
39 STS/006 (NSI) The percentage of reported fly tipping incidents cleared within 5 working days	98.70%	98.63%	87.24%	☹	▼	TBC	TBC	TBC	98.63%	✓	Carmarthenshire's communities and environment are sustainable
	Vehicle breakdowns and staff shortages due to sickness in the last quarter of the year has made it challenging to provide the resources to remove fly tipping. This has caused a backlog of around 2 weeks before the materials were removed, therefore, impacting on the end of year result.										
40 THS/007 (NSI) The percentage of adults aged 60+ who hold a concessionary travel pass	81.5%	79.0%	80.6%	☺	▼	TBC	TBC	TBC	79.0%	✗	Carmarthenshire's communities and environment are sustainable
	The 2016/17 target as been set lower than 2015/16 result as ongoing reduction of bus services offered will impact on the likely 2016/17 take up of concessionary pass.										
41 THS/012 (PAM) The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	11.9%	11.9%	10.7%	☺	▲	TBC	TBC	TBC	9.5%	✓	Carmarthenshire's communities and environment are sustainable
	The additional Local Government Borrowing Initiative (LGBI) funding over recent years can be seen to make a direct impact on improving condition of our A,B,C road network. Whilst the combined figure at 10.7% is still above the 2008 level of 7.1%, the latest figures are below the peak in 2012/13 at 17.2% showing a reversal of the general trend i.e. a decrease in the overall % (red) in poor condition. The LGBI investment in Carmarthenshire was primarily targeted at A&B roads however recent investment in Class C roads would appear to have assisted with a recovery from 21.8% in 2012-13 to 13.7% in 2015-16. However this figure is significantly higher than target level of around 9.7% and significant investment is required to make further improvement. There has also been a corresponding marginal decline in the combined figure for Class A/B from 3.9% (2014-15) to 4.25% (2015-16).										