

DYDD GWENER, 25 TACHWEDD 2022

AT: HOLL AELODAU Y PWYLLGOR CRAFFU ADDYSG, POBL IFANC A'R GYMRAEG

YR WYF DRWY HYN YN EICH GALW I FYNYCHU CYFARFOD O'R **PWYLLGOR CRAFFU ADDYSG, POBL IFANC A'R GYMRAEG** A GYNHELIR YN Y SIAMBR, NEUADD Y SIR, CAERFYRDDIN. SA31 1SP AC O BELL AM 2.00 YP AR DYDD IAU, 1AF RHAGFYR, 2022 ER MWYN CYFLAWNI'R MATERION A AMLINELLIR AR YR AGENDA SYDD YNGHLWM

Wendy Walters

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Cyng. Liam Bowen
Cyng. Kim Broom
Cyng. Llinos Mai Davies
Cyng. Peter Hughes Griffiths
Cyng. Betsan Jones
Cyng. Jean Lewis

GRŴP LLAFUR - 4 Aelod

Cyng. Lewis Davies
Cyng. Dot Jones
Cyng. Edward Skinner
Cyng. Michael Thomas

GRŴP ANNIBYNNOL - 1 Aelod

Cyng. Sue Allen

HEB GYSYLLTIAD 1 Aelod

Cyng. Sean Rees

AELOD AU ANETHOLEDIG SYDD Â PHLEIDLAIS - 2

Vera Kenny
Y Parch. Delyth Richards

Yr Eglwys Gatholig Rufeini
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RHIANT LYWODRAETHWYR SYDD Â PHLEIDLAIS - 3

Deborah Elias
Anthony Enoch
Felicity Healey-Benson

Cynrychiolwr Rhiant Lywodraethwr -
Ardal 1 - Dinefwr
Cynrychiolwr Rhiant Lywodraethwr -
Ardal 2 - Caerfyrddin
Cynrychiolwr Rhiant Lywodraethwr -
Ardal 3 - Llanelli

AGENDA

1. YMDDIHEURIADAU AM ABSENOLDEB
2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW CHWIPIAU PLEIDIAU A RODDIR MEWN YMATEB I UNRHYW EITEM AR YR AGENDA.
3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)
4. CYNLLUN CYFIAWNDER IEUENCTID SIR GAERFYRDDIN 2022/2023 5 - 62
5. ADRODDIAD BLYNYDDOL CYNGOR SIR CAERFYRDDIN AR GYFER 2021/22 63 - 296
6. EGLURHAD AM BEIDIO Â CHYFLWYNO ADRODDIAD CRAFFU 297 - 302
7. EITEMAU AR GYFER Y DYFODOL 303 - 328
8. LLOFNODI YN GOFNOD CYWIR COFNODION Y CYFARFOD A GYNHALIWYD AR 06 HYDREF 2022 329 - 334

Mae'r dudalen hon yn wag yn fwriadol

Eitem Rhif 4 PWYLLGOR CRAFFU ADDYSG, POBL IFANC A'R GYMRAEG

01/12/22

CYNLLUN CYFIAWNDER IEUENCTID SIR GAERFYRDDIN 2022/2023

Pwrpas:

I dderbyn y Cynllun Cyfiawnder Ieuenctid blynyddol 2022/23.

Adolygu ac asesu'r wybodaeth sydd yn yr Adroddiad a darparu unrhyw argymhellion, sylwadau, neu gyngor i'r Aelod Cabinet a/neu'r Cyfarwyddwr cyn i'r Cabinet ystyried yr adroddiad.

Gofynnir i'r Pwyllgor Craffu:

Adolygu ac asesu'r wybodaeth sydd yn yr Adroddiad a darparu unrhyw argymhellion, sylwadau, neu gyngor i'r Aelod Cabinet a/neu'r Cyfarwyddwr cyn i'r Cabinet ystyried yr adroddiad.

Y Rhesymau:

Cafodd Timau Troseddau Ieuenctid (a adwaenir yn Sir Gaerfyrddin fel y 'Tîm Cyfiawnder Ieuenctid') eu sefydlu gan Ddeddf Trosedd ac Anhrefn 1998 gyda'r bwriad datganedig o leihau'r risg y gallai pobl ifanc droseddu ac ail-droseddu. Partneriaeth statudol, amlddisgyblaethol yw Tîm Cyfiawnder Ieuenctid Sir Gâr sy'n cael ei chydlynu gan yr Awdurdod Lleol. Cynhelir llywodraethiant yn lleol, gan Fwrdd Rheoli sy'n cynnwys partneriaid allweddol, ac yn genedlaethol, gan Fwrdd Cyfiawnder Ieuenctid Cymru a Lloegr, sy'n rhan o'r Weinyddiaeth Gyfiawnder.

Mae cynhyrchu Cynllun Cyfiawnder Ieuenctid yn ddyletswydd statudol ar Awdurdod Lleol (Rhan 3; s40) o Ddeddf Trosedd ac Anhrefn 1998. Felly, mae'r Cynllun hwn yn cael ei gymeradwyo gan y Bwrdd Rheoli Lleol, a gyflwynir ym Mhwyllgor Addysg a Chraffu Plant yr Awdurdod Lleol ac ym Mwrdd Iechyd Prifysgol Hywel Dda.

Fe'i cyflwynir yn ffurfiol i Fwrdd Cyfiawnder Ieuenctid Cymru a Lloegr fel gofyniad statudol. Caiff ei gyflwyno i Gymunedau Teg a Diogel a'i gyflwyno i'r Comisiynydd Heddlu a Throsedd.

YR AELOD O'R CABINET SY'N GYFRIFOL AM Y PORTFFOLIO:- Y Cyngorydd Glynog Davies, Aelod Cabinet dros Addysg a'r Gymraeg

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EXECUTIVE SUMMARY
EDUCATION, YOUNG PEOPLE AND THE WELSH LANGUAGE
SCRUTINY COMMITTEE

01/12/22

CARMARTHENSHIRE YOUTH JUSTICE PLAN 2022-2023

SUMMARY OF PURPOSE OF REPORT.

The Youth Justice Plan for 2022/23 was signed off by the Local Management Board before submission to the Youth Justice Board on 30/6/22.

The Youth Justice Plan provides for a 'look back' at 2021/2022; it also requires the setting of priorities and improvement planning for 2022/23.

Despite the challenges presented by COVID-19, the Youth Justice Team has shown great resilience, innovation and creativity in the delivery of services to children, young people and families in the last year. Critical responsibilities such as performing Appropriate Adult duties and attendance at court (including weekend court) have continued throughout the entire period. Indeed, there has been great multi-agency partnership working across criminal justice agencies in Wales to keep business moving through the system. Collaborative practice in Wales needs to be celebrated. Referral Order Panels and Bureau Panels were re-instated on a face-to-face basis as soon as guidance allowed, as were home visits and other key activities.

In the period several achievements were attained, such as the achievement of the Silver Youth Work Quality Mark Award and the renewal of the Bronze Award. The Youth Justice Team also won a Hwb Doeth Award for innovative practice linked to a reparation project.

Youth Justice Team Priorities strategically align with key strategy and policy across Wales and England. There is a strategic requirement to deliver a Child First youth justice system, and the Youth Justice Team must demonstrate how it delivers in accordance with these principles.


The Youth Justice Plan contains a detailed performance report which covers prevention right through to statutory orders. Performance against the Youth Justice Board Key Performance Indicators remained very strong. A great deal of attention is given to constantly improving services delivered and/ or maintaining high standards.

DETAILED REPORT ATTACHED?	YES
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Signed:



Head of Strategy and Learner Support

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NONE	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

The production of a Youth Justice Plan is a statutory duty of the Local Authority (Part 3; s40) of the Crime and Disorder Act 1998. Therefore, this Plan is approved by the Local Management Board, presented at the Local Authority's Education and Children's Scrutiny Committee and at the Hywel Dda University Health Board. It is formally submitted to the Youth Justice Board for England and Wales as a statutory requirement. It is reported to Fair and Safe Communities and submitted to the Police and Crime Commissioner.

**CABINET MEMBER PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

YES

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report: THERE ARE NONE

Mae'r dudalen hon yn wag yn fwriadol

Carmarthenshire Youth Justice Plan 2022 – 2023

Service	Youth Justice Team, Carmarthenshire Youth Support Service
Service Manager/ Lead	Gill Adams
Chair of YJS Board	Jake Morgan



NATIONAL
PROBATION
SERVICE



Contents	Page Number
1. Introduction, vision and strategy	3 - 12
2. Local context	12 - 13
3. Child First	13 - 15
4. Voice of the child	15
5. Governance, leadership and partnership arrangements	16 - 17
6. Resources and services	18
7. Progress on previous plan	19 - 30
8. Performance and priorities	30 - 37
9. Standards for children in the youth justice system	37 - 38
10. Challenges, risks and issues	38
11. Service improvement plan	38 - 41
12. Evidence-based practice and innovation	41
13. Looking forward	42
14. Sign off, submission and approval	42
Appendix 1 - Full Board Membership; Leadership and Governance Arrangements; Record of Attendance at Management Board Meetings; Dates and Agenda Content of Management Board Meetings	43 - 47
Appendix 2 - Service Structure Charts	48 - 52
Appendix 3 - Common Youth Justice Terms	53 - 54

1. Introduction, Vision and Strategy

Foreword from Jake Morgan, Chair of Carmarthenshire Youth Justice Management Board



As Chair of Carmarthenshire Youth Justice Management Board, I am very pleased to present the Youth Justice Plan for 2022/23. This plan has been designed in line with the recently published *Youth Justice Plans: YJB Practice Guidance (March 2022)* and the *Youth Justice Blueprint*, and it provides an opportunity to review our performance and developments over the last year, as well as plan for the forthcoming year. It sits alongside other key local partnership plans, such as: the Public Services Board's *Carmarthenshire Well-being Plan (2018-23)*; the *Dyfed-Powys Police and Crime Plan 2021-25*; the Local Criminal Justice Board Plan; Carmarthenshire Education and Children's Services' *10-year Departmental Strategy*; and the Curriculum and Well-being Divisional Plan.

The delivery of youth justice services in Carmarthenshire is based upon the guiding principles of a Child First youth justice system as set out below:

- Prioritise the best interests of children, recognising their particular needs, capacities, rights and potential. All work is child-focused, developmentally informed, acknowledges structural barriers and meets responsibilities towards children.
- Promote children's individual strengths and capacities to develop their pro-social identity for sustainable desistance, leading to safer communities and fewer victims. All work is constructive and future-focused, built on supportive relationships that empower children to fulfil their potential and make positive contributions to society.
- Encourage children's active participation, engagement and wider social inclusion. All work is a meaningful collaboration with children and their carers.
- Promote a childhood removed from the justice system, using pre-emptive prevention, diversion and minimal intervention. All work minimises criminogenic stigma from contact with the system.

The Youth Justice Team has a critical role to play in protecting the wellbeing, safety and welfare of children so that they and their families are supported to receive the right help at the right time. A number of guiding principles support our approach to safeguarding, and these include ensuring that:

- The best interests of the child are a key consideration in decisions taken.
- Safeguarding is everyone's responsibility; children's safety is of paramount importance. This is collectively understood and the expectation for everyone to contribute to keeping children safe is clear.
- Safeguarding is actively supported using our monitoring and good practice functions to promote continuous learning, support the prevention of harm and promote well-being.
- We listen to children's views about what they need to be kept safe.
- Information sharing supports timely and appropriate decision making that is based on individual needs, prevents harm and supports wellbeing.
- No child or group of children is treated any less favourably than others. Access to services or the fulfilment of particular needs should not be impaired by gender, ethnicity, ability, sexuality or age.

COVID-19 and its far-reaching impact has continued to present challenges to all services in the last year, and it is recognised that the consequences of the pandemic upon children and families are yet to fully emerge. However, we know that key partners are experiencing higher demand for social care and emotional and mental health services for children/young people; schools are reporting elevated stress, anxiety and de-regulation amongst the some of the pupil population, and youth homelessness has placed pressure on services. Domestic violence and serious violence incidents are also concerning features that have been reported on nationally. The work of the partnership in seeking to mitigate the impact of the pandemic is more crucial than ever in safeguarding the most vulnerable and complex children and families within our community. Indeed, within the county, several strategic groups have been established to address emerging demands linked to the well-being of vulnerable children and adults.

Despite the very many challenges of the last year, Youth Justice Team has continued to be creative and innovative in its approach to new ways of working, and this has allowed for service development and delivery to continue in line with robust contingency and recovery planning. National, regional and local recovery meetings have been attended by the Principal Manager throughout the period to promote good information sharing and problem solving. Excellent partnership working has meant that services provided to the courts and at the police station have continued without disruption during the period, and aspects of delivery, such as Referral Order Panels, out of court diversion via Bureau and supervision contacts have reverted to face to face delivery. Plans are underway to introduce children's social care involvement as part of the Bureau process to further underpin child centred approaches in determining optimal diversionary outcomes for children.

The Management Board has met regularly, and this has included an additional Board development session. Attention has been given to a self-assessment against the HMI Probation YOT Inspection Framework, and emerging actions have been aligned with evidenced based research, HMIP YOT inspection outcomes and Thematic Reports to inform practice and identify areas for further development. Youth Justice Team staff are regularly involved in meetings with the Management Board and a wide range of information and data has been presented so that the profile of the need of children is well understood and responded to. This has encouraged examples of innovative and creative practice within the Youth Justice Team.

It is very positive to note that Youth Justice Team staffing remains stable and consistent, and no risk has presented in terms of the team's ability to deliver services in the period. The team benefits from long serving managers and staff who possess a wide range of skills and experience. Staff have accessed relevant training, some of which has been informed by the National Standards Self-Assessment of 2020, as well as the ongoing HMIP Inspection Programme. Most of the team's staff live within Carmarthenshire – they understand the county's demographic profile and are well placed to identify the most appropriate services for children and families. The Principal Manager and Youth Justice Team Manager make a significant contribution to youth and criminal justice developments locally, regionally and nationally through participation within various strategic and operational groups, including the Criminal Justice in Wales Steering Group and the Youth Justice Blueprint Project Board.

In the last year, Youth Justice Team Policies, strategies and guidance have been updated so that they reflect local, regional and national developments. Partnership working remains a strong feature within the county council and across strategic partnerships and this is central to ensuring that the needs of children and families are recognised and met.

It is very pleasing to note that the performance of the Youth Justice Team has remained strong during the year. Performance is monitored via the Youth Justice Board and the Management Board, Re-offender Tracker Meetings, Youth Justice Leadership Meetings, and through quality assurance and audit activities and supervision and appraisal mechanisms. During the period, the Principal Manager led on a very well received piece of work for CYSUR: The Mid & West Wales Safeguarding Children Board which reported on safeguarding information relating to children supervised in a statutory capacity. A report was presented to the Serious Violence and Organised Crime Board, which promoted a better understanding of the profile of the cohort being supervised and gave a thorough insight

into the work of the team for the benefit of a wide range of partners. Provision of local data to the Management Board and partners has resulted in requests for further analysis to achieve a deeper understanding of trends, risks and needs relating to specific groups of children. A Youth Justice Team infographic has also been produced which gives a comprehensive understanding of the work of the team for partners and stakeholders.

Person Centred Planning has remained a strong focus for the team, and the 'Dyma Fi/This is me' (self-esteem and well-being) programme has been developed with children and staff during the year. Enhanced Case Management was re-introduced October 2021, which has allowed staff to continue to build upon their already well-established skills as trauma informed practitioners. The Re-settlement and Re-integration Panel receives information on children who are remanded/subject to a custodial sentence as well as complex cases requiring partnership input. The panel has been able to remove barriers identified in the supervision of children as well as providing valuable insights, suggestions and advice. There will be a continued focus on monitoring for disproportionality and this will include a regional approach care experienced children entering the youth justice system, as well as girls who have committed offences of violence.

The use of social media platforms has expanded to reach a wider audience of children, young people and families, and staff have been issued with smart phones to improve methods of maintaining engagement. In the forthcoming year, the Youth Justice Team will contribute to the Youth Support Service's preparation to apply for both the Youth Work Quality Mark (Gold Level), as well as the National Participation Kitemark. The recently developed Youth Support Service Participation and Engagement Strategy will support further developments in relation to personalised approaches by listening to the voice of the child and using feedback in shaping service delivery. Progress made in the last year includes involving children/young people in recruitment and a young person attended a Management Board Meeting to talk about their experiences of involvement in the youth justice system and of being supervised by the Youth Justice Team.

The Youth Justice Team will continue to adapt to 'Better Ways of Working' in line with County Council directives and within this arrangement, systems will need to be implemented to ensure that staff have opportunities to engage with one another on a face-to-face basis to promote and maintain staff well-being and morale; support professional practice and relationships; and support valuable 'on the job' peer learning.

Though the number of children supervised on statutory orders has fallen both locally and nationally in recent years, it is recognised that the needs and risks of children coming to the attention of the Youth Justice Team are complex. This is also the case for children diverted for an Out of Court Disposal via Bureau or referred into the team for prevention of offending interventions. There is a sharp focus on quality and excellence in the delivery of work and the attention given to vulnerability of children and families locally allows for a heightened focus on children at risk. Victim work and restorative approaches remain central to the work of the team. Over the next 3 years this work will be supported by the Police and Crime Commissioner on a regional basis. Good quality partnership work has resulted in maintaining low levels of custody and ensuring the robust re-settlement and re-integration plans are in place. In response to youth homelessness, an exciting project is also being undertaken across partnerships to re-shape 16–25-year-old housing provision within the county.

Whilst the number of children diverted via Bureau locally has reduced, referrals for prevention of offending work have increased slightly in the last year, and it is anticipated that demand will remain high, bearing in mind factors including the social and economic pressures being faced by the most vulnerable families in our county. The Management Board receives regular updates from the Youth Justice Leadership Team which includes flagging identified challenges and risks so that the Board can support the team in implementing necessary mitigative actions.

The Management Board would like to congratulate the Youth Justice Team for winning the Hwb Doeth (Excellence Hub) Award for Innovative Practice (2021), which involved a reparation skills project producing picnic benches for primary schools in the Gwendraeth Valley to promote outdoor learning. This work was showcased as part of Criminal Justice in Wales report on criminal justice achievements during the pandemic which was circulated to partners and stakeholders across Wales. The Youth Support Service also retains its Youth Work Quality Mark Bronze and Silver Awards. Following the very recent renewal of the Bronze

Award, the lead assessor said in her summing up, '... four teams - one awesome service'. Welsh language and culture also came through strongly during the service's assessment.

On a final note, the Management Board would like to thank all management and staff working within the Youth Justice Team who have demonstrated ongoing dedication and commitment in working with children and young people during a particularly challenging period – it is recognised that the achievements of the partnership are only made possible with your continued dedication and hard work throughout the year.

Jake Morgan

Director of Community Services and Corporate Safeguarding Lead

Introduction to the Youth Support Service

Carmarthenshire Youth Support Service was established in 2016, bringing together youth work and youth justice statutory provision under a single management structure. The service sits within the Curriculum and Well-being Division of the Department for Education and Children. A diagram showing the service structure is included in Appendix 2 of this report.

The vision and priorities of the Youth Support Service are informed by the Council's **Corporate Strategy 2018-23** which incorporates the following Well-being Objectives:

Well-being Objective
Start Well
1. Help to give every child the best start in life and improve their early life experiences
2. Help children live healthy lifestyles
3. Support and improve progress, achievement, and outcomes for all learners
Live Well
4. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty
5. Create more jobs and growth throughout the county
6. Increase the availability of rented and affordable homes
7. Help people live healthy lives (tackling risky behaviour and obesity)
8. Support community cohesion, resilience & safety
Age Well
9. Support older people to age well and maintain dignity and independence in their later years

In a Healthy and Safe Environment	
10.	Look after the environment now and for the future
11.	Improve the highway and transport infrastructure and connectivity
12.	Promote Welsh language and culture
In addition, a Corporate Objective	
13.	Better Governance and Use of Resources

Service delivery across the County Council is underpinned by the 5 Ways of Working (long term, integrated, involving, collaborative and preventative). This means that the Council will do its work in a sustainable way and think about the impact its work can have for people living in Wales, now and in the future. The Council will work with other public bodies in Wales to:

- work together better
- involve people reflecting the diversity of our communities
- look to the long term as well as focusing on now
- take action to try and stop problems getting worse - or even stop them happening in the first place.

Youth Support Service Vision

A service that provides a robust range of support, from open access to specialised support, enabling children, young people and young adults (aged 8-25 years) to access *what* they need, *when* and *where* they need it so that they can reach their full personal, social, and educational potential.

Core Principles

Carmarthenshire Youth Support Service:

- Will promote Children's Rights and ensure that children and young people have a good, positive, and meaningful experience of participation
- Is innovative and creative in its service delivery
- Contributes to the Local Authority's delivery of early intervention, prevention, and support within the county
- Has well-trained staff and volunteers who can offer a range of services to children, young people and families in Welsh and English
- Uses restorative approaches in what we do
- Engages with families and carers for better outcomes

Priorities

Youth Support Service Priorities for 2021/2023:

- To ensure that the Service provides a high quality, responsive and accessible youth support provision for children, young people and young adults in Welsh and English
- To carry out a self-assessment against the National Participation Standards
- To support children and young people to access appropriate health and well-being services
- To support the process of curriculum development in schools and support educational attainment and attendance for children, young people and young adults
- To become a Trauma Informed, Adverse Childhood Experiences Aware service
- To divert children and young people away from the criminal justice system
- To prevent offending and re-offending of children and young people
- To adopt holistic approaches in working with children, young people and families

In addition to the Youth Justice Team, the Youth Support Service comprises of 3 other teams:

<u>Universal Support Team</u>	<u>Targeted Youth Support Team (10-18)</u>	<u>Targeted Youth Support Team (16-25)</u>
<p>The team is responsible for open access provision including:</p> <ul style="list-style-type: none"> • Leading on Participation and Children’s Rights and supporting children and young people’s participation in decisions that affect them • Adventurous outdoor activities • Term time and holiday programmes • County Council youth clubs in Carmarthenshire • Supporting the delivery of the Duke of Edinburgh’s Award (Gold, Silver, and Bronze Awards) • Programmes of accredited learning e.g., Open College Network, ASDAN, John Muir Award • Delivery of activities to support community safety and to reduce anti-social behaviour • Co-ordination of staff training and professional development • Residential programmes for young people both in the UK and abroad 	<p>The team includes school-based youth workers in all county secondary schools and Coleg Sir Gâr, and peripatetic School Engagement Project staff.</p> <ul style="list-style-type: none"> • Staff work with children in all secondary schools and the Coleg Sir Gar Youth Access course, as well as those aged 10-16 who are educated other than at school • The team also supports children and young people at key transition stages from primary school and secondary school, as well as in relation to further and higher education and employment • A variety of approaches are offered with 1-1 support and groupwork opportunities • Staff offer groupwork opportunities which may include accredited opportunities such as ASDAN or John Muir award, as well as non-accredited formal groupwork programmes such as the STAR programme (Safety Trust and Respect) and less formal, issue-based group learning opportunities • Parents and Carers can also be offered support and advice 	<p>The team is responsible for the delivery of a range support for children, young people, and young adults aged 16-25 years and their families.</p> <p>The team works with individuals, families, and groups who can be affected by a broad range of issues associated with:</p> <ul style="list-style-type: none"> • Family relationships • Physical health issues (including substance misuse and alcohol misuse) • Emotional and mental health issues • Homelessness prevention and support • Not being engaged in in education, employment, or training (NEET)

A range of administrative, performance management and business support is provided by staff within the service in addition to the Education Systems Team. The Youth Justice Information Officer is directly line managed by the Principal Manager of the Youth Support Service.

Diversity and Personalised Approaches

The Youth Support Service takes a personalised approach to delivery of all work with children and young people. This includes full consideration for diversity factors, defined as protected characteristics set out in the Equality Act (2010) (race; age; disability; gender; sexuality; gender assignment; pregnancy and paternity; marriage or civil partnership; and religion or belief). The service considers an individual's personal circumstances to ensure that interventions are responsive to need.

The Welsh Language in Carmarthenshire

Carmarthenshire has the largest number of Welsh speakers in Wales. Our bilingual population is a unique asset. We have a statutory obligation to provide Welsh medium services, but we are also passionate about promoting the Welsh language and ensuring that all our residents can learn and use the Welsh language in every aspect of life. We are determined to ensure that Welsh remains a living language in the communities of Carmarthenshire. To do this, we need to work together to create more opportunities for children, young people, adults and families to learn and use the Welsh language in school, in work, in business and in leisure activities. We need to ensure that we are not only able to speak Welsh but that we are using the Welsh language confidently in all aspects of life.

Delivery of Youth Justice Services

Youth Offending Teams (known in Carmarthenshire as the 'Youth Justice Team') were established by the Crime and Disorder Act 1998 with the stated intention of reducing the risk of young people offending and re-offending. The Carmarthenshire Youth Justice Team is a statutory, multi-disciplinary partnership that is co-ordinated by the Local Authority. Governance is conducted locally, by a Management Board made up of key partners, and nationally, by the Youth Justice Board for England and Wales, which is part of the Ministry of Justice. In May 2019, a WG/YJB Youth Justice Blueprint and an accompanying Implementation Plan were published. The Blueprint sets out Wales' key aspirations and guiding principles for young people in, or at risk of, entering the criminal justice system. The accompanying Youth Justice Blueprint Implementation Plan sets out a shared commitment to exploring recommendations made by the Youth Justice Board (Cymru) in relation to:

- Prevention
- Pre-Court Diversion
- Community
- Resettlement and Transition
- Custody

Dedicated workstreams have been established to drive through the Blueprint Implementation Plan, which is overseen by the Youth Justice in Wales Programme Board.

Youth Justice Team Priorities 2022/23

The priorities of the Youth Justice Team have been reviewed in line with relevant national strategies and have been informed by the YJB Strategic Plan 2021/24; the Youth Justice Blueprint; Criminal Justice in Wales and Local Criminal Justice Board Priorities; and Her Majesty's Inspectorate of Probation Annual Report: inspection of youth offending services (2021). The priorities are as follows:

- To promote a childhood removed from the criminal justice system using prevention, diversion and minimal intervention
- To reduce re-offending and create safe environments in which children are protected from harm and supported to thrive
- To maintain low level use of custody and ensure that re-settlement and re-integration planning is delivered to achieve the best possible outcomes for children
- To support children to lead positive and healthy lives via access suitable substance misuse assessment and treatment services
- To support children to access suitable emotional and mental health assessment and treatment services
- To support children and young people to access suitable accommodation
- To support children in accessing education, training and employment opportunities
- To maintain/strengthen Welsh language skills and delivery
- To ensure that all work is a meaningful collaboration with children and their carers
- To address any over representation in the cohort of children supervised by the Youth Justice Team
- To address Serious Violence and Exploitation

2. Local context

Social, economic, geographic and language considerations

Data source: Carmarthenshire County Profile - Research and Information Unit, Carmarthenshire County Council, March 2021:

Carmarthenshire population: **187,568** (2018 Mid-Year Population Estimates):

-4th highest population in Wales

-76% of the population born in Wales - 44% able to speak the Welsh language.

-Major employers are Carmarthenshire County Council and Dyfed Powys Police

-Mid-year population estimates: 15 – 24 years- 19,310 (10.5%) of total population

Local Population Ethnicity:

White 98% (including 0.2 % Gypsy/Traveller)

Mixed/multiple ethnic group- 0.6%

Asian/Asian British- 1%

Black/African/Caribbean/Black British- 0.4%

Economic status:

Pockets of deprivation: areas within Carmarthen town; Burry Port and Llanelli; Ammanford, Glanamman. Carmarthenshire comprises of 3 main towns: Carmarthen, Llanelli and Ammanford, and has several smaller communities/villages throughout the county. Rurality is a factor and accessibility/transport links can prove challenging within remoter area of the community.

Youth Justice Team Response:

Teams address issues associated with rurality by completing home visits and supporting children/young people to be able to attend various appointments, often driving them to destinations in the knowledge that public transport (accessibility and cost) can at times present as a barrier. This would include driving parents/carers to visits to the secure estate; supporting with transport to attend college or placements and ETE related interviews; attending health related appointments.

<p><u>Youth Justice Team response:</u> The Youth Justice Team Staff can deliver youth justice interventions through the Welsh language. Staff are supported to develop their Welsh language skills through the provision of a range of Welsh language courses suited to the learning and development needs of staff.</p> <p>The Youth Justice Team and Management Board reflect local population ethnicity</p>	<p><u>Children Looked After from other areas:</u> There are many residential children's care homes within the county, and the Youth Justice Team is very often involved in working with 'home YOTs' (across Wales and England) in supporting the supervision of Children Looked After who are subject to statutory supervision whilst they reside within Carmarthenshire.</p>
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3. Child First

United Nations Convention on the Rights of the Child

Every child has the right to survival, protection, education and to have their voice heard. These and many other fundamental children's rights are outlined in the United Nations Convention on the Rights of the Child (UNCRC). The Youth Support Service will ensure that it delivers on its statutory and moral obligations of the four general principles of the Convention, which ensure that all children and young people:

- Are not discriminated against
- Have their best interests protected
- Have the right to life, survival, and development
- Are involved in decision making by having the right to express their views and have them given due weight, taking into account their age and maturity

The Youth Justice Board has published a Strategic Plan for 2021-24 which sets out the vision of a Child First youth justice system. The youth justice partnership has implemented these in service delivery as follows:

Prioritise the best interests of children, recognising their particular needs, capacities, rights and potential. All work is child-focused, developmentally informed, acknowledges structural barriers and meets responsibilities towards children

Care is taken to ensure that all information gathered through referral, screening and assessment processes is accurate, timely and reflects multi-agency involvement and importantly, what the child and parent/carers have to say about their situation and circumstances. Personalised approaches are used in engaging with the child, their parent/carer and family by conducting home visits and a range of enquiries to find out about how the child prefers to learn, how they best communicate (e.g. preferred language) and what their interests are. This information is then drawn into the provision of reports for the Courts; Referral Order Panel and Bureau which reflect each child's needs and risks. Staff use trauma informed approaches and the Enhanced Case Management Model to work with children and parents/carers to design and implement a person-centred plan, and in some cases to develop a child safety plan. For some children, risk and safeguarding management involves extensive partnership working (Children's Services; health, education, police etc).

Examination of several Youth Justice Team to Probation Service transition case studies during 2021/22, has resulted in a *Local Agreement between the Youth Justice Team and the Probation Service on Case Transition* which sets out effective practice for those young people who transition. In line with this approach, it is very positive to note that the Probation Service is also seeking to implement trauma informed practice principles with its 18-25 cohort.

Helen 21

Gate keeping, quality assurance and audits throughout the year help ensure the provision of quality services from end to end, and data analysis is used to determine the needs of the cohort of children, so that the service can be as responsive as possible.

Promote children's individual strengths and capacities to develop their pro-social identity for sustainable desistance, leading to safer communities and fewer victims. All work is constructive and future-focused, built on supportive relationships that empower children to fulfil their potential and make positive contributions to society.

The use of trauma informed practice allows for an in-depth understanding of the circumstances of the child and family in the provision of prevention and diversion services through to re-settlement planning. It allows for recognition of the child's strengths and capacities to support them to desist from offending and to keep them safe. The Therapeutic Intervention for those at Risk of Serious Sexually Harmful Behaviour (TISSHB) is a well-established specialist intervention provided in partnership with Children's Services, Specialist CAMHS and Youth Justice.

The design and delivery of restorative approaches seeks to meaningfully engage children in accepting responsibility for their behaviour, to understand victim perspectives and reduce further offending, victimisation and harm. The Reparation Skills Project seeks to promote a child's understanding of the impact of their behaviour whilst building confidence and self-esteem through developing new skills.

The Youth Justice Team Education Officer screens all children/young people entering the service to help determine their needs and inform intervention planning so that education/training and employment outcomes are maximised. Work is also aligned with the Welsh Government Youth Engagement and Progression Framework which comes under the Youth Support Service delivery remit.

Encourage children's active participation, engagement and wider social inclusion. All work is a meaningful collaboration with children and their carers.
(Link to further information on the Participations Standards: [national-standards-guide.pdf \(gov.wales\)](#))

The Youth Support Service has formulated a strategy to improve participation and engagement against the following priorities:

- Training
- Recruitment of staff
- Feedback

Each team has also developed its priorities for 2022/23. The Youth Justice Team priorities have been determined in a workshop held with staff:

- Information provision
- Feedback
- Addressing discrimination.

Progress this year has included children/young people being involved in recruitment and in attendance at the Management Board; involvement of children in developing the 'Dyma Fi/This is me' programme and helping to design 'My Plan', as well as involvement of children in decision making regarding Reparation Skills Projects.

Promote a childhood removed from the justice system, using pre-emptive prevention, diversion and minimal intervention. All work minimises criminogenic stigma from contact with the system

The Management Board Membership actively promotes opportunities for diversion via Out of Court Disposals, prevention and signposting so that the best outcomes for the child and victims are fully considered. The Youth Panel Magistrates have attended to observe Bureau during the last year, and opportunities to observe practice will continue to be offered to partners and stakeholders. The Management Board has received input from the Chief Inspector responsible for Child Centred Policing, this has also included reporting to the Board on a regional data collection exercise in relation to care experienced children and their contact with the youth justice system. Learning from this analysis will be disseminated regionally.

In some cases, the team offers voluntary interventions to children following successful completion of court orders, so that they can continue to receive support towards desistance. Exit planning involving onward referral to other appropriate services is also discussed, agreed and planned for with children/young people as appropriate. This often includes referral to a youth worker, referral to community-based services, referral to adult services, etc.

4. Voice of the Child

'Make Your Mark' gives all children/young people aged 11-18 in the UK the chance to have a say on the biggest issues facing young people. This year's results are as follows:

Carmarthenshire: 1,064 children/young people voted Health and Wellbeing (288) Education and Learning (242) Covid Recovery (179)	Wales: 10,866 children/young people voted Health and Wellbeing (3,115) Education and Learning (1,876) Jobs, Money, Homes and Opportunities (1,848)	UK: 434,492 children/young people voted Health and Wellbeing (93,023) Jobs, Money, Homes and Opportunities (81,068) Education and Learning (77,470)
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Children and young people in the county are supported by the Participation and Engagement Team within the Youth Support Service to be able to participate in Make Your Mark. Further, Carmarthenshire Youth Council Members are supported to be able to take these issues forward both locally and nationally. During the year, there has been an emphasis on how the Youth Support Service builds upon participation and engagement as part of signing up to the National Charter, with the aim being to work towards attaining the Welsh Government endorsed National Participation Kitemark.

The Youth Justice Team regularly shares feedback with the Departmental Team Managers and with the Youth Justice Team Management Board via case study information and letters/emails from parents/carers. The Substance Misuse Service within the team routinely gathers feedback from children using the service and will adjust substance misuse input so that it reflects trends being reported. Feedback is also gathered following Referral Order Panel, Bureau and following sentencing at Court.

5. Governance, leadership and partnership arrangements

The Youth Support Service – overseen by the Head of Curriculum and Wellbeing – sits within the Department for Education and Children, and its priorities are channelled through the divisional and departmental plans. The Youth Support Service structural diagram is outlined in Appendix 2, along with the staffing and volunteer profile of the Youth Justice Team.

The production of a Youth Justice Plan is a statutory duty of the Local Authority (Part 3; s40) of the Crime and Disorder Act 1998. Therefore, this Plan is approved by the Local Management Board, presented at the Local Authority’s Education and Children’s Scrutiny Committee and at the Hywel Dda University Health Board. It is formally submitted to the Youth Justice Board for England and Wales as a statutory requirement. It is reported to Fair and Safe Communities and submitted to the Police and Crime Commissioner.

The Public Services Board (PSB) was established in May 2016, following the introduction of the [Well-being of Future Generations \(Wales\) Act 2015](#). The PSB is a collection of public bodies including 4 statutory members – the County Council, Hywel Dda University Health Board, Natural Resources Wales, and the Fire Service – working together with wider partners to improve the well-being of our county. Carmarthenshire PSB made an Assessment of the state of economic, social, environmental and cultural well-being locally and, as a result, a Well-being Plan has been published, setting out the PSB’s local objectives and the steps to be taken to meet them. The PSB has introduced a number of multi-agency delivery groups to assist it in improving well-being and implementing the Plan, and the ‘Safer Communities’ group continues to report to the PSB. Safer Community Partnership members comprise of partners who have a statutory duty to work together to reduce crime and disorder, reduce reoffending, reduce anti-social behaviour and tackle substance misuse. Membership includes the Police, the County Council, the Probation Service, Hywel Dda University Health Board, the Fire Service, as well as other key stakeholders, including the Principal Manager of the Youth Support Service.

To increase the effectiveness of community-safety related meetings and reduce duplication, the county CONTEST (counterterrorism) Board, Serious Violent and Organised Crime Board are held consecutively during a half-day session and emerging issues are fed into the Safer Communities Partnership Meeting. This has improved the collaborative working and connectivity between these areas.

The local governance of Carmarthenshire Youth Justice Team is the responsibility of the Local Management Board where all the statutory partners are represented: Children’s Services, Education, Police, Probation and Health. The Board is further strengthened by membership from the Community Safety Partnership; the Office of the Police and Crime Commissioner; Local Authority Housing Services; Local Authority Regional Learning and Skills Partnership; H.M. Courts and Tribunals Service; Careers Wales; and Executive Board Member representation from Carmarthenshire County Council. Full Board Membership, including the job title of the Board Member, dates of board meetings and schedule of attendance at Management Board Meetings is included in Appendix 1.

The role of the YJS Management Board is to:

- Have oversight and strategic leadership of the Youth Justice Team, including developing a clear local vision and strategic links with other local statutory agencies
- Ensure the service operates according to Child First principles
- Determine how the Youth Justice Team is composed and funded, how it operates and what functions it carries out
- Oversee the appointment of a Youth Justice Team Manager

- Understand the performance of the Youth Justice Team, the needs of children in the justice system and any challenges to service delivery. Also, to oversee and respond appropriately to the Youth Justice Team's performance; and encourage innovation
- Engaging with incorporating the views of children to deliver a high quality, individualised and responsive service for all
- Determine how appropriate youth justice services are to be provided and funded; and oversee the Youth Justice Team budget
- Oversee the formulation and implementation of the Youth Justice Plan taking note of national guidance on underlying principles such as Child First, and encourage the use of toolkits to develop specific areas of work/actions plans to address issues such as disproportionality
- Have strategic oversight of the Standards for Children in the Youth Justice System (2019) and be satisfied that appropriate systems and policies are in place to achieve positive outcomes for children
- Ensure that any action plans which comprise part of the annual Youth Justice Plan or audits of performance are carried out
- Recognise the significance of the role of governance in inspections and participate in HMIP inspections of the Youth Justice Team and any related follow-up activity, actively consider HMIP findings, establish a plan to address any failings identified and then monitor activity to deliver improvements
- Escalate challenges with partner organisations appropriately particularly if children are not receiving the services or provision, they require

During the year, the Management Board has received a briefing in relation to YJB Youth Justice Service Leadership and Guidance (Dec 2021) and the Management Board Terms of Reference and Management Board Induction Pack have been reviewed to reflect the updated guidance. An additional, Management Board development session was held in March 2022 to promote further understanding of the HMI Probation Inspection Framework and inspection outcomes. A schedule showing agenda items discussed in Management Board Meetings during this last year can be found in Appendix 1 of this plan.

The Youth Support Service is represented at the Multi Agency Public Protection (MAPPA) Strategic Management Board; Integrated Offender Management Board; and Children and Youth Safeguarding - Unifying the Region (CYSUR). The Principal Manager attends the (Dyfed-Powys) Local Criminal Justice Board, which works collaboratively to deliver an efficient and effective local criminal justice system. The Board recognises the importance of preventing children and young people from offending. The commissioning of substance misuse treatment services through the Area Planning Board has led to managers of county-based services collaborating to ensure representation at a regional level. Good working protocols exist with Choices, the universal substance misuse treatment provider for young people, as well as with adult alcohol and substance misuse services. Regional Youth Offending Teams within Dyfed-Powys link to ensure alignment the priorities of the Police and Crime Commissioner, the Youth Justice Board and Welsh Government. The Youth Justice Team Manager represents the region at YJB Hwb Doeth (Excellence Hub) meetings and contributes to the Youth Justice Sector Improvement Partnership.

The Youth Support Service Principal Manager represents the service at local partnership meetings, including those organised for the delivery of Community Safety; Serious Violent and Organised Crime; Contest and Channel Panel (as Vice Chair) (in line with the Counter Terrorism and Security Act 2015); and the Carmarthenshire Local Operational Group. Team Managers also attend Multi Agency Risk Conference (MARAC), Multi Agency Public Protection Meetings (MAPPA) and Integrated Offender Management (IOM).

The Principal Manager is a member of the national Principal Youth Officers' Group, YOT Managers Cymru, the Criminal Justice in Wales Steering Group, the National Court Users Group and the Youth Justice Blueprint Project Board.

6. Resources and services

FUNDING BODY	FINAL BUDGET 2021/22	FINAL BUDGET 2022/23	COMMENTS
Probation Service	£5,000	£5,000	
Youth Justice (YOT) Grant	£223,876	£223,876	2022/23 grant to be confirmed
WG Promoting Positive Engagement Grant	£201,168	£201,168	
Police & Crime Commissioner	£50,000	£35,000	30% reduction in funding (£15k)
Local Authority – Youth Justice Core Budget	£465,061	£465,061	2022/23 budget to be confirmed
TOTAL	£945,105	£930,105	1.6% decrease in funding

The Youth Justice Board is yet to confirm its grant allocation to the Youth Justice Team for the forthcoming year but has informed that there will be an increase in funding. Until further announcement, the YJB has advised that last year's commitment should be used for planning purposes. Core Budget is also yet to be confirmed and therefore an indicative amount is indicated on the above table. On this basis, the Youth Justice Team's projected budget shows an overall reduction of 1.6% in comparison with 2021/22, however, in year vacancies will mitigate any associated risks. A partnership bid to support an existing post has been submitted for UK Government funding to maintain the prevention of offending and anti-social behaviour offer.

Grants are formally reported against either on a quarterly or half yearly basis, and this requires a considerable amount of information gathering and performance oversight. The Youth Justice Board Grant contributes to the provision of 7 posts linked to preventing and reducing offending. The Police and Crime Commissioner (PCC) has committed 3-year funding towards the delivery of a regional YOT restorative justice project from 2022/23. WG Promoting Positive Engagement Grant contributes towards Prevention work, Bureau delivery and work with victims. Management Board statutory partners have given a written commitment to staffing and resources for 2022/23, as outlined in the financial summary below. The Probation Service's financial contribution of £5,000 remains the same; the contribution of a seconded Probation Officer to the Youth Justice Team is 2.5 days a week commitment. Youth Justice Team accesses a CAMHS Nurse and CAMHS practitioners for advice, referral and training input. The Police Officer seconded into the team will take retirement later this year and plans are in hand to recruit another seconded officer who will also be linked in with the multi-agency Vulnerability Hub established at Police Headquarters.

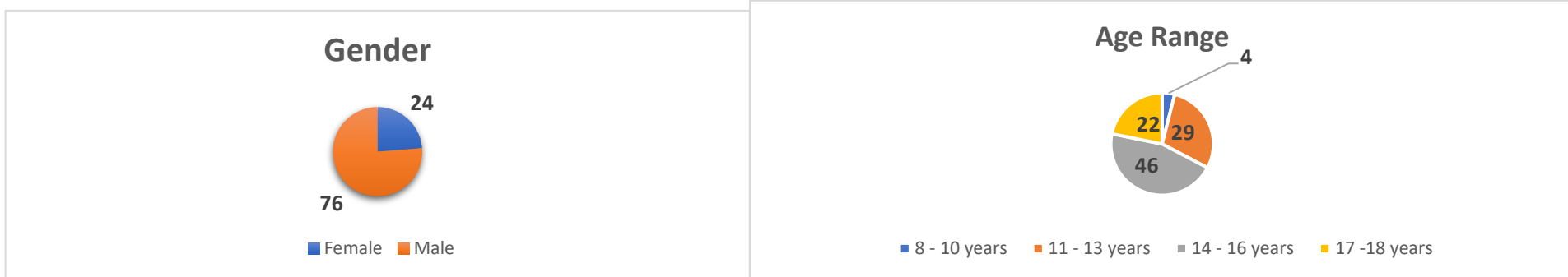
The Youth Justice Board Grant, partnership contributions and available services are used to deliver youth justice services in accordance with the Youth Justice Team priorities set out on page 12 of this report.

Our performance will be further improved in 2022/23 through delivery against the action plan (outlined on pages 41-42) which has been informed by the HMIP Inspection Framework self-assessment carried out by the Management Board and Youth Justice Team; the HMIP Annual Inspection of YOTs Report 2021; and the YJB Youth Justice Service Leadership and Guidance (Dec 2021).

7. Progress on previous plan

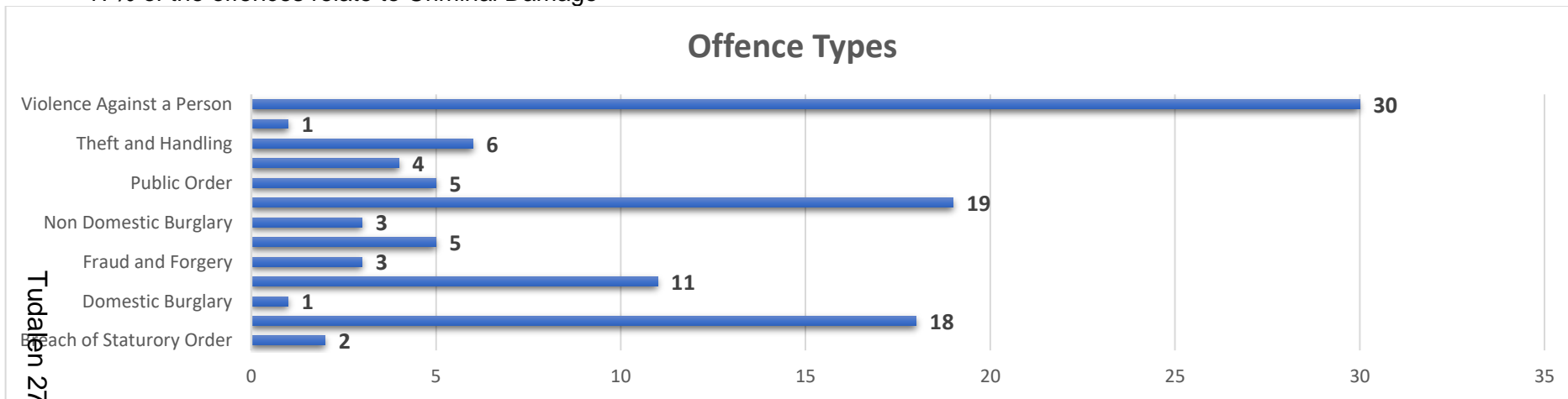
This report has been designed to give a robust and comprehensive analysis of the work of the Youth Justice Team during the last year. Performance has been maintained at a very high level throughout the period.

The following data is based on 101 children who commenced 108 interventions (from prevention through to custody) between 1st April 2021 and 31st March 2022. 76% of the caseload were male; 24% were female; 45% of the caseload were aged between 14 years and 16 years.



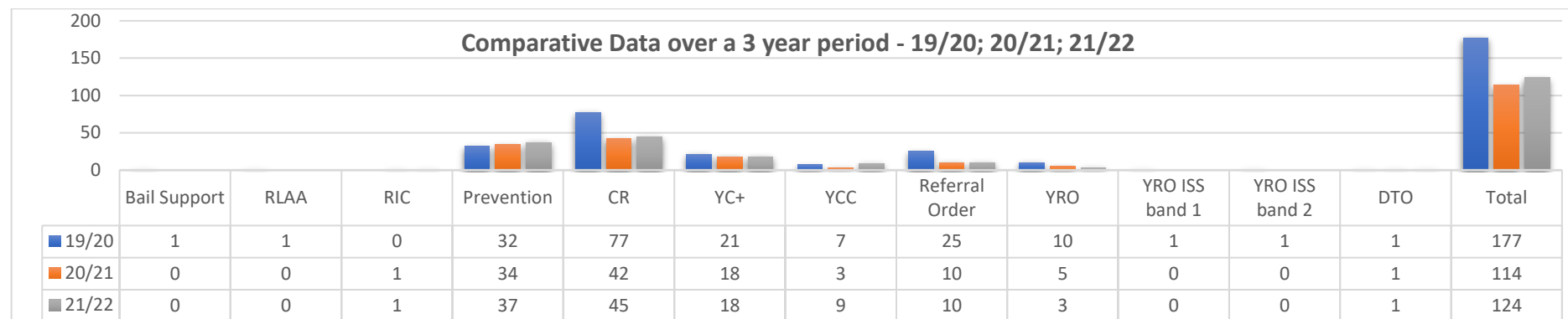
The graph below illustrates the range of offences linked with Community Resolutions through to Detention and Training Orders during the reporting period. There are 108 offences linked to 71 interventions:

- 28% of the offences were Violence Against a Person.
- 18% of the offences were classified as 'Other' (*Possession of a Bladed Article; Possession of Offensive Weapons; Stalking, Sending Malicious Communications; Harassment, Making/Distributing Indecent Photographs; Threatening a Person with a Bladed Article and Indecent Behaviour*).
- 17% of the offences relate to Criminal Damage



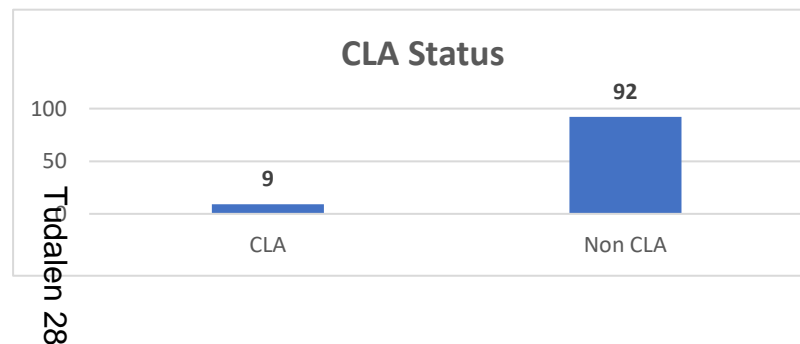
Comparative Data: 2019/20 through to 2021/22

It is notable that in the period, referrals into the Youth Justice Team for prevention work were slightly increased, whilst other areas of work (Out of Court Disposals and Community Orders) showed a significant decrease. Since there are no delays at Youth Court, the decrease in community orders means that fewer children have come into the justice system during the pandemic. As daily life returns to a pre-pandemic routine, it is anticipated that the statutory caseload will start to increase.



Children Looked After

Of the 101 children (starting an intervention), 1 child was on the child protection register and 9 were 'looked after'. During this period, the team was also 'caretaking' 2 children from other local authorities subject to a total of 3 interventions (1 female from Ceredigion and 1 male from Cwm Taff who was a Child Looked After).



Elective Home Educated Children

2 children were Electively Home Educated during the period (from a total of 101 Cases).

Serious Violence (this information has been taken from the YJB Serious Youth Violence Data Toolkit)
In the period from April 2021 to December 2021, 1 child committed 1 serious violence offence (Wound/Inflict Grievous Bodily Harm without Intent) and received a Youth Conditional Caution.

Risk of Exploitation

Carmarthenshire Youth Justice Team along with the Dyfed-Powys Regional Teams, submitted a report to CYSUR, (The Mid and West Wales Safeguarding Board for Children) which analysed active cases from Youth Caution through to DTO Licence during 1st June 2021 and 31st December 2021. This report will be repeated during 2022 to capture a full year of data. The report is embedded below.



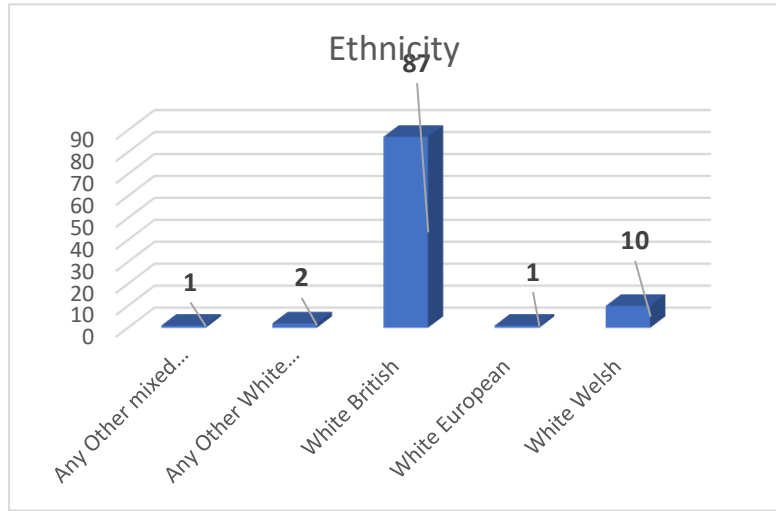
CYSUR REPORT - regional YOTs data

The following information is based on Carmarthenshire's data which captures the 'vulnerability characteristics' pertaining to 31 children, including children that were being supervised by Carmarthenshire from other Local Authorities. Some children appear against more than one category. Children's Services routinely invite the

Youth Support Service to Missing Persons and Child/Sexual Exploitation Risk strategy meetings. These children are sometimes known to the Youth Justice Team, or wider the Youth Support Service.

Ethnicity Classification

86.13% of the caseload were 'White British,' 9.9% were 'White Welsh'; 0.9% were of 'White European'. 1.9% of the caseload were of 'Any Other White' ethnicity; 0.9% were of 'Any Other Mixed' ethnicity.

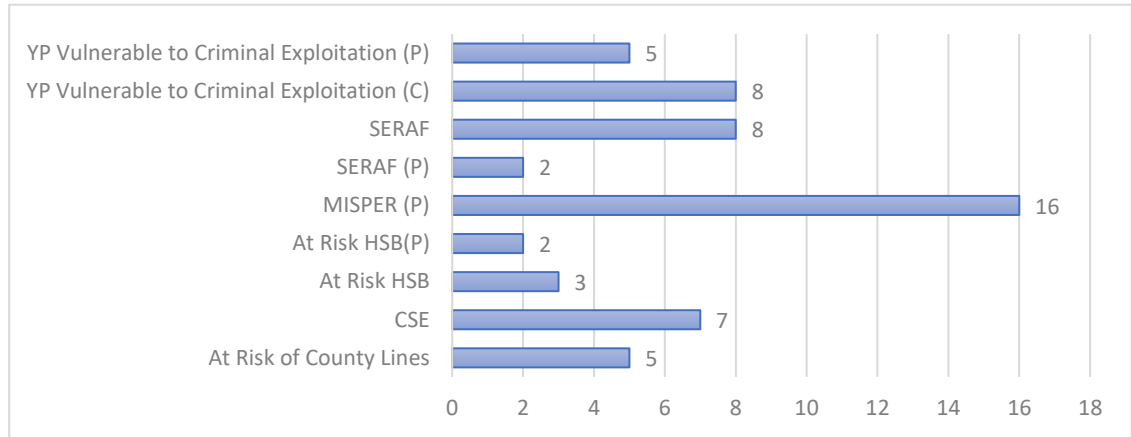


2 children that the Youth Justice Team oversaw on behalf of other YOTs across England and Wales, were classified as 'White British'. Consideration is given by managers and staff to the impact of disproportionality upon outcomes of children; this is a focus within service delivery and is monitored through allocation processes, quality assurance, audits, via the Re-offending Tracker Meeting and other meetings with key stakeholders.

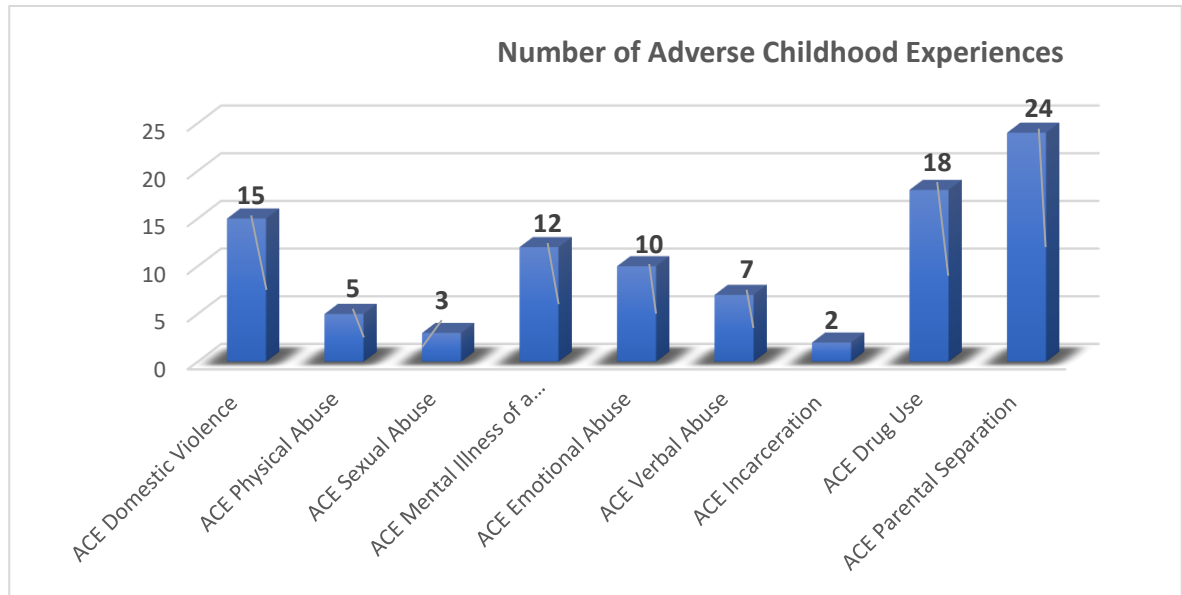
Analysis of children that had an arrest episode during April 21/ March 22

This report was requested by the Management Board to be able determine if the youth justice outcome was felt to be appropriate in the cases of 8 children. All 8 children were of White – British ethnicity.

Vulnerability Characteristics of Cohort



*(P)= previously (C)=currently



This year, the Management Board requested further analysis of girls who had committed offences of violence. The full report is embedded below.



Analysis of children who had an arrest epi



Girls violence 21.22 ppt.pptx

Tracking Re-offending

Quarterly ‘tracker’ meetings are held to review case level data with reference to the risk of offending/re-offending to ensure that interventions are commensurate with the level of risk. The meeting seeks to identify those at the highest risk of offending based on several factors, including age; gender; Children Looked After; recent offending history; ASSETPlus assessment; ethnicity; place of residence; and offence type.

List of Audits and QAs carried out by the Youth Justice Team in the period (to include relevant narrative)

- Alerts / Flags and Event Characteristics – Statutory cases in April 2021 return - 19 cases (May 2021)
- Alerts / Flags and Event Characteristics – Dip sample from all case managers – 15 cases (July 2021)
- Closed Cases – all cases closed during COVID (March 2020 – August 2021) - 75 cases (Sept 2021) - All aspects of the ChildView case record against the case managers prompt sheet.
- Active Statutory cases – 11 cases (Feb 2022) - All aspects of the ChildView case record against the case managers prompt sheet.

Number of children flagged in relation to Serious Incidents Notification = 0

Number of Children referred into Multi Agency Public Protection Arrangements = 2 males referred, but not accepted.

Number of young people supported via MAPPA post supervision = 1 (female). Youth Support Service staff attended MAPPA in respect of this young person to provide support, advice and guidance as to interventions and risk management.

Number of Children referred into MARAC = 0

Number of Children Referred into Chanel Panel arrangements and known to Youth Justice Team = 0

Youth Justice Board Key Performance Indicators Report

YOTs submit quarterly data against YJB Key Performance Indicators (KPIs):

For Welsh YOTs, there are an additional 4 devolved indicators which are all reported on a quarterly basis:

- First Time Entrants
- Re-offending
- Custody

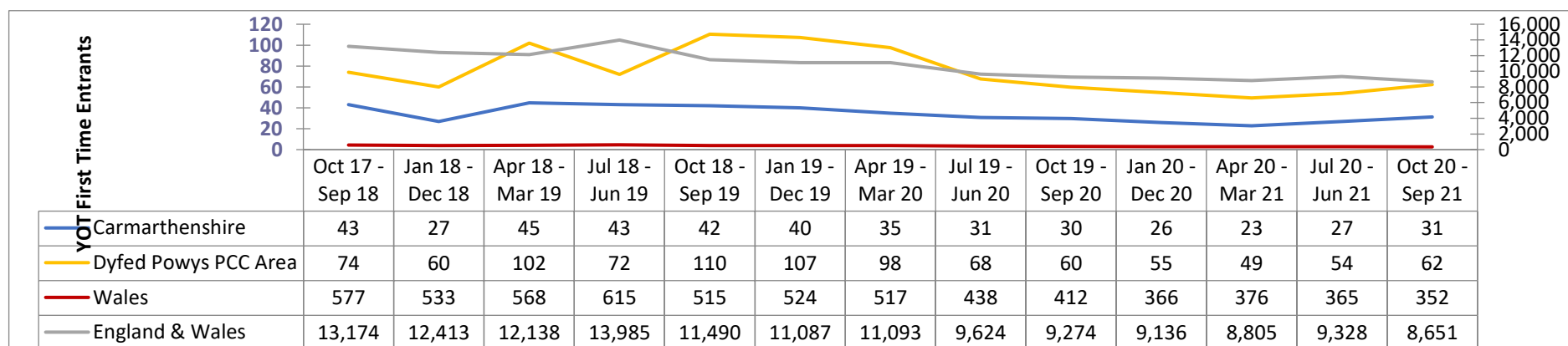
- Education, Training and Employment
- Screening and Assessment for Substance Misuse
- Screening and Assessment for Mental Health
- Accommodation Suitability

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KPI	Definition and how is it measured	Useful to know
First Time Entrants (FTEs)	First-time entrants are defined as children (aged 10-17 years) who receive their first substantive outcome (a youth caution or court conviction) for the first time within the period. Each YOT has an overarching target to reduce the number of FTEs on a quarterly basis within its locality. The rate of first-time entrants to the criminal justice system aged 10 -17 years is per 100,000.	Police National Computer (PNC) data is used by the Ministry of Justice (MOJ) to calculate the YOT FTEs and re-offending rates. Youth Offending Teams are not able to see the individuals making up the numbers and, therefore, YOTs cannot carry out any checks between local YOT data and PNC derived data for accuracy/agreement. If a child from another county commits an offence within Carmarthenshire, this is counted as a Carmarthenshire FTE.

The graph below indicates that the rate of First Time Entrants continues to be maintained at around the same low level; however, slight variances over the 4-year period are shown.

Number of First Time Entrants October to September 2021

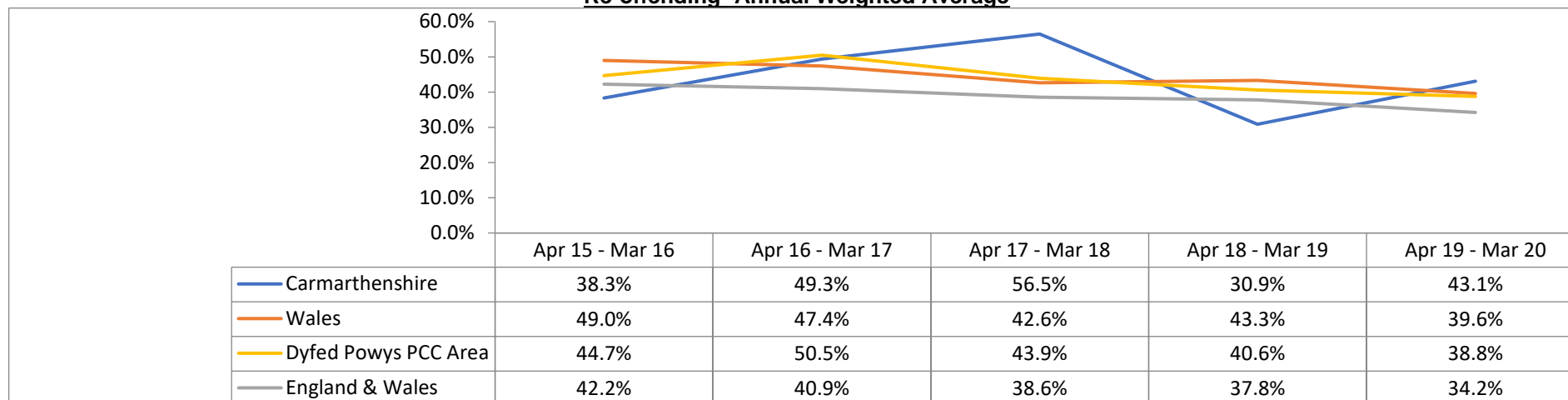


Re-offending rate	The data for this indicator comes from the Police National Computer and is published by the MoJ. The cohort consists of all young people who received a pre-court or court disposal or were released from custody within a 12-month period. The YOT has an overarching target to reduce the number of children re-entering the criminal justice system year on year.	In recent years, the Ministry of Justice changed the methodology for measuring re-offending moving from a 12-month cohort to a 3-month cohort. This cohort is tracked over a 12-month period. Changing from annual to 3-month cohort gives rise to a greater proportion of prolific offenders and hence higher offending rates, though both measures show similar trends over time at a national level. The YJB measure is always approximately 18 months behind 'real time'. Measuring true re-offending rates is difficult; official records will underestimate the true level of re-offending, as only a proportion of crime is detected and sanctioned, and not all crimes and sanctions are all reported on one central system (source MOJ proven Re-offending Statistics: Definition and Measurement 2016). Young people are tracked beyond their 18 th birthday, and beyond their range of YOT involvement.
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Due to the complexity of a small cohort of re-offenders, the annual weighted average can fluctuate considerably. Youth Offending Teams are not able to check YJB sourced data against local data. However, the Youth Justice Team routinely uses the YJB live offending tracker to monitor and analyse re-offending within the Carmarthenshire cohort. This

work assists in providing a useful re-offending 'picture' and the YOT uses this information to ensure that staffing, resources and interventions are appropriately allocated to meet the needs of children who are flagged.

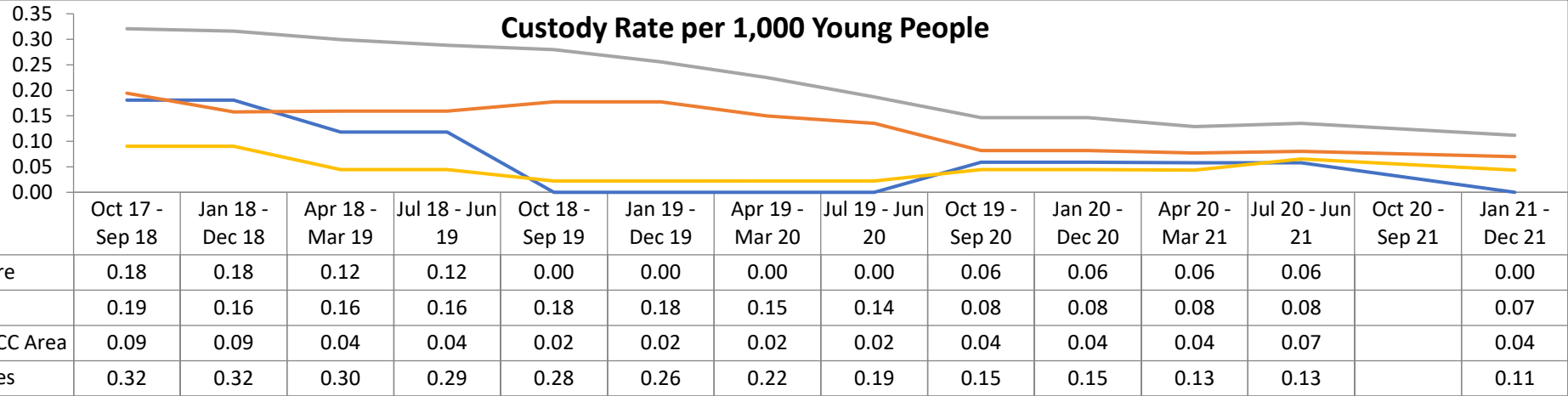
Re-offending- Annual Weighted Average



Custody Rate	This is a measure of the percentage of custodial sentences (Detention and Training Orders; Section 90 - 92 and Section 226 and 228) issued to children per 1,000 of the 10-17 population. YOTs have an overarching target to reduce the number of children receiving a custodial sentence.	Custody rates have reduced significantly since the introduction of the Legal Aid, Sentencing and Punishment of Offenders Act 2012. The Act effectively allows more flexible and repeated use of community sentences, with custody being reserved for the most serious offences.
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During the period, 1 child was remanded and subsequently sentenced to a Detention and Training Order. The Youth Justice Team ensures that the court is offered a range of robust community options to consider in place of custody. However, at times, the offence seriousness and associated risks carry a mandatory custodial sentence. Since April 2016, the Local Management Board has provided arrangements for provision of a Re-integration and Re-settlement Panel; all young people subject to custody or remanded into custody are regularly reviewed whilst serving their sentence in the secure estate and during the licence period. This helps ensure that children/young people are afforded every possible opportunity to address factors associated with their offending behaviour risks. Work to strengthen desistance is designed to ensure that suitable provision of service in accordance with individual need is in place upon release into the community. This includes release on temporary licence as appropriate to maximise access to services and resources in the community.

Custody Rate per 1,000 Young People



Education, Training and Employment (ETE)

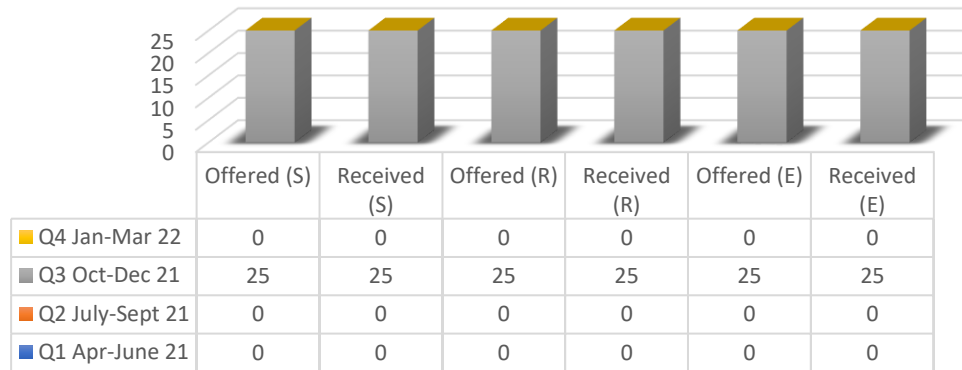
Youth Justice Board Key Performance Indicator Definition: Increase engagement in education, training, and employment of young people in the youth justice system in Wales

This data is a count of the number of relevant disposals (Referral Orders, YROs and DTOs) closing in the period, and number and proportion of these disposals where the child/young person was in suitable ETE. The measure looks at those of Statutory School Age (who should receive at least 25 hours per week) and those Above Statutory School Age (who should receive at least 16 hours per week).

The indicator looks at the number of hours offered to the child/young person alongside the hours received/attended. This allows the YOT to determine instances where a child/young person is not being offered ETE in line with their eligibility. The measure looks at average ETE hours received at commencement, review and end of the intervention.

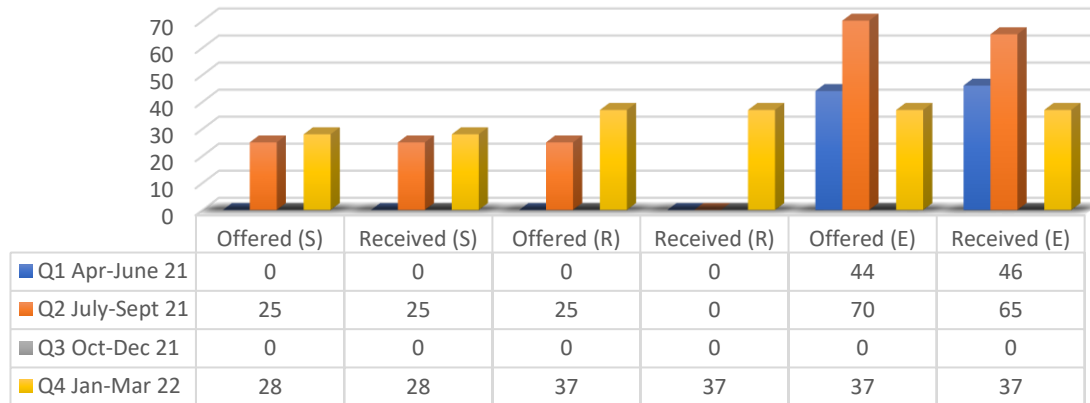
The Youth Justice Team’s Education Officer has established tracking systems to check and monitor the progress of young people. There is also good liaison with the Youth Engagement and Progression Co-coordinator, Cynnydd, schools, colleges, Careers Wales and training providers. The pandemic has made this area of performance very challenging due to lockdown and training providers not being accessible for periods of time. Systems are in place within the Youth Support Service and the wider department to bring staff from across services together to problem solve and risk manage. At times cases may be escalated through senior management structures within the wider department to resolve ongoing issues. The Youth Justice Team seeks to utilise its Reparation Skills Project to bridge any gaps in provision; this allows the child to complete their reparation work, whilst also being productively engaged in developing practical skills, such as building their confidence and self-esteem. However, this has been restricted during periods of lockdown. During the reporting period, 1 child of Statutory School Age ended their Statutory Court Order – this was during Q3 October-December 2021, this child was receiving the full ETE entitlement of 25 hours at mainstream school.

Statutory School Age - 1 Child



S = Start; R = Review; E = End

Above Statutory School Age - 8 Children



S = Start; R = Review; E = End

Above Statutory School Age Provision (requirement to attend 16 hours + per week)

During the reporting period, 8 children of Above Statutory School Age ended their Statutory Court Orders; Q1 2 children; Q2 4 children; and Q4 2 children.

Q1 2 children; both were NEET at the start and review of their orders, by the end of their interventions 1 child became employed on a part time basis and another started full-time training.

Q2: 4 children; 2 were NEET at start and review of their orders and by the end they were both in full time training. 2 children were receiving ETE at the start and review with 1 child becoming NEET by the end and another commencing college.

Q4: 2 children; 1 was NEET throughout their order. 1 commenced the order on 28 hours and by review/end started a Modern Apprenticeship.

Access to Substance Misuse Services

Youth Justice Board Key Performance Indicator Definition: *Ensure that young children and young people in the youth justice system in Wales with identified substance misuse needs gain timely access to appropriate specialist assessment and treatment services.*

This indicator is the percentage of children identified via screening as requiring a substance misuse assessment. Of those requiring assessment, this must be completed within 5 days; and if the child has been identified as requiring treatment, this must commence within 10 days.

The data captures the tiers of treatment that the child is assessed as requiring and the tier of intervention given.

Tiers of Intervention

Tier 1	Brief intervention, information, and advice (universal)
Tier 2	Targeted Intervention
Tier 3	Community/Specialist intervention
Tier 4	Drug Specialist Inpatient Treatment and Residential Rehabilitation

A detailed report on the Youth Support Service Substance Misuse Service is outlined in the embedded report.



Substance Misuse Annual Report 2022.p

	Q1	Q2	Q3	Q4	Total
Number identified via screening requiring a Substance Misuse assessment	2	4	1	2	9
Number receiving a Service prior to YOS engagement	0	3			3
Number referred to Substance Misuse Service for an assessment	1	1			2
Number commencing a Substance Misuse assessment	1	1			2
Number commencing a Substance Misuse assessment within 5 days of referral date	1	1			2
Number of young people identified requiring treatment	1	1			2
Number receiving Tier 2	1	1			2
Number receiving Tier 3					

Q1 – 2 children were identified; 1 child was referred on to Mental Health Services.

Q3 – 1 child was identified; during the screening it was noted the child had no substance misuse issues.

Q4 – 2 children were identified; 1 child was not ready to engage with the process at that time but did however, agree to a re-referral being made at later stage and 1 referral was made to Dyfed Drug and Alcohol Service as he was over 18 years at the time of referral.

Access to Mental Health Services

Youth Justice Board Key Performance Indicator Definition: *Ensure that young children and young people in the youth justice system in Wales with identified mental health needs gain timely access to*

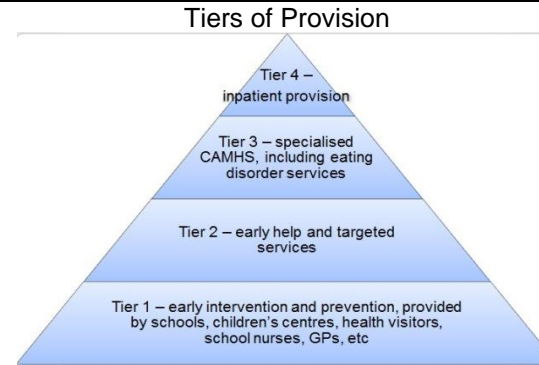
Within the measure, the YOT will identify any children who are already known to receive a service from mental health services. At times, a child may be screened as showing a concern; however, it could be judged that they do not require an onward referral to Specialist CAMHS at that time—for example, they may require substance misuse intervention or a lower-level intervention from Iechyd Da, or from the YOT case worker.

appropriate specialist assessment and treatment services.

The YOT reports on the percentage of children identified as requiring a mental health assessment. All children are screened within 10 working days of sentence, and those screened as requiring a referral on to mental health services are referred within 10 working days.

The YOT then reports the percentage of referrals:

- receiving a mental health assessment within 28 days and
- if the child referred has been identified as receiving mental health treatment within 28 days of assessment.



The Youth Justice Team has access to a CAMHS Practitioner and Specialist CAMHS under a Service Level Agreement. There are also excellent links with the Youth Health Team/Iechyd Da who can provide early intervention advice and guidance as well as signposting. In the period, 12 referrals were made to Iechyd Da from Youth Justice Team, 4 of which were referred directly from the Youth Justice Team Substance Misuse Service. Alongside Children's Services and Specialist CAMHS, the Youth Support Service continues to fund the Therapeutic Intervention Service for Sexually Harmful Behaviour (TISSHB) within Carmarthenshire. The philosophy guiding the TISSHB is to:

- Ensure best practice and safe working with this client group across agencies
- Provide a forum for multiagency working and shared responsibility
- Promote joint work across agencies
- Support practitioners across agencies to develop and maintain skills in working with Harmful Sexual Behaviour
- Ensure no practitioners are working in isolation with cases where there is Harmful Sexual Behaviour
- Ensure joint working for assessments
- Provide timely assessments and intervention for children, young people who engage in HSB and their families.

During the year we were involved in 12 interventions with children in relation to HSB; of the 12 cases, 7 were Prevention, 4 were out of court disposals and 1 was a YRO. 6 of these cases were referred to TISHHB. 2 children were referred for Dual Diagnosis.

	Q1	Q2	Q3	Q4	Total
Number identified via screening requiring a MH assessment	2	3	1	2	8
Number currently in receipt of MH Service		2			2
Number referred for MH assessment	1	1	1		3
Number refusing a MH Service		1			1
Number commencing MH assessment	1		1		2
Number commencing MH assessment within 28 days of referral date	1		1		2

Number receiving Tier 2	1		1		2
Number receiving Tier 3					
Number receiving Tier 4					

Q1; 2 children identified, 1 child was referred, assessed and receiving Tier 2 and 1 child identified as no Mental Health Issues
 Q4; 2 children identified, 1 was Mental Health to an alternative service i.e. Jac Lewis foundation, 1 child was identified via ASSETPlus, but deemed to have no Mental Health issues warranting onward referral at the time.

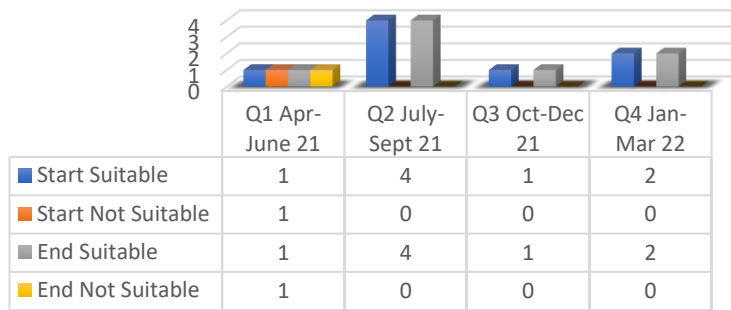
Access to Suitable Accommodation	This measures the percentage point change in the proportion of children with suitable accommodation. For community sentences, the measure compares accommodation suitability at end of community with suitability at commencement of order. It also looks at suitability upon release from custody compared with immediately prior to commencement.	The data is a count of Statutory disposals closing in the period, split into 3 groups (one for Referral Orders, one for Youth Rehabilitation Orders, and one for Detention and Training Orders). Youth Cautions are excluded.
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1 child was in unsuitable accommodation at the Start and End of their order (Q1), this was due to the child 'sofa surfing' with friends and family at commencement. During the order the child was offered 2 alternative addresses, however refused both. The child then took up residence at a flat but left the accommodation and was 'sofa surfing'. In Q2 – Q4 all children were in suitable accommodation at both Start and End. The graphs below look at the types of accommodation that the children were residing at during the start and end of their orders over the four quarters.

**Accommodation Type
April - March 2022**



Accommodation Suitability - Quarter by Quarter



Prevention Work
 The prevention of offending function of the team is supported by WG and Police and Crime Commissioner funding.

Tudor 37

Bureau (Diversion via Out of Court Disposals)

Bureau arrangements (introduced in Carmarthenshire in June 2014) are now well established. This approach is conducive with the 'child first' agenda, allowing for children to access appropriate interventions to support them to lead productive lives free from further offending

Restorative Approaches

The Youth Justice Team continues to offer all victims the opportunity to engage in restorative work. All identifiable victims are contacted, and every effort is made to ensure that the voice of the victim is heard and responded to. Restorative Approaches continue to be delivered as part of Bureau (the Out of Court Disposal process).

Full Report on Prevention, Diversion and Restorative Justice



PPE Report for
October 2021 - March

8. Performance and Priorities

The YJB Performance Oversight Board monitors the performance of each YOT, and any performance concerns are raised with YOT Managers to determine remedial actions. No concerns have been flagged to the Principal Manager regarding performance during the period.

The YJB are currently consulting on proposed changes to Key Performance Indicators for YOTs across Wales and England; however, for the moment the following indicators remain in place:

YOTs submit quarterly data against YJB Key Performance Indicators (KPIs):	For Welsh YOTs, there are an additional 4 devolved indicators which are all reported on a quarterly basis:
First Time Entrants Re-offending Custody	Education, Training and Employment Screening and Assessment for Substance Misuse Screening and Assessment for Mental Health Accommodation Suitability

The following overarching Child First principles will thread through the Youth Justice Priorities for 2022/23:

- Prioritise the best interest of children; recognise their particular needs, capacities, rights and potential
- Promote children's individual strengths and capacities to develop their prosocial identity for sustainable desistance
- Encourage all children's active participation, engagement, and wider social inclusion
- Promote a childhood removed from the justice system using pre-emptive prevention, diversion, and minimal intervention.

1.	<p>Priority: <u>To promote a childhood removed from the criminal justice system using prevention, diversion, and minimal intervention</u></p> <p><u>Prevention of offending</u> work is delivered by an experienced staff group from the Youth Justice Team. The team is represented on all local Anti-Social Behaviour Problem Solving Groups within the county and accepts referrals directly on young people who have been persistently involved in ASB. Referrals are received from a range of sources, such as police, schools, social workers, medical practitioners and Team Around the Family.</p> <p><u>Diversion via Bureau arrangements</u> (introduced in Carmarthenshire in June 2014) are well established. This approach is conducive with the ‘child first’ agenda, allowing for children to access appropriate interventions to support them to lead productive lives free from further offending.</p> <p><u>What we will do:</u> Offer children and their families early help as appropriate, to prevent escalation into statutory and/or specialist services, by accepting referrals for prevention work and for anti-social behaviour work Ensure that Out of Court Disposals are consistently applied and are effective in diverting children from court where appropriate.</p> <p><u>Success Criteria:</u></p> <ul style="list-style-type: none"> • Number of First Time Entrants • Number of prevention/ASB referrals received • Number of children worked with • Range and type of interventions delivered • Profile of need of cohort is understood • Education status of cohort • Re-offending rate of cohort • Number of children diverted • Number of Community Resolutions delivered • Number of Youth Cautions delivered
2.	<p>Priority: <u>To reduce re-offending and create safe environments in which children are protected from harm and supported to thrive</u></p> <p>A range of policies and guidance has been reviewed and updated during 2021/22 to underpin delivery against this priority. For example, the Risk Management Policy, Transitions Guidance, Re-settlement Policy, Joint Working Arrangements between the Youth Justice Team and Children’s Services, Restorative Justice Policy, the Service Level Agreement with Specialist CAMHS and Terms of Reference for the Re-offender Tracker Meeting.</p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Use the Re-offending Tracker tool to provide good oversight of cases • Ensure that there is a shared understanding of good quality assessment, planning and intervention for children • Ensure that public protection risk and safety and well-being management processes are effectively managed by case managers as well as through manager oversight (MAPPA; MARAC and Community Safeguarding; and Public Protection [CSPP] Guidance) Youth Support Service Risk Management process

	<ul style="list-style-type: none"> • Engage with children who are at risk of Child Criminal Exploitation and Child Sexual Exploitation • Engage with children who may be at risk of radicalisation and extremism • Guard against disproportionate representation of children from Black, Asian and Minority Ethnic backgrounds in the youth justice system locally • Guard against disproportionate representation of Children Looked After/children with Protected characteristics within the youth justice system locally • Ensure that that case management provides for a robust programme to address offending behaviour (e.g., Enhanced Case Management approaches) • Utilise the Youth Justice Team Compliance and Enforcement Policy and Voluntary Support Guidance to promote engagement in interventions designed to promote safeguarding and reduce risk of further offending • Engage with victims and communities • Ensure that unpaid work and reparation provide opportunities for children to make amends to victims and/or make a positive contribution to their community and encourage children/young people to consider behaviour change. <p><u>Success Criteria:</u></p> <ul style="list-style-type: none"> • Re-offending rates • Audit of AssetPlus and case management records with agreed actions • Number of CSPPI cases referred for managerial oversight/decision • Number of MAPPA cases referred • Number of MARAC cases referred • Number of Victims worked with • Victim satisfaction feedback • Victim feedback (satisfaction) • Number of hours of unpaid work and reparation work completed • Reparation projects delivered • Number of PREVENT referrals made • A QA processes to include disproportionality and Children Looked After
<p>3.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 40</p>	<p><u>Priority: To maintain low level use of custody and ensure that re-settlement and re-integration planning is delivered to achieve the best possible outcomes for children</u></p> <p>Custody rates have been maintained at a low level over several years; however, for those made subject to a remand or sentenced to custody it is critical to have robust planning, including work across the partnership for these children in order to have a good understanding of their needs. In the last year, the Youth Justice team has developed a Constructive Re-settlement Policy and has refreshed the Terms of Reference and guidance for the Re-settlement and Re-integration Panel. During the year, the Panel has been able to be responsive to meet the accommodation needs of children, both leaving custody and those who are in the community.</p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Ensure that the confidence of the Courts is maintained, and justice is served to victims and communities through the delivery of a high-quality service

- Ensure that use of remands into custody are avoided as far as possible
- Ensure that the Re-integration and Re-settlement Panel is used to determine the best outcomes for young people sentenced to custody
- Demonstrate that the victim perspective is apparent and influential wherever relevant, and contributes to assessment, planning of interventions and supervision of children and young people
- Ensure that reparation provides opportunities for children to make amends to victims and/or make a positive contribution to their community and encourage children/young people to consider behaviour change
- Ensure that there is evidence of a profile of need of those who are remanded/sentenced to custody

Success Criteria:

- Feedback gathered from sentencers
- Number of children remanded into custody (including age, gender and ethnicity)
- Number of children sentenced to custody
- Number of Re-settlement and Re-integration Panels held
- Management Board to audit cases where young people are kept in police custody overnight against relevant guidance

4. **Priority: To support children to lead positive and healthy lives via access suitable substance misuse assessment and treatment services**

The Youth Justice Team established its 'in house' Substance Misuse Service in 2008. Further details in relation to the service can be found within the Annual Substance Misuse Report 2021/2022 embedded on page 28.

What we will do:

- Produce an Annual Substance Misuse Report which provides an in-depth analysis of the needs and characteristics of all children who receive a substance misuse screening/assessment and intervention from the Youth Justice Team Substance Misuse Service
- Screen and assess all children entering our service
- Refer on to the Youth Justice Team Substance Misuse Service for further assessment/intervention
- Work in partnership with other substance misuse and health providers to ensure that the child or young person receives the most appropriate service
- Deliver bespoke interventions in accordance with assessed need
- Raise awareness of County Lines and related criminal exploitation issues
- Identify and address dual diagnosis issues
- Signpost to any other appropriate services
- Ensure that transition arrangements are in place between children and young people's services and adult services
- Train all staff so that their substance misuse knowledge and skills equip them to assist in appropriate screening and assessment

Success Criteria:

- Numbers screened and assessed for substance misuse
- Numbers of children referred into service

	<ul style="list-style-type: none"> • Tiers of intervention offered • Profile of cohort showing key characteristics is maintained • Number of County Lines cases/children at risk of County Lines within Carmarthenshire is identified • Delivery of staff training to include County Lines as well as linked criminal exploitation of children/young people
5.	<p><u>Priority: To support children to access suitable emotional and mental health assessment and treatment services</u></p> <p>The Service Level Agreement with Specialist CAMHS describes services that the Youth Justice Team can access and there are fortnightly drop ins for staff to discuss children with Iechyd Da/Youth Health Team and there are quarterly meetings held with Specialist CAMHS, Iechyd Da and school nursing service.</p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Screen and refer children into Specialist CAMHS/Primary Mental Health services. • Ensure that staff are trained to appropriately screen children • Ensure that there is partnership working with Specialist CAMHS and Iechyd Da <p><u>Success Criteria:</u></p> <ul style="list-style-type: none"> • Number of children/young people referred to Iechyd Da • Number of children referred into Specialist CAMHS • Number of children referred into to Specialist CAMHS dual diagnosis service • Number of children receiving specialist Harmful Sexual Behaviour Intervention • Delivery of CAMHS training to staff
6.	<p><u>Priority: To support children and young people to access suitable accommodation</u></p> <p>We will continue to work closely with Housing Services colleagues to seek to remove barriers to access for the children we supervise. The Youth Support Service is linked in with an exciting programme of work within the county in the re-shaping of housing provision for 16-25 year olds.</p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Ensure that all children/young people are screened and assessed • Work in partnership to prevent homelessness • Work in partnership with other housing related services to shape planning provision and to remove barriers <p><u>Success Criteria:</u></p> <ul style="list-style-type: none"> • Number of children/young people in suitable accommodation
7.	<p><u>Priority: To support children in accessing education, training, and employment opportunities</u></p>

	<p>The Youth Justice Team Education Officer screens all children who come into our service. He collaborates with the Engagement and Progression Co-ordinator in line with Welsh Government Youth Engagement and Progression Framework.</p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Ensure that children screened and assessed • Ensure that children are offered their ETE entitlement • Ensure that children are offered ETE opportunities <p><u>Success Criteria:</u></p> <ul style="list-style-type: none"> • Number of young people engaged in ETE start and end for school aged/above statutory school age children • Number of ETE projects delivered
8.	<p><u>Priority: To maintain/strengthen Welsh Language Skills and Delivery</u></p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Ensure that the Team provides high quality, bespoke packages of intervention for children in Welsh where appropriate • Ensure that staff are given opportunities to use Welsh in the workplace regardless of level of skill • Offer Welsh language training courses in relation to staff need <p><u>Success criteria:</u></p> <ul style="list-style-type: none"> • Number of interventions delivered in Welsh • Number of Welsh speaking staff • Number of staff undergoing Welsh Language courses to improve verbal/written skills
9.	<p><u>Priority: To ensure that all work is a meaningful collaboration with children and their carers</u></p> <p><i>See section 2- Child First and section 3 Voice of the Child</i></p> <p>To deliver against Youth Justice Team Participation and Engagement Priorities:</p> <p><u>Information provision</u> National Participation Standard 1, 'You have the right to information that is easy to understand and allows you to make an informed decision.'</p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Produce new information leaflets for children/parents-carers/victims • Develop information and content on the Social Media platforms • Update the County Council webpages with comprehensive information regarding Youth Justice provision <p><u>Success Criteria for Information provision:</u></p>

Tudalen 43

- New information leaflets to be included at point of contact with child/young person/family
- New information leaflets to be shared with partner agencies as appropriate
- Comprehensive information for youth justice provision is easily accessible via relevant social media platforms
- Feedback from children/parents-carers to include usefulness of leaflet/website content

Feedback

National Participation Standard 6: *'You have the right to know what differences you have made and how your ideas have been listened to.'*

What we will do:

- Improve methods of capturing feedback (creating electronic forms/apps)

Success Criteria for Feedback:

- Number of feedback forms received from children
- Number of feedback forms received from parents-carers
- Number of feedback forms received from victims
- Completion of a report on feedback received and details of steps taken to shape service delivery as a result

Diversity, equality and inclusion

National Participation Standard 3: *'No Discrimination' 'Children and young people are all different and have the right to be treated fairly.'*

What we will do:

- Support staff to have the skills and confidence to take a personalised approach to engaging with children/young people, thus allowing staff to understand what it is like for that particular child/person in their *specific* circumstances and within their *specific* landscape, so they can understand their lived experience
- Monitor quality of recording on Childview
- Monitor AssetPlus assessments and reports presented to Bureau and the Court
- Gather feedback from children, parent-carers, victims which includes their views on the service's understanding and response of their needs and circumstances

Success Criteria for diversity, equality and inclusion:

- Staff completion of Equalities/Unconscious Bias training and linked corporate training
- Number of bespoke interventions delivered which evidence diversity, equality and inclusion
- Evidence of personalised approached in intervention planning and review
- Successful completion of interventions and evidence of good practice

10 Judalen 44

Priority: To address any over representation in the cohort of children supervised by the Youth Justice Team

What we will do:

	<p>The Management Board will fulfil its duties in line with the Equality Duties Act (2010) by ensuring that due care is taken to understand the range of needs of the youth justice cohort. The disproportionality tool will be utilised for analysis and local reports will be presented to the Board to ensure that relevant information is gathered on Black and mixed ethnicity children, children looked-after, children excluded from school and Gypsy, Roma and Traveller children. The newly published All Wales Protocol for Reducing the Criminalisation of Care Experienced Children and young Adults will be adhered to. Despite girls tending to be under-represented in the youth justice system, they do have a specific set of needs and, therefore, the 'Dyma Fi/This is me' programme will be used to engage girls. There will also be continued analysis of their patterns of offending via the Re-offending Tracker as well as local data gathering.</p> <p><u>Success Criteria:</u></p> <ul style="list-style-type: none"> • Evidence that the Management Board receives a detailed profile of characteristics and need in relation to the cohort of children being offered services/supervision • Evidence that the management Board provides challenge and assists in barrier removal to minimise over-representation
11.	<p><u>Priority: To address Serious Violence and Exploitation</u></p> <p>The Youth Justice Team acknowledges the link between the exploitation of children regarding county lines and gangs, and the connections with the supply of drugs and serious violence. Harm is caused, not only to the community and victims but also to the children who are often victims themselves and, as a result, may become drawn into criminal activity.</p> <p><u>What we will do:</u></p> <ul style="list-style-type: none"> • Focus upon violence against the person offences (which encompasses homicide and weapon offences), robbery and drugs offences which have a gravity score of 5 and above through data analysis and use of the YJB serious Violence Tool. • Report in relevant serious incidents in line with the YJB Serious incidents notification: standard operating procedures for youth justice services in England and Wales (2022). • Work closely with the Serious, Violent and Organised Crime Board and attend at police intelligence briefings. • Consider the National Referral Mechanism for relevant cases • Monitor children who are subject to Release Under Investigation (RUI) arrangements and, in particular, where there is a link to investigations of serious violence. • Contribute to PREVENT (the Principal Manager is Vice Chair of Channel Panel) and ensure maintenance of staff training. <p><u>Success Criteria:</u></p> <ul style="list-style-type: none"> • Maintain/reduce serious violence incidents in the County

9. Standards for Children in the Youth Justice System

During the year, good progress has continued to be made in relation to the action plan emerging from the Standards for Children in the Youth Justice System self-assessment which was completed in 2020. Just 3 actions remained from the original action plan, and progress is set out below.

<u>National Standards Actions Self-Assessment- outstanding Actions for 2021/22</u>	Date	Status
YJT will refresh and update the information given to parents around their child's remand or custodial sentence so that they are well informed from the point of sentence.	Sept 2021	Completed
YJT has a Commencement of Supervision Induction file; this needs to be reviewed and updated on an annual basis.	Annually	Ongoing
As a development, the YJT will look at the constructive resettlement documentation to draw up its own practice guidelines in relation to constructive resettlement.	Sept 2021	Completed

10. Challenges, risks and issues

It is recognised that the longer-term impact of COVID-19 upon children and young people is yet to fully materialise and be understood; however, there is growing knowledge and awareness of the impact of the pandemic upon confidence, self-esteem, emotional/mental health and development of social skills in relation to children and young people. Safeguarding, wellbeing, educational achievement and routes into further education, training, and employment, as well as NEET prevention are a focus within the wider Education and Children's Department. Indeed, Strategic Focus Groups have been established to pool information and resources to support key areas of work.

On a positive note, service delivery has opened up, and this has greatly assisted the Youth Support Service in being able to build upon its engagement of children, young people and families alongside the use of technology. The staff based at Ty Elwyn Offices, Llanelli are part of a Better Ways of Working Project; this requires an impending office move from the 1st to the 2nd floor, where office space will be shared with Children's Services colleagues. It is envisaged that staff will base themselves at the office only when there is a specific need to do so. However, it is recognised that staff being able to network and engage in peer learning on a day-to-day basis in the physical workplace needs to be balanced with new ways of working.

Currently, the service is seeing higher levels in relation to homelessness referrals – there is a lack of suitable accommodation available and waiting lists are being operated. Carmarthenshire County Council is in the process of re-designing the housing offer to 16–25-year-olds and the Youth Support Service is involved in this work, as well as in the delivery of a pilot project offering floating support. Cynnydd (ESF) delivery for prevention of NEET work has been extended for a further 3 months through to the end of November 2022. In the meantime, Youth Support Service managers have been investigating alternative funding options, such as the UK Government Shared Prosperity Fund, to mitigate the far-reaching implications of the project ending.

Funding sources from Welsh Government have moved from an annual commitment to a 3-year commitment (Promoting Positive Engagement funding under the Children and Communities Grant); this is a very positive development which has meant that longer term planning against delivery is supported.

11. Service improvement plan

Youth Justice Team Improvement Plan 2022/2023

The actions below have emerged from ongoing self-assessment against Her Majesty's Inspectorate of Probation inspection framework, inspection reports and inspection briefings received to date.

Organisational Delivery

	<u>Action:</u>	<u>How will this be done?</u>
a.	To ensure that YOT governance and leadership continues to effectively communicate the vision and strategy of the YOT to staff and stakeholders.	By making effective use of: <ul style="list-style-type: none"> • The Management Board Induction process • Promoting opportunities for contact between Management Board and staff • The Youth Support Service staff induction programme • Staff participation and engagement in various task and finish groups • The development of a newsletter
b.	To refresh the Education Policy for the Youth Justice Team To consider the finding from the Joint Inspection of Education, Training and Employment Services in Youth Offending Teams in England and Wales (June 2022)	<ul style="list-style-type: none"> • To be completed in 2022/23 in consultation with the Management Board • To hold an education, training and employment themed Management Board Meeting in September 2022 which will include
c.	To monitor for disproportionality: <ul style="list-style-type: none"> • Need for a clear Strategy • Ensure recruitment of a diverse staff group (including volunteers) who are confident in being able to understand the needs of children from diverse background 	<ul style="list-style-type: none"> • Draft Disproportionality Strategy is to be finalised and brought to the Management Board once completed • To consider diversity in recruitment/induction and training of staff and volunteers

Operational Actions- to be completed by Youth Justice Leadership Group and Team

	<u>Action</u>	
Tudalen 47	Ensure good assessment of Safety and Wellbeing and Risk of Harm:	Carry out audit of cases which will interrogate: <ul style="list-style-type: none"> • If vulnerable children are being appropriately assessed in terms of Risk of Harm

		<ul style="list-style-type: none"> • The quality of Safety and Wellbeing and Risk of Harm Sections in AssetPlus
e.	Monitoring ongoing ETE needs of the cohort:	<ul style="list-style-type: none"> • Youth Justice Team Education Officer is collating a report which will provide for full ETE analysis of the cohort. This will come to the Management Board as part of an Education/Training and Employment themed meeting • Discussions are ongoing with Educations and Children’s Services colleagues to ascertain if the Youth Justice Team can be included in an existing SLA with Health Board in relation to Speech and Language needs • ETE issues to be flagged to Principal Managers so that any concerns can be escalated through strategic groups and via senior leadership
f.	Contingency Planning in place and evidenced well	<ul style="list-style-type: none"> • To carry out a dip sample of complex cases where there has been changing circumstance, to ascertain if contingency planning is of good quality

Learning from Thematic Report and other evidence

The Youth Justice Team and Management Board have received briefings on thematic reports as well as other significant pieces of research as reported in Academic Insights publications (HMI Probation). This has generated focused pieces of work—for example, a desk top exercise to examine children arrested in the year known to the Youth Justice Team to determine if the children had optimal pre-court and diversion opportunities. There has also been work undertaken to analyse data on girls who have committed offences of violence in the period. There has been collaboration between the Youth Justice Team, the Police and Children’s Services to analyse care experienced children coming into contact with the youth justice system.

Learning from serious incident reviews reported locally:

No serious incidents have been reported in the last year.

Workforce development

The YJB has published a Workforce Development Strategy for the Youth Justice System (2021-23) which sets out the following objectives:

- Ensure that Child First principles are embedded in Workforce Development
- Promote anti-discriminatory practice
- Professionalising the Youth Justice workforce

The Youth Support Service has incorporated these objectives into the current service wide review of workforce development.

YOTs in Wales are represented on the Youth Justice Sector Led Improvement Panel (YJSIP) and the Youth Justice Team Operational Manager assisted in the review and delivery of (YJSIP) YOT Operational Managers training during the period.

Under the auspice of Hwb Doeth (a partnership of YJB, Welsh Government, WCCSJ / Academia, YOTs, Parc YOI and Hillside SCH) youth justice and academic regional partnerships will map out current research and discuss areas of practice for evaluation. The regional partnership will identify with workforce colleagues

where there are gaps in learning and opportunities for training and development. To inform workforce development the regional partnership arranges cross border training, information sessions and workshops. Hwb Doeth holds a Welsh youth justice workforce “Training Day” annually, which will form part of the Carmarthenshire Youth Support Service Training Plan. Staff can also utilise the YJB Youth Justice Resource Hub to access youth justice specific e-learning. Specialist or bespoke training is sourced and commissioned in line with staff need. Team Managers regularly hold team meetings which assist in helping to support staff and disseminate performance information, learning and good practice. Training opportunities and priorities across the service are discussed in a bi-monthly managers meeting so that relevant training is made available to all staff members.

Youth Support Service staff receive regular, formal supervision and appraisals which recognises positive practice and identifies professional development needs. In the period, Silver Bullet (ASSETPlus) training has been commissioned and staff attended Constructive Re-settlement Training.

Social workers maintain their professional registration Social Care Wales, this includes evidence of a relevant professional training record. Some staff have been supported to complete studies for the Institute of Leadership and Management level 3, the Professional Certificate for Effective Practice (Unitas) and one staff member has completed the Foundation Degree in Youth Justice (Unitas). The service also contributes to Youth Work qualification study fees.

Youth Support Service Team Managers have lead responsibilities for areas of work, and it is expected that all managers work together to ensure that the whole service benefits from their areas of leadership. Service Development Days and Practice Development Days for staff will continue to be used to bring staff together across the service to share practice and promote skill share, focus upon emerging practice and to receive training input. Welsh language provision remains a priority across the County Council and written and verbal Welsh language skills are set out within recruitment information and processes; staff are supported to access Welsh language courses suited to their individual need.

Board Development and Partnership Development

Management Board Members, Youth Panellists and other stakeholders will be invited to participate in observation of practice across the service and will be appraised of emerging themes and learning. Additional Management Board sessions will be added into the forward meeting schedule as and when required.

12. Evidence-based practice and innovation

Enhanced Case Management and the Therapeutic Intervention for those at Risk of Serious Harmful Sexual Behaviour will continue to be delivered and outcomes of these interventions will be reported to the Management Board. The ‘Dyma Fi/This is me’ programme will be rolled out across the Youth Justice Team/Youth Support Service. This piece of work was recently presented to the Management Board and was praised as an innovative way of working with children. The Cannabis Diversion Scheme will continue to be delivered as part of pre-court diversion. Plans are underway to introduce children’s social care involvement as part of the Bureau process to further underpin child centred approaches in determining optimal diversionary outcomes for children. An innovative regional pilot will be developed in partnership with the Police and Children’s Services which seeks to minimise unnecessary criminalisation of care experienced children. The 16-25 Floating Support Scheme will be rolled out imminently as a pilot within the Llanelli area.

13. Looking forward

The Principal Manager will contribute to critical areas of work, for example the Youth Justice Blueprint and the YJB Prevention and Diversion Steering Group for Wales and England. The outcome of the consultation on Youth Justice Board KPIs will be monitored and agreed performance measures will be applied as appropriate from April 2023. Emerging actions from the self-assessment against Her Majesty's Inspectorate of Probation will be worked through in readiness for future inspection.

There will be a focus on ensuring that the Youth Support Service's' social media presence promotes accessibility and information sharing. The service will continue to build upon participation and engagement ensure that feedback is meaningfully used to shape aspects of service delivery. Attention will be given to strengthen Welsh language skills and delivery and all youth justice data linked reports will include full consideration of Equalities and Diversity and disproportionality. The Youth Support Service will contribute to the Grŵp Llywio Tyisha/Tyisha Community Steering Group and its workstreams. The refreshed WG Youth Engagement and Progression Framework is due to be rolled out during the Autumn 2022 and local delivery against the framework will be reviewed accordingly for effective delivery within the county.

14. Sign off, submission and approval (Page 16 of the Guidance)

Chair of YJS Board	Jake Morgan
Signature	
Date	

15. Appendix 1

Full Board Membership; Leadership and Governance Arrangements; Record of Attendance at Management Board Meetings; Dates and Agenda Content of Management Board Meetings

Bwrdd Cyfiawnder Ieuencid | Youth Justice Management Board

Name	Agency representing	Position in agency	Ethnicity	Gender
Jake Morgan (Chair)	Carmarthenshire County Council	Director of Community Services and Corporate Safeguarding Lead	White	Male
Angela Lodwick (Vice-Chair)	CAMHS	Head of Specialist CAMHS & Psychological Therapies Service	White	Female
Aeron Rees	Carmarthenshire County Council	Head of Strategy and Learner Support	White	Male
Jan Coles	Carmarthenshire County Council	Head of Children's Services	White	Male
Chris Neve	Dyfed Powys Police	Chief Inspector	White	Female
Christine Harley	National Probation Service	Assistant Chief Executive	White	Female
Kate Harrop	Carmarthenshire County Council	Partnership and Complaints Manager	White	Female
Jane Lewis	Carmarthenshire County Council	Regional Partnership Manager	White	Female
Jonathan Morgan	Carmarthenshire County Council	Head of Housing and Safer Communities	White	Male
Lowri Williams	H.M. Court and Tribunal Service	Legal Advisor	White	Male
CLr Jane Tremlett	Carmarthenshire County Council	Cabinet Member for Health and Social Services	White	Male
Wendy Williams	Careers Wales	Area Manager	White	Female
Alison Perry	Office of the Police and Crime Commissioner	Director of Commissioning	White	Female
Gill Adams	Carmarthenshire County Council	Youth Support Service Principal Manager	White	Female

Representative's attendance at YSS Management Board Meetings

	17.07.20	25.09.20 Llanelli imposed lockdown	08.12.20	12.02.21	30.04.21	15.06.21	13.07.21	23.09.21	24.11.21	01.03.22	23.03.22 Extra session	04.05.22
<i>Director of Community Services – Chair (LA Chief Execs rep)</i>	x	x	✓	✓	x	✓	x	✓	x	✓	✓	X
<i>National Probation Service</i>	✓	✓	x	✓	✓	✓	✓	x	✓	X	✓	✓
<i>Dyfed Powys Police</i>	✓	x	x	✓	x	✓	✓	✓	✓	✓	X	✓
<i>Children's Services</i>	✓	x	x	✓	✓	✓	✓	✓	✓	X	✓	✓
<i>Local Education Authority</i>	✓	✓	✓	✓	✓	✓	x	✓	X	X	✓	✓
<i>CCC Councillor</i>	✓	x	x	✓	✓	x	✓	x	✓	X	X	✓
<i>Housing</i>	x	x	x	✓	✓	x	X	✓	✓	X	✓	✓
<i>Mental Health Advisor</i>	✓	✓	✓	✓	✓	x	X	✓	✓	✓	✓	X
<i>Community Safety Partnership</i>	✓	✓	✓	✓	✓	✓	✓	X	X	✓	✓	✓
<i>HMCTS</i>	✓	✓	✓	X	✓	x	✓	✓	✓	X	X	X
<i>Careers Wales Joined in Mar 2018</i>	✓	✓	x	✓	✓	x	✓	X	✓	✓	✓	✓
<i>CRC Joined in Nov 2018</i>	x	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<i>Regeneration & Policy Joined in Nov 2018</i>	x	x	x	x	x	x	x	x	✓	X	X	✓
<i>Police & Crime Commissioner Joined in July 2020</i>	-	x	✓	x	x	✓	✓	✓	✓	✓	X	✓
<i>YSS Manager</i>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Dates and agenda content of Management Board Meetings in 2021/22

Date	Agenda Items
12.02.21	<ul style="list-style-type: none"> • Performance Guide for Management Board • Management Board Guide for Staff • Youth Work Silver Quality Mark Application - update for Board from Sian Morgan, Universal Support Manager • Report outlining practice under covid 19 • Transfer of children from Police to Children's Services (PACE) local guidance presented to the Board • Maintaining good engagement between staff and Board discussion
30.04.21	<ul style="list-style-type: none"> • Annual Substance Misuse Report • Comparative analysis of Youth Justice Team caseloads 2019/20 and 2020/21 • Business Planning discussion • Welsh Government Promoting Positive Engagement Grant and Police and Crime Commissioner funding reports • Report tracking custody cases over last 5 years • 16-25 housing proposal overview from Stefan Smith - Head of Children's Services and Jonathon Morgan- Head of Homes and Safer Communities • Regional Safeguarding Board- Single unified Safeguarding Briefing by Kate Harrop, Community Safety Manager
15/6/21	<p>Performance Meeting:</p> <ul style="list-style-type: none"> • Presentation of YJT Performance Report and Youth Support Service Business Plan (including Promoting Positive Engagement funded projects and Police and Crime Commissioner funded prevention work data)
13.07.21	<ul style="list-style-type: none"> • Covid update and Youth Support Service update • Risk Management Policy draft presented with agreed timeline for sign off • Youth Justice Team Report to Carmarthenshire Local Operational Group (safeguarding) • Youth Justice Team Infographic for presentation to the Board
24.09.21	<ul style="list-style-type: none"> • Staff attended regarding achievement in attaining YJ effective Practice Certificate for highlighting to Management Board • Risk Management Plan sign off • YJB Serious Incidents Notification Procedure discussed at Board alongside Regional CSPPI Policy which sits under CYSUR (Regional Safeguarding Board) • Update on YOT/Probation Transitions Guidance • Prevention Cases Report • Performance and Finance discussion

Tudalen 53

	<ul style="list-style-type: none"> • National Standards Self-Assessment Action Plan update • Draft YJB YOT Governance and Leadership Guidance discussed • Personalised Approaches/Ensuring that the Board hears the voice of the child: 'My Plan' – created by and for children and young people involved with YJT • Restorative Justice Policy • Carmarthenshire YJT and Probation Service Transitions Guidance
24.11.21	<ul style="list-style-type: none"> • Voice of Child- young person attended the Board to discuss their experiences of CJS/ Youth Justice Team supervision • IOM refresh- Faith Roberts, Dyfed Powys Police • National Participation Standards and Youth Work Quality Mark- Sian Morgan Universal Youth Support Team Manager • Performance Reports (Promoting Positive Engagement and Report for Youth Panel) • Youth Panel Magistrates' Report on Court linked activity • Re-settlement Policy presented • Re-settlement and Re- integration Panel TOR presented • HMIP Inspection Guidance briefing for the Board
1/3/22	<ul style="list-style-type: none"> • Alison Perry/ Claire Bryant OPCC - Police and Crime Plan 2022/25 • Performance: Bureau and Serious Organised and Violent Crime data profile of Youth Justice cohort • YJB briefing on inspection/governance and leadership • YJT Infographic and Strategic Partnership Mapping diagram • Voice of the child- young person was involved in the recruitment of Youth Support Manager in Youth Support Service • Youth Justice Leadership Group- meetings summary and Risk Register • Finance discussion • Business Planning • Audits and QA – summary of schedule to be presented to Board at next meeting
23/3/22	<ul style="list-style-type: none"> • Management Board Development Session: Briefing on the HMI Probation 2021 Annual Report: Inspections of Youth Offending Services
4/5/22	<ul style="list-style-type: none"> • Introduction of newly appointed Youth Support Team Manager to the Board (10-18) • Care Experienced Children in the Youth Justice System discussion of local Police data analysis and next steps (Academic insights paper and newly launched Wales Protocol) • Voice of the Child- practice example discussion • Production of Youth Justice Plan – involving the Board in the writing of the plan
10/6/22	<ul style="list-style-type: none"> • Management Board Development Session- input from Mark Cox YJB Cymru

	<ul style="list-style-type: none"> • Consultation on KPIs • Performance report for the YJ Plan • YJB Serious Incidents notification: standard Operating Procedures • Justice for Wales Report
15/6/22	<ul style="list-style-type: none"> • Youth Justice Plan final draft to be agreed • Analysis of offences of violence committed by girls • Voice of the Child- 'Dyma Fi'/'This is Me' programme • Annual Substance Misuse Report • Child Centred Policing- presentation Ch Insp Chris Neve

Appendix 2

Service Structure Charts

Tîm Hŷn AAP		Senior Team ECS			
					
Gareth Morgans Cyfarwyddwr / Director	Aneirin Thomas Pennaeth Addysg a Chynhwysiant Head of Education and Inclusion	Simon Davies Pennaeth Mynediad i Addysg Head of Access to Education	Elin Forsyth Pennaeth Effeithiolrwydd Ysgolion/ Prif YCY Head of School Effectiveness / Principal ESA	Jan Coles Pennaeth Plant a Theuluoedd Head of Children And Families	Aeron Rees Pennaeth Strategaeth a Chefnogaeth Dysgwyr Head of Strategy and Learner Support
19/10/2022					28

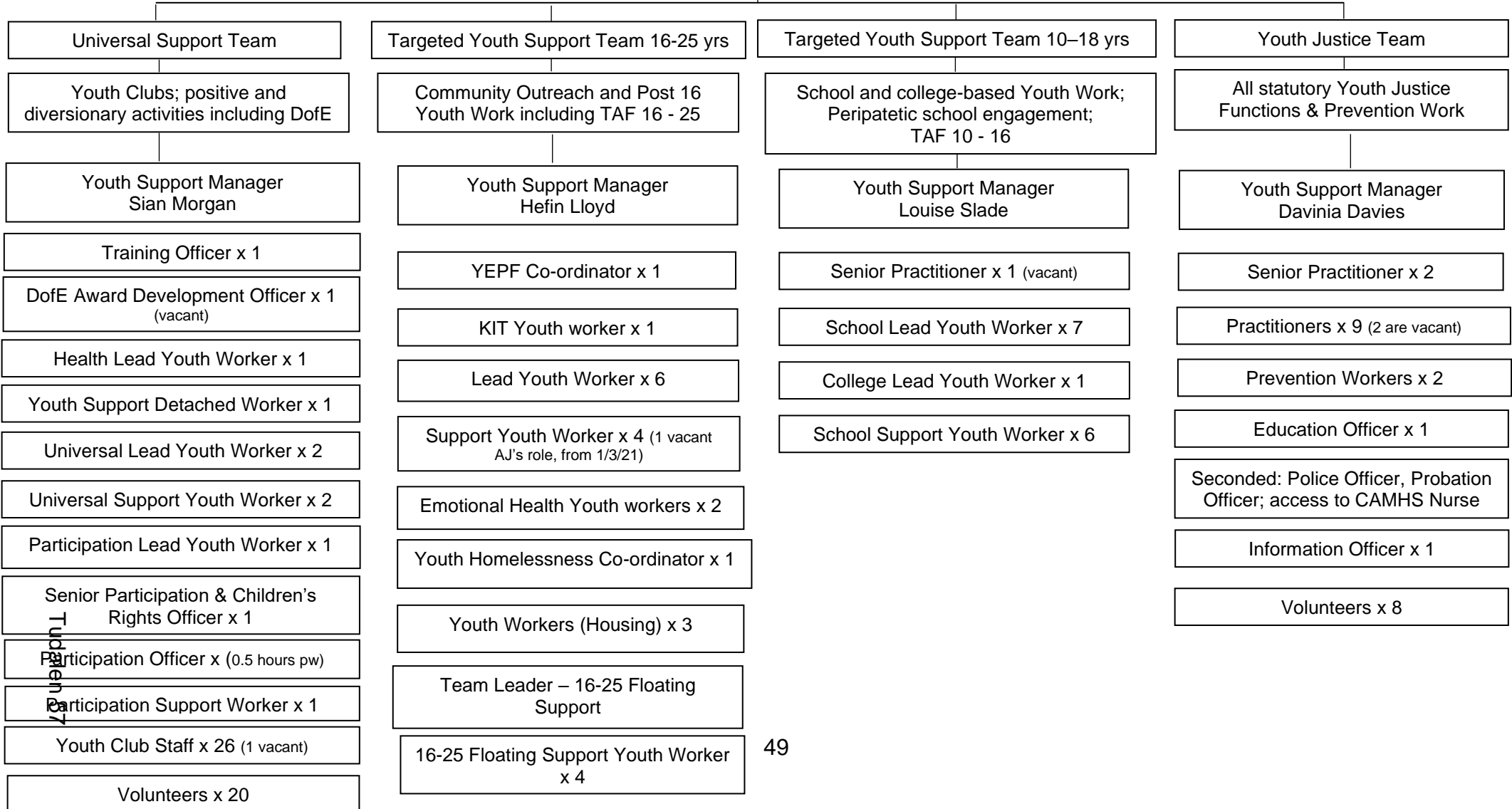
Youth Support Service Structure

Aeron Rees
Head of Strategy and Learner Support

Gill Adams
Youth Support Service Principal
Manager

Laura Rogers
Senior Clerk

Administration x 2



Staff Profiles - Youth Justice Team

	Strategic Manager (PT)	Strategic Manager (FT)	Operational Manager (PT)	Operational Manager (FT)	Practitioners (PT)	Practitioners (FT)	Administration (PT)	Administration (FT)	Sessional	Students/trainees	Volunteer	Total
Permanent		1		1	1	10	1	3				17
Fixed term												
Outsourced												
Temporary (volunteers)											8	8
Vacant				1	1							2
Seconded Children's Services						1						1
Seconded Probation Officer				1								1
Seconded Police Officer						1						1
Seconded Health				1								1
Seconded Education												
Seconded Connexions												
Seconded Other												
TOTAL		1		1	4	13	1	3			8	31
Disabled (self-classified)												

Staff Profile by Role; Gender; Welsh Language Competence and Ethnicity

	Managers Strategic		Managers Operational		Practitioners		Administrative		Sessional		Student		Volunteer		Total	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
White British		1		1	7	7		4					1	6	8	19
White Irish																
Other White																
White & Black Caribbean																
White & Black African																
White & Asian																
Other Mixed					1										1	
Indian																
Pakistani																
Bangladeshi																
Other Asian																
Caribbean																
African																
Other Black													1		1	
Chinese																
Any other ethnic group																
Not Known*																

TOTAL		1		1	8	7		4					2	6	10	19
Welsh Speakers		1		1	4	1							1	3	5	6

Appendix 3

Common Youth Justice Terms

ACE	Adverse childhood experience. Events in the child's life that can have negative, long-lasting impact on the child's health, and life choices
AIM 2 and 3	Assessment, intervention and moving on, an assessment tool and framework for children who have instigated harmful sexual behaviour
APB	Area Planning Board
ASB	Anti-social behaviour
AssetPlus	Assessment tool to be used for children who have been involved in offending behaviour
CAMHS	Child and adolescent mental health services
CCE	Child Criminal exploitation, where a child is forced, through threats of violence, or manipulated to take part in criminal activity
Children	We define a child as anyone who has not yet reached their 18th birthday. This is in line with the United Nations Convention on the Rights of the Child and civil legislation in England and Wales. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.
Child First	A system wide approach to working with children in the youth justice system. There are four tenants to this approach, it should be: developmentally informed, strength based, promote participation, and encourage diversion
Child looked-after	Child Looked After, where a child is looked after by the local authority
CME	Child Missing Education
Constructive resettlement	The principle of encouraging and supporting a child's positive identity development from pro-offending to pro-social
Contextual safeguarding	An approach to safeguarding children which considers the wider community and peer influences on a child's safety
Community resolution	Community resolution, an informal disposal, administered by the police, for low level offending where there has been an admission of guilt
EHCP	Education and health care plan, a plan outlining the education, health and social care needs of a child with additional needs
CYSUR	Children and Youth Safeguarding- Unifying the Region
Careers Wales	Welsh Government Body offering careers advice and guidance to children/young people
CPN	Community Psychiatric Nurse
CSP	Community Safety Partnership
DTO	Detention and Training Order
ECM	Enhanced Case Management
EHE	Electively home educated, children who are formally recorded as being educated at home and do not attend school
ETE	Education, training or employment

EOTAS	Education other than at school, children who receive their education away from a mainstream school setting
FACTS	Forensic Adolescent Consultant Service
FTE	First Time Entrant. A child who receives a statutory criminal justice outcome for the first time (youth caution, youth conditional caution, or court disposal)
HMIP	Her Majesty Inspectorate of Probation. An independent arms-length body who inspect Youth Justice services and probation services
HSB	Harmful sexual behaviour, developmentally inappropriate sexual behaviour by children, which is harmful to another child or adult, or themselves
JAC	Junior Attendance Centre
KPI	Key Performance Indicator
LCJB	Local Criminal Justice Board
MAPPA	Multi Agency Public Protection Arrangements
MARAC	Multi agency Risk Assessment Conference
MFH	Missing from Home
NEET	Not in Education, Employment or Training
NRM	National Referral Mechanism. The national framework for identifying and referring potential victims of modern slavery in order to gain help to support and protect them
OOCD	Out-of-court disposal. All recorded disposals where a crime is recorded, an outcome delivered but the matter is not sent to court
Outcome 22/21	An informal disposal, available where the child does not admit the offence, but they undertake intervention to build strengths to minimise the possibility of further offending
Over-represented children	Appearing in higher numbers than the local or national average
RHI	Return home Interviews. These are interviews completed after a child has been reported missing
SLCN	Speech, Language and communication needs
STC	Secure training centre
SCH	Secure children's home
Young Adult	We define a young adult as someone who is 18 or over. For example, when a young adult is transferring to the adult probation service.
YJB	Youth Justice Board
YJS	Youth Justice Service. This is now the preferred title for services working with children in the youth justice system. This reflects the move to a child first approach
YOI	Young offender institution
YRO	Youth Rehabilitation Order

**ADRODDIAD BLYNYDDOL
CYNGOR SIR CAERFYRDDIN AR GYFER 2021/22**

Y Pwrpas

Adroddiad Blynyddol Drafft y Cyngor.

Gofynnir i'r Pwyllgor Craffu:-

Adolygu ac asesu'r wybodaeth sydd yn yr Adroddiad a darparu unrhyw argymhellion, sylwadau, neu gyngor i'r Aelod Cabinet a/neu'r Cyfarwyddwr cyn i'r Cabinet ystyried yr adroddiad.

Y Rhesymau:

- O dan Ddeddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 mae'n ofynnol inni gyhoeddi Adroddiad Blynyddol ynghylch ein Hamcanion Llesiant.
- O dan Ddeddf Llywodraeth Leol ac Etholiadau (Cymru) 2021 mae gennym ddyletswydd i adrodd ar berfformiad, yn seiliedig ar ddull hunanasesu
- Mae'r adroddiad hwn yn bodloni'r ddau ofyniad hyn mewn un ddogfen.

Yr Aelod o'r Cabinet sy'n gyfrifol am y portffolio:

Trosolwg Corfforaethol: Aelod Cabinet dros Drefniadaeth a'r Gweithlu – Cyng. Philip Hughes
Deilydd Portffolio Amcan Llesiant: Aelod Cabinet dros Addysg a'r Gymraeg - Cyng. Glynog Davies

Cyfarwyddiaeth:	Swyddi:	Rhifau ffôn / Cyfeiriadau E-bost:
Enwau Penaethiaid Gwasanaeth		
Noelwyn Daniel	Pennaeth TGCh a Pholisi Corfforaethol	01267 246270 ndaniel@sirgar.gov.uk
Jan Coles	Pennaeth Plant a Theuluoedd	JColes@sirgar.gov.uk
Aneirin Thomas	Pennaeth Addysg a Chynhwysiant	ARThomas@sirgar.gov.uk
Aeron Rees	Pennaeth Strategaeth a Chefnogaeth Dysgwyr	JARees@sirgar.gov.uk
Simon Davies	Pennaeth Mynediad i Addysg	SiDavies@sirgar.gov.uk
Awdur yr Adroddiad:		
Rob James	Rheolwr Perfformiad Corfforaethol	RNJames@sirgar.gov.uk
Johnathan Buck	Swyddog Perfformiad ac Gwybodaeth	jgbuck@sirgar.gov.uk

EXECUTIVE SUMMARY
EDUCATION YOUNG PEOPLE AND THE WELSH LANGUAGE
SCRUTINY COMMITTEE
01/12/2022

CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT
FOR 2021/22

The following sections within the document are **relevant to Education, Young People and the Welsh Language Scrutiny**:

Annual Report Sections and Well-being Objectives (WBO)		
Introduction		
WBO 1	Help to give every child the best start in life and improve their early life experiences	Focus on Additional Learning Needs
WBO 2	Help children live healthy lifestyles	All except Leisure Services matters
WBO 3	Support and improve progress, achievement, and outcomes for all learners	All
WBO 4	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	Gap in exams results of pupils receiving Free School Meals
WBO 12	Promote Welsh Language and Culture	Focus on Welsh Language
Appendix		

- The Annual Report starts with an overview of our COVID-19 response and outlines some key impacts, challenges and learning.
- The Annual Report then looks in turn at each of our 13 Well-being Objectives and assesses the progress and adaptations that have been made during this difficult year.
- Appendices
 1. a) Statutory Requirements
b) How our Well-being Objectives contribute to the national Well-being Goals
 2. Success measures for our Well-being Objectives
 3. National Survey for Wales 2021/22 – Carmarthenshire results
 4. Regulatory reports issued during 2021/22
 5. The extent to which we meet 'performance requirements'
 - a. Departmental analysis
 - b. The Council's response to the COVID-19 pandemic-unplanned transformation
 - c. Consultation on 'performance requirements'

- Under the Well-being of Future Generations (Wales) Act 2015 we are required to publish an Annual Report on our Well-being Objectives.
- Under the Local Government and Elections Act (Wales) 2021 we have a duty to report on performance-based on a self-assessment approach.

The Local Government and Elections (Wales) Act 2021 requires that a Council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that financial year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements. The performance requirements are the extent to which:

- *we are exercising our functions effectively.*
 - *we are using our resources economically, efficiently and effectively.*
 - *our governance is effective for securing the above.*
- We also have a duty to consult on the extent to which we meet our performance requirements.
 - This report aims to meet these requirements within one document.

DETAILED REPORT ATTACHED ?	YES Annual Report Annexe – Commitment updates*
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* Annexe – Commitment updates – At the end of each Well-being Objective is a web link to the detailed actions and targets (commitments) set out to deliver the objective and the progress made during the year. These web links will open to readers when the document is finalised and published on the internet. However, they do not always work at Scrutiny and this annexe provides a listing of all 13 Well-being Objectives commitment updates.

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Noelwyn Daniel	Head of ICT & Corporate Policy
Jan Coles	Head of Children and Families
Aneirin Thomas	Head of Education and Inclusion
Aeron Rees	Head of Strategy and Learner Support
Simon Davies	Head of Access to Education

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	No	No	No	No

1. Policy, Crime & Disorder and Equalities

Well-being of Future Generations (Wales) Act 2015

To comply with the Well-being of Future Generations (WbFG) Act 2015, we must (in carrying out sustainable development):

<ul style="list-style-type: none"> Set and publish well-being objectives Take all reasonable steps to meet those objectives Publish a statement about well-being objectives 	Corporate Strategy update was published in June 2019, and further updated in May 2021.
<ul style="list-style-type: none"> Publish an annual report of progress 	This will be accomplished by the enclosed Annual Report

Only when a public body can demonstrate it has taken into account the sustainable development principle in the setting, taking steps and meeting of its well-being objectives will it be compliant with the Act. Public bodies may take other matters into account when making their decisions, but in order to comply with the Act they must take into account the 5 ways of working.

1. Long term
2. Integrated
3. Involving
4. Collaborative
5. Preventative

Local Government and Elections Act (Wales) 2021

The Local Government and Elections Wales Act 2021 provides for the establishment of a new and reformed legislative framework for local government elections, democracy, governance and performance. It replaces the Local Government Measure 2009.

The Local Government and Elections (Wales) Act 2021 requires that a Council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that financial year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements.

The performance requirements are the extent to which:

- we are exercising our functions effectively.
- we are using our resources economically, efficiently and effectively.
- our governance is effective for securing the above.

2. Legal

The requirement to publish a forward-looking Improvement Plan by the end of June and an Annual Report by the end of October no longer applies.

- *The Local Government and Elections (Wales) Act 2021 (“the Act”) replaces the current improvement duty for councils set out in the Local Government (Wales) Measure 2009* para 1.2

Statutory guidance on the Local Government and Elections (Wales) act 2021

The new Act sets a duty to report on performance through self-assessment. It provides that a council must produce a self-assessment report in respect of each financial year. The report should be made as soon as reasonably practicable after the financial year to which it relates. However, it is for the council to determine when exactly to do this to best align with its own corporate arrangements. Para 2.28.

The Well-being of Future Generations (Wales) Act 2015 requires that Annual Reports must be published as soon as possible, but no later than March 31st. It is up to Carmarthenshire County Council when it publishes its Annual Report on 2021/22 so long as it is before March 31st 2023. Though it should be as soon as reasonably practicable.

The requirement to produce a self-assessment report is one for the full council or its executive (as a council may determine). Councils will be required to involve a wide range of stakeholders and local people in its self-assessment. In addition, involving members from controlling and opposition groups.

Scrutiny committees are a key part of offering constructive challenge to how a council is performing and how it organises itself in the delivery of sustainable services.

‘Scrutiny committees, as well as internal audit, will be a key part of a council’s self-assessment, and the council should determine and agree how best to involve their scrutiny committees in the self-assessment process itself, not just in considering the outcomes of any self-assessment’.

The self-assessment report must be published within four weeks of it being finalised and approved in accordance with the council’s agreed processes.

This is the first year that we are reporting under the duties of Local Government and Elections (Wales) Act 2021.

[Part 6 of the Act outlines new duties in respect of Performance and Governance of Principal Councils.](#)

Note: Governance and Audit Committee must receive the Annual Report and its feedback considered.

3.Finance

Well-being Objective 13 – Better Governance and Use of Resources covers financial matters.

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED YES	<i>Cllr. Philip Hughes as Cabinet Member with responsibility for performance management has the overall lead for the report however it references the work of all Cabinet portfolio holders</i>	
Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:		
Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations (Wales) Act 2015		https://gov.wales/well-being-of-future-generations-wales
Local Government and Elections (Wales) Act 2021		Part 6 of the Act outlines new duties in respect of Performance and Governance of Principal Councils

Moving Forward in Carmarthenshire

ANNUAL REPORT for 2021/2022

on the Council's Corporate Strategy 2018-2023

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

October 2022



carmarthenshire.gov.wales

Cyngor Sir Gâr
Carmarthenshire
County Council



Tudalen 69

Welcome from the Leader of the Council to our Annual Report for 2021-2022

In writing this introduction I have taken the opportunity to review our year and to look back over our performance and achievements over the last few years. As the new Leader of Carmarthenshire County Council, I appreciate that I have solid foundations to continue to build on, but these past few years have been very challenging, and at the time of writing there are significant challenges ahead. For me, 2021/2022 is the year that marks the tail end of the pandemic and the beginning of the cost-of-living crisis. Despite the challenges, we made great strides in many areas including recovery and regeneration, we made plans for our children's future education, built more homes, and continued to work towards becoming a net zero carbon local authority by 2030.

Early in the pandemic we understood that alongside facing the day-to-day challenges, we needed to put in place a recovery plan. We saw opportunities and found new ambitions that could secure our future development and growth. We presented a comprehensive recovery plan to get Carmarthenshire back on its journey of growth, and set out priorities for supporting businesses, people, and communities. We have continued to work on that plan and during the year we have seen other opportunities for growth. Key to the plan is supporting the county's foundational economy and supporting local people to grow skills and talent in targeted areas so that there is a strong and resilient local workforce. Going forward it is more important than ever that we are able to help ourselves and support local businesses.

We have continued to look at town centre recovery plans for Ammanford, Llanelli and Carmarthen as well as our ten towns initiative, continuing to drive forward an agenda for change for each of the identified towns and their wider communities.

This year, we launched an ambitious ten-year strategy outlining our future vision for education. The plan sets out the council's aspirations for learners and staff for the next 10 years. The strategy aims to build on the good work that has been carried out to date to deliver consistently excellent outcomes for all learners.

We found out in Autumn 2021 that the Tywi Valley Cycle Path project had been awarded £16.7million as part of the UK Government's new Levelling Up fund. We have been campaigning to get the path underway for quite a few years and it is great to see another ambition being developed. The Tywi Valley Path project will create a 20km off-road walking and cycling route linking Carmarthen to Llandeilo, running alongside the River Tywi through stunning scenery which takes in castles, country parks and historical estates as well as attractions including the National Botanic Gardens of Wales and Aberglasney Gardens.

Another of our projects which received funding through the levelling up fund was the creation of Carmarthen Hwb. This project brings the former Debenhams store back to life as a central hub that will pull together a range of key public services under one roof, providing convenient access and a space for people to relax and enjoy. Still in the early stages of development, the exciting venture could feature a state-of-the-art leisure, culture and exhibition space alongside health and educational facilities, tourist information, customer services and more.

As I mentioned earlier, we have been able to grow despite the challenges of the pandemic but now we face the challenges of the cost-of-living crisis. We are facing uncertain times and I am not in any doubt that the next few years will be difficult, but we have built strong foundations and as always, we will look to pull together and find a way forward.



We welcome constructive comments on our strategies and services. Feedback from customers and service users is essential in identifying opportunities for improvement and we hope that if you have any comments or suggestions that you believe would help that you will share them with us. Please contact us at **Corporate Performance Management**, Carmarthenshire County Council, County Hall, Carmarthen SA31 1JP or email at performance@carmarthenshire.gov.uk

Tudalen 70

Contents

	Page
COVID-19 and Recovery	4
Introduction	8

Carmarthenshire's Well-being Objectives

Start Well	1. Help to give every child the best start in life and improve their early life experiences	19
	2. Help children live healthy lifestyles	26
	3. Support and improve progress, achievement, and outcomes for all learners	31
Live Well	4. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	39
	5. Create more jobs and growth throughout the county	45
	6. Increase the availability of rented and affordable homes	52
	7. Help people live healthy lives (tackling risky behaviour and obesity)	55
	8. Support community cohesion, resilience, and safety	61
Age Well	9. Support older people to age well and maintain dignity and independence in their later years	66
In A Healthy, Safe & Prosperous Environment	10. Look after the environment now and for the future	72
	11. Improve the highway and transport infrastructure and connectivity	79
	12. Promote Welsh Language and Culture	83
	13. Better Governance and Use of Resources	88
Appendices		99

COVID-19 AND RECOVERY

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

START WELL



CHILDREN AND SCHOOLS

The last twelve months, due to COVID-19, have continued to be challenging for all services. However, we continued working through the recovery phase as one Education and Children's Services team, to ensure that our children and young people were successfully supported to access their education and all the services they required.

The Department coordinated plans to sustain schools and learners through lockdowns via an amended national curriculum. The programme emanated early on, following vital multi-disciplinary input from across departmental teams, focussing on the wellbeing of learners and re-engagement in learning.

All schools have utilised their delegated Recruit, Recover and Raise standards grant funding to support learners. School leaders have discussed the focus and impact of this funding with their Educational Support Adviser, focussing on the additional support and provision they are able to provide for learners and their families, including those who are most vulnerable, utilising this grant.

We have continued to ensure that schools are COVID-19 safe environments including supporting School Leaders with updating Risk Assessments, ensuring adherence to changing Health and Safety guidance. We have also continued to provide enhanced cleaning and provided additional resource such as air filters as required.

Whilst children's services continued throughout lockdown to ensure the safeguarding of children and young people, the work adapted in accordance with social distancing arrangements. This year has been even more challenging due to COVID-19, placing significant pressures on families and leading to an increase in demand for our services. The number of Contacts to the department has increased to 11,379 as compared to 9,498 last year. This increase coupled with staff absence due to COVID-19 and sickness, COVID-19 restrictions and recruitment difficulties have all been additional challenges placing increased pressures on childcare teams. However, despite this, workers have been inventive in finding meaningful and innovative ways of carrying out direct work with children and families and services have continued to perform well. 90.2% of all new assessments have been completed within statutory timescales.

The Inclusion Team has continued to deliver all service areas throughout the COVID-19 period. Methods of delivery have been modified following consultation with families, schools, Education and Child Psychologist Service and Health ensuring all best endeavours are undertaken to continue to deliver statutory processes and support services.

New on-line application processes have been introduced for both Free School Meals and Pupil Development Grant Access which provides a far better service to our residents. The continuation of Free School Meal payments has been challenging.

LIVE WELL



ECONOMY

Carmarthenshire's economy has been significantly impacted by the COVID-19 pandemic and Brexit. To gain an informed understanding of the position in Carmarthenshire, we engaged with over 1,000 businesses to gather evidence on the impact of the pandemic on our businesses, unemployment and our rural and primary town economies. This assisted us to put in place a clear [Economic Recovery Plan](#) (we were first in Wales to do so) with an immediate priority focus on protecting jobs and supporting our small and medium enterprises (SMEs) to upscale.

Businesses have done well to 'bounce back' – restrictions imposed on businesses created a range of operational challenges which hampered income generation and productivity. Consumer demand and changing consumer spending practices were a significant concern but financial interventions and support provided by the Council have assisted businesses to operate and diversify in a post-lockdown economy which was

complemented by a campaign to think and buy local through the '100% Sir Gâr' initiative.

What have we delivered?

<i>More than 1,100 jobs have already been created and over 700 jobs safeguarded.</i>	<i>We have delivered over £66 million COVID-19 Business Recovery Funds on behalf of the Welsh Government</i>
<i>We have awarded contracts to local businesses, providing skilled work opportunities in the local economy and safeguarding jobs.</i>	<i>We have successfully delivered six jobs' fairs in each of the primary towns, to support sectors experiencing acute recruitment challenges.</i>
<i>We have engaged with well over 3,200 local businesses and provided just under 900 people with training support.</i>	

We will also continue to address the longer-term challenges that constrain growth in Carmarthenshire including low productivity and wages, skills deficits, too few businesses scaling up and the need for investment in modern business infrastructure and premises. *We will support Carmarthenshire's economy to recover as quickly as possible to become one that is more productive than before, more equal, greener and with more sustainable communities.*

AGE WELL



SOCIAL CARE

From a social care perspective, managing the challenges that the pandemic has created has become very much business as usual over the last year. The success of the vaccination programme and the associated very high level of take up by vulnerable adults and social care staff has meant that the impact of community transmission has been very different. With the exception of one isolated incident in the summer, clusters of cases in care homes have become more routine to manage and whilst COVID-19 has still contributed to staff absence, they have returned to work much quicker on the basis that more often than not they are well enough to return to the work at the end of the isolation period. COVID-19 has therefore become something for us to manage on a proactive basis, rather than constantly needing to respond to emergency and different issues on a reactive basis. As a consequence of the above, we have had the opportunity to focus more on our core business and look at how

we develop and shape our services so that they are fit for the future.

Our biggest challenge however has come from the significant recruitment and retention issues we are experiencing both in terms of a qualified social work and non-qualified social care workforce. There are insufficient qualified social workers and non-qualified care staff in the job market to fill all of the vacancies in the county, and we are competing with neighbouring public sector agencies and independent sector

providers in the same limited workforce pool. This position is echoed nationally, and as a consequence, we have had insufficient social workers available to assess all those who need assessments as quickly as we might like as well as support vulnerable people. In addition, we have had insufficient workforce available to provide all of the care that is needed. People are therefore having to wait longer for assessment than we would like, and we are having to prioritise those most in need of support. This means that there is a significant risk that people are not getting the help they need as quickly as they need it, and we are having to effectively manage that risk to keep people safe.

HEALTHY, SAFE AND PROSPEROUS ENVIRONMENT



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

As a consequence of lockdown there was an improvement in Air Quality during the year because of the reduction of road vehicle movements. The main pollutant of concern for Carmarthenshire is Nitrogen Dioxide (NO₂).

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

We have seen an increased challenge with retaining and recruiting staff in several service areas across the department especially where certain expertise is required and this reflects the position Nationally. There are clearly opportunities arising from lessons learnt during the pandemic for us to look at re-shaping our service delivery models and ensure we continue to drive forward digital transformation to meet the increasing demands of the public.

GOVERNANCE



As a result of the COVID-19 pandemic, and new rules relaxing the requirements around the way meetings are held, Carmarthenshire's Democratic Process has changed significantly since June 2020 with all meetings currently being held virtually. This is the same for officers who are office based. As we move into 2022/23, and as COVID-19 rules allow, we anticipate moving to hybrid meetings, whereby some members will attend meetings physically and others remotely, with the public also being able to attend physically or remotely. We already have the systems in place ready for that move.

Information Technology

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

The use of technology, and especially the use of Microsoft Teams, has been a vital component of the Council's response to the pandemic, and is helping to support the adoption of a far more dynamic and productive way of working. It has facilitated improved communication and team working at a local, regional, and national level. It has increased productivity, reduced the amount of travel and therefore carbon emissions and increased flexibility access to information and learning.

Tudalen 74

Agile and Hybrid working, is more productive and will reduce our accommodation costs and the amount of time we spend travelling and commuting and this will go a long way in supporting our aim in becoming carbon neutral. To support our high streets and help increase footfall we are reviewing how we use our town centre buildings and plan to create spaces that our staff can use to do their work and meet with colleagues. All public sector organisations are facing similar challenges. We want to work with our public sector partners to share the facilities we all have. This approach will allow us to increase the accommodation options available to our staff whilst reducing the buildings we run ourselves. This will provide us with an opportunity to achieve better value for money from our existing or new town centre facilities. Welsh Government is encouraging an increase in multi-located working and has set a long-term ambition for 30% of the Welsh workforce to work at or closer to home. This ambition is intended to help reduce congestion and cut carbon emission.

We currently have over 40 transactional services available to the public online developed over the past 5 years and over the previous Digital Transformation Strategy 2018-2021. Over the past two years in particular, we have had to rapidly and quickly implement and develop solutions in response to the pandemic, cost of living and Ukraine. We have an ongoing programme to introduce more on-line services.

Workforce

COVID-19 continued to present challenges for our workforce during 2021. However, our employees continued to step up to deliver the best possible services, with almost a thousand employees prepared to retrain and step in and help their colleagues, doing very different jobs in a positive and highly supportive manner. Feedback from Carmarthenshire's residents has been extremely positive.

2022 will see the lifting of all restrictions and our workforce will start to see a return to a "new" normal way of working having learnt much from the pandemic. Our Transformation programme will support our workforce and continue to look at ways to improve services by reducing waste, saving money whilst at the same time helping our staff to work in smarter ways.

Staff saw changes in their personal and working lives during the pandemic and we want to use that learning to make sure we build on what has worked well, and address any challenges they might have faced, to improve their working lives.



We also want to make sure that all staff have the skills and support needed to do their jobs. This is about all our staff, whether working out of an office or working in our communities, the aim is to make working lives better.

The health and well-being of our staff continues to be a key priority for us. To support the financial well-being of our workforce, particularly as the cost-of-living crisis hit, we launched a new Staff Rewards scheme during 2021 that gives all our staff access to hundreds of offers and discounts with national and local retailers. We will continue to develop initiatives that prioritise the health and well-being of our workforce. We will also need to develop a new workforce strategy that addresses the recruitment and retention of staff in key areas as well as support the development of skills required to work in a post covid world.

INTRODUCTION TO OUR ANNUAL REPORT

This Annual Report is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing. It is also a statutory duty under the Local Government and Elections Act (Wales) 2021 and the Well-being of Future Generations Act 2015 (See Appendix 1).

This annual report and self-assessment addresses two legal duties:

 Well-being of Future Generations Act (Wales) 2015		Local Government and Elections Act (Wales) 2021 	
Requirement	How we meet our statutory obligations		Requirement
Demonstrate the extent to which well-being objectives are contributing to the achievement of the well-being goals	This will be outlined in the Annual Report for each Well-being Objective and outlined in Appendix 1b	Addressed in the enclosed progress report for each Well-being Objective. Starting with an assessment judgement and backed by success measure evidence and progress made, triangulating evidence to support the assessment. Identifying in case studies 'Is anyone better off'	The Act requires each council in Wales to keep under review, through self-assessment, the extent to which it is meeting the 3 ' <u>performance requirements</u> ', that is the extent to which:
Take all reasonable steps to meet their well-being objectives	We set out steps for each Well-being Objective (WBO) with targets and actions. Progress on these commitments is provided in each WBO		
Demonstrate well-being objectives are consistent with the sustainable development principle	We include a Case Study within each Well-being Objective		
		Our Annual Governance Statement will support this	1. It is exercising its functions effectively
		See summary judgements for each Well-being objective	2. It is using its resources economically, efficiently, and effectively
	Each Well-being Objective concludes with an Action Plan		3. Its governance is effective for securing the above
			Conclusions as to the extent to which the performance requirements were met during that financial year
			Any actions to be taken, or that have already been taken, to increase the extent to which performance requirements will be met

Our Approach to self-assessment is via our Well-being Objectives

Using well-being objectives to frame the self-assessment enables the Council to integrate the reporting requirements of both the Local Government & Elections (Wales) Act and the Well-being of Future Generations (Wales) Act into a single report.

This approach provides the context within which we exercise our functions, use resources, and ensure governance is effective:

- It ensures the self-assessment is strategic, focusing on the organisation, rather than individual services and on the extent to which the Council is achieving its well-being objectives and intended outcomes.
- It allows us to reflect at a strategic level on how all our functions (including corporate activities) are contributing to the achievement of our well-being objectives, how we are operating and what action we need to take to improve further and continue to provide effective services now and for the long-term.
- Using well-being objectives as the overarching framework encourages a more holistic view of Council performance, recognising that many services 'join-up' and contribute to one or more wellbeing objective.
- We continue to manage individual service performance via Divisional and Departmental Business Plans.

Managing Performance in Carmarthenshire County Council

Our Performance Management Framework is based on a Plan/Do/Review cycle and we have strengthened it to enhance self-assessment and will develop it further to reflect the expectations of the Act and statutory guidance.

Our Performance Management Framework - 'Wedding Cake'



Improvements made during 2021/22

See *Appendix 1b* to see how our Well-being Objectives are contributing to the National Goals

We strengthened our quarterly monitoring of our Corporate Strategy with dedicated senior officer performance meetings and more integrated performance information on resources and performance

📍 See Well-being Objective 13 on *Better Governance and Use of Resources*.

We have also set up a *Data Insight* team to strengthen informed decision making.

To ensure our functions are effective we introduced new Engagement and Assurance Peer sessions to ensure effective support, challenge and assessment of business plans to help provide corporate oversight were introduced.

Recognise/Grow/Together

Individual officers identify how they contribute to the above and have a voice.

Governance

We have also revamped our approach to the Annual Governance Statement. In previous years we outlined what arrangements were in place but for 2021/22 we considered how well are these arrangements doing, how do we know and how can we improve?

Annual Governance Statement

GOVERNANCE ISSUES ACTION PLAN			
ISSUE REF	NEW GOVERNANCE ISSUES IDENTIFIED IN THIS YEAR'S ANNUAL GOVERNANCE STATEMENT		
	ACTION	RESPONSIBLE OFFICER	TARGET DATE
AGS 2021/22 No.1	Develop recruitment strategy and workforce plan alongside implementation of new recruitment software to ensure recruitment service can be streamlined and maintained.	People Services Manager	March 2023
AGS 2021/22 No.2	Set up governance group to oversee development of Reward and Benefit hub	People Services Manager	May/June 2022
AGS 2021/22 No. 3	Review employment safeguarding framework and develop training programme for recruiting managers	People Services Manager	March 2023

Working with Partners

Swansea Bay City Deal

The Swansea Bay City Deal is an unprecedented investment of up to £1.3 billion across a portfolio of nine headline projects and programmes delivering a total of 35 individual projects throughout the counties of Swansea, Carmarthenshire, Neath Port Talbot and Pembrokeshire.

Aligned to three themes of economic acceleration, energy and smart manufacturing, and life science and well-being, the financial year began with five of the nine business cases being approved by the Welsh Government and the UK Government - Yr Egin, Swansea City & Waterfront Digital District, Pembroke Dock Marine, Pentre Awel and Digital Infrastructure. Within nine months, the remaining four business cases were all approved – Homes as Power Stations, Supporting Innovation and Low Carbon Growth, Skills & Talent and Campuses. This represented a significant milestone for the City Deal in December 2021, with the entire portfolio reaching delivery stage, the First of the Welsh City and Growth Deals to achieve this milestone.

Progress has also been made in other areas over the year. Work has commenced on five projects and a further three have completed contractual engagements. The three regional programmes are also gathering pace with pilot schemes and funding opportunities being announced.

With the portfolio in full delivery, this has put the City Deal in a very strong position to be able to deliver the estimated £1.3 billion of investment by 2033 and create over 9000 jobs. This will provide opportunities for many existing and new regional businesses, as well as residents across the region

PARTNERIAETH

PARTNERIAETH was established following the abolition of ERW, as a regional service to support schools. This was done in partnership with Swansea and Pembrokeshire Councils. A new Joint Committee was established, and a Legal Agreement was developed to manage the work of the new entity. Core staff have been restructured to create a team of officers to support and complement school improvement activities in the three counties. A Chief Officer and Senior Management Team have been appointed to lead on partnership working and to work to meet the specific needs of the partners and the Welsh Government. Work continues to strengthen governance, monitoring and holding PARTNERIAETH to account for its contribution to school improvement in the region.

South West Wales Corporate Joint Committee (CJC)

The South West Wales Corporate Joint Committee (CJC) has been established as a regional corporate body by Welsh Ministers. Membership consists of the Executive leaders of Carmarthenshire, Neath Port Talbot, Pembrokeshire and Swansea Councils, along with a member of the Brecon Beacons National Park Authority and a member of the Pembrokeshire Coast National Park Authority. The CJC will lead on 'Place' based policy interventions covering the South West Wales spatial region in the areas of the Strategic Development Plan, Regional Transport Plan and Economic well-being.

Carmarthenshire Public Services Board's (PSB)

The Carmarthenshire Public Services Board's (PSB) Well-being Assessment for Carmarthenshire was completed during the year. Collaboration took place with regional colleagues in Ceredigion and Pembrokeshire and the Regional Partnership Board throughout the year, particularly in the engagement and data analysis stages. A regional survey was developed which was live from early August to early October. The survey was available online with printed forms also available and an easy read version. It was available in other languages such as Polish, Romanian, and Arabic. [The Carmarthenshire We Want](#)

Several engagement events took place during the consultation period. A Regional Data Group was established to take a collaborative approach to the collection and analysis of local, regional, and national data to share expertise and avoid duplication. Following the engagement and data analysis stages, the draft Well-being Assessment was developed, and approved at the PSB meeting in November. The draft Assessment went out to public consultation from early December to mid-January. All feedback was considered and the PSB approved a final amended version and supporting documentation including community profiles, a Consultation and Involvement report, Data Source document and Environment and Climate Change analysis on 8 March. The final Well-being Assessment and supporting documentation will be published in May/June 2022. The PSB will now work towards publishing its refreshed Well-being Plan by May 2023.

Consultation undertaken by the Council

The Council has a well-established method of consulting and engaging with citizens and service users. There are numerous network groups representing a range of interests from the youth forum to the ageing well network as well as fora that we engage to seek the views of those with specified protected characteristics as recognised by The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Welsh in Education Strategic plan (WESP): The WESP consultation received over 854 responses which is a considerable increase in comparison to the last time WESP was consulted on in 2017.

A484 Sandy Road Corridor Improvements: We have consulted on a series of improvement options for the A484 Sandy Road Corridor which had been identified and assessed in line with Welsh Transport Appraisal Guidance (WelTAG). In total, 334 local residents and key stakeholders participated in the consultation.

Carmarthenshire's Future Waste Collection Strategy: We consulted with residents of Carmarthenshire to gather views on proposals for the future of household recycling collections. In total, 4,034 residents participated in the engagement which will guide our recycling strategy in future. Tudalen 79

Housing and Regeneration Masterplan: The purpose of this consultation was to ensure that we understand the needs, views and priorities of the public and our key stakeholders and reflect these requirements in the new Housing and Regeneration Masterplan. In total, 2,522 residents completed the consultation.

Carmarthenshire Equestrian Strategy Questionnaire: We made a commitment in the Carmarthenshire Rights of Way Improvement Plan to develop an Equestrian Strategy for the County. To inform and shape the strategy we consulted with the public, groups, clubs, organisations, local businesses and elected members on current equestrian provision in the County. The consultation generated a lot of interest from both equestrians and non-equestrians which resulted in 502 participants taking part. The information collected has helped us build a picture of equestrian demand and need in the County and to seize opportunities for equestrian development according to that need.

Carmarthenshire Assessment of Well-being: Working with the Public Services Board, we conducted an Assessment of Local Well-being. We wanted to find out about the well-being of local people and communities, at present and for the future. In total, 609 residents participated in the consultation.

Gambling Policy Review 2021: This consultation provided an opportunity for residents and key stakeholders to contribute to the review of Carmarthenshire's Gambling policy. In total, 72 responses were received which will now be utilised to maintain an effective licensing system for Carmarthenshire.

Evidence suggests that there has been an increase in participation of online consultations. Specifically, when evaluating comparable consultations. For example, the Welsh in Education strategic plan consultation in 2017 received 21 completes whilst in 2021 the consultation received 854. Additionally, a recent Housing and regeneration masterplan received 2522 completed surveys in comparison to 189 in a similar survey run in 2018. The increase in participation is attributed to the closer relationship developed with the Media and Marketing team ensuring that consultations are promoted on social media and corporate website and are sent to all key stakeholders.

Equality and Diversity

Strategic Equality Plans (SEPs) are important documents that set out how public bodies will consider the needs of groups with protected characteristics, as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation.

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

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

Welsh Language (also, please see *Well-being Objective 12*)

We are continuing to implement the **Welsh Language Standards** across the Council with regular dialogue with the Welsh Language Commissioner's Officer. During the year we have undertaken targeted messaging with Council services on identifying and recording linguistic choice of service users, further to feedback from an investigation held by the Commissioner's Office. Messages about the Standards are conveyed to staff through presentations by the Policy and Involvement Team, through the communication streams maintained by Marketing and Media and through the Departmental Language Leaders.

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

DRAFT

How we measure the success of our Well-being Objectives

Success Measures

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

Other Assessment Information

Citizen Satisfaction

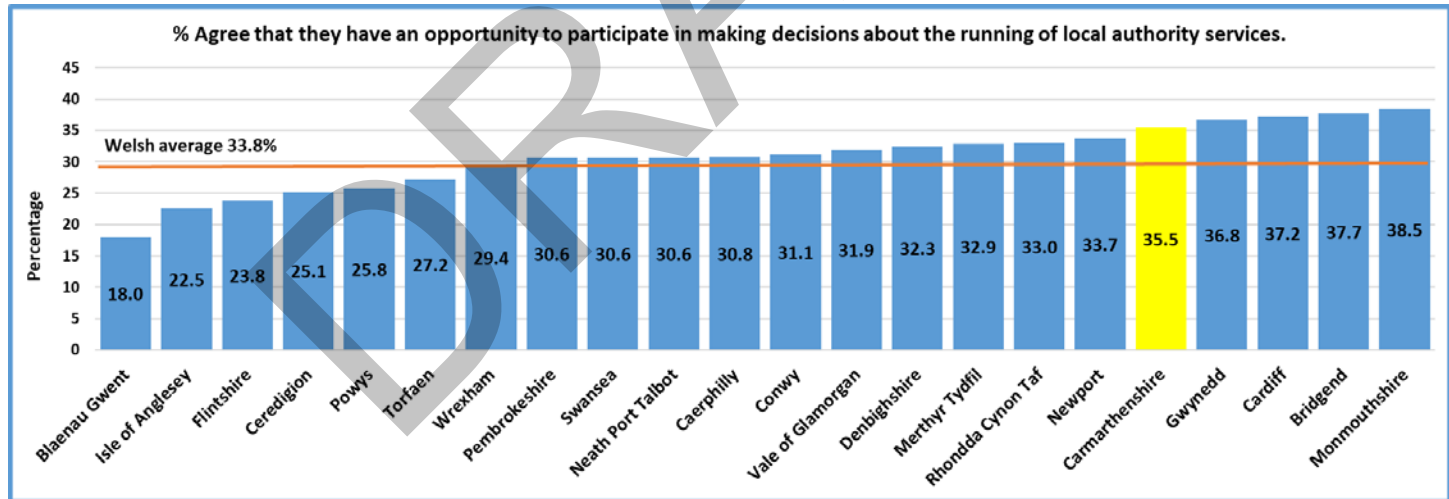


National Survey for Wales

The results of the National Survey for Wales provide a useful benchmark in terms of a sample of residents' views which can be compared across Wales. The 2021/22 headline results were published on 14th July 2022 with additional information being published by Welsh Government as and when available. This survey is based on around 12,000 telephone surveys carried out across Wales with over 500 interviewed in Carmarthenshire.

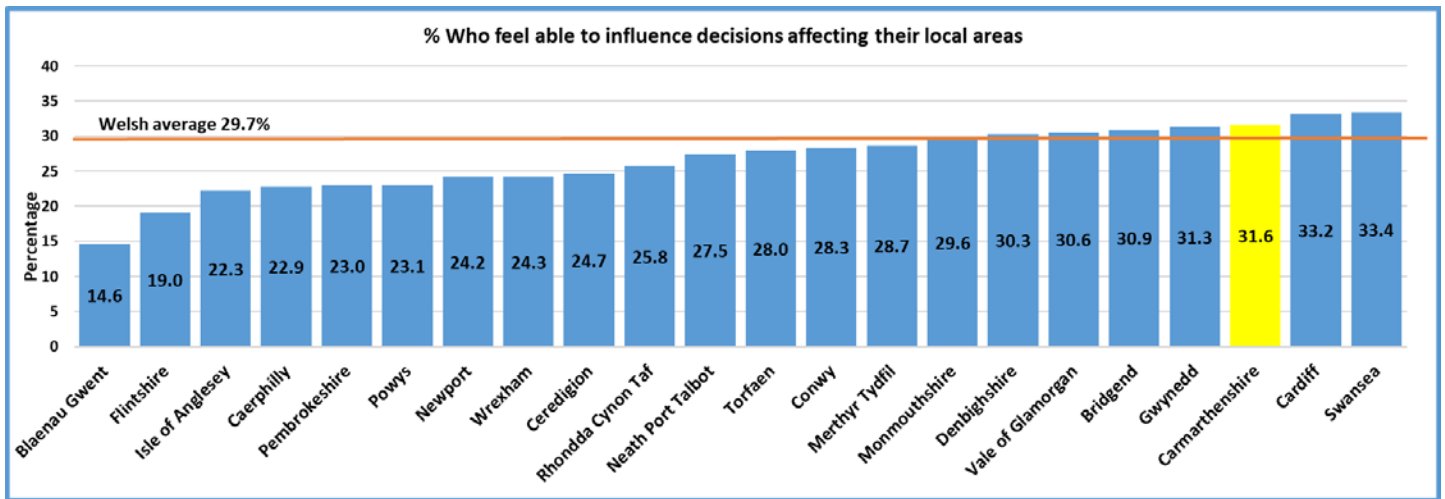
Since the start of the coronavirus (COVID-19) pandemic in 2020, the National Survey has taken place over the phone instead of face-to-face as previously. Some results from previous years are included to provide context, therefore care should be taken when making direct comparisons.

Local Authority Services



Source: National Survey for Wales 2021/22 – Sample size 12,050

When participants were asked about their opportunities to participate in making decisions about the running of their local services, more people gave a positive response than before the pandemic. **35.5% agreed in 2021/22, compared with just 9% in 2019/20**, this also increased across Wales with the Welsh average going from 17% to 33.8%



Source: National Survey for Wales 2021/22 – Sample size 12,100

When participants were asked *whether they felt able to influence decisions affecting their local areas*, more people gave a positive response than before the pandemic, with **31.6% agreeing in 2021/22, compared with just 18.8% in 2019/20**, this also increased across Wales with the Welsh average going from 18.8% to 29.7%

We have extracted the results currently available at Local Authority level and ranked the results for all 22 authorities from worst position (22nd) to best (1st) - See **Appendix 3**. Please note that not all of these results are attributable to the Councils performance

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

Regulatory Verdict

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



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



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



<https://careinspectorate.wales/>

This Annual Report looks at a wide range of evidence to make a self- assessment of how we are performing, and this is also an expectation of *The Local Government and Elections Act (Wales) 2021*.

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



Well-being Objectives

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

2. Help children live healthy lifestyles.

3. Support and improve progress, achievement, and outcomes for all learners.

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

5. Creating more jobs and growth throughout the county.

6. Increase the availability of rented and affordable homes.

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

8. Support community cohesion, resilience, and safety.

9. Support older people to age well and maintain dignity and independence in their later.

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

11. Improving the highway and transport infrastructure and connectivity.

12. Promoting Welsh language and culture.

13. Better Governance and use of Resources

Cabinet Members and the Well-being Objectives

<p style="text-align: center;">LEADER OF THE COUNCIL</p>  <p>WBO5 - Creating more jobs and growth throughout the county</p> <p>WBO13 - Better Governance and use of Resources</p> <p>Cllr. Darren Price LEADER</p>	<p style="text-align: center;">CABINET MEMBER FOR HOMES</p>  <p>WBO4 - Tackling poverty</p> <p>WBO6 - Increase the availability of rented and affordable homes</p> <p>WBO8 - Support community cohesion, resilience and safety</p> <p>Cllr. Linda Evans DEPUTY LEADER</p>
<p style="text-align: center;">CABINET MEMBER FOR EDUCATION & WELSH LANGUAGE</p>  <p>WBO1 - Help to give every child the best start in life and improve their early life experiences</p> <p>WBO2 – Help children live healthy lifestyles (Childhood Obesity)</p> <p>WBO3 – Support and improve progress, achievement, and outcomes for all learners</p> <p>WBO12 - Promoting Welsh Language and Culture</p> <p>Cllr. Glynog Davies</p>	<p style="text-align: center;">CABINET MEMBER FOR HEALTH & SOCIAL SERVICES</p>  <p>WBO1 - Help to give every child the best start in life and improve their early life experiences</p> <p>WBO7 - Help people live healthy lives (Tackling risky behaviour and adult obesity)</p> <p>WBO9 - Support older people to age well and maintain dignity and independence in their later years</p> <p>Cllr. Jane Tremlett</p>
<p style="text-align: center;">CABINET MEMBER FOR REGENERATION, LEISURE, CULTURE & TOURISM</p>  <p>WBO2 – Help children live healthy lifestyles (Childhood Obesity)</p> <p>WBO5 - Creating more jobs and growth throughout the county</p> <p>WBO7 - Help people live healthy lives (Tackling risky behaviour and adult obesity)</p> <p>WBO12 - Promoting Welsh Language and Culture</p> <p>Cllr. Gareth John</p>	<p style="text-align: center;">CABINET MEMBER FOR RESOURCES</p>  <p>WBO13 - Better Governance and use of Resources</p> <p>Cllr. Alun Lenny</p>
<p style="text-align: center;">CABINET MEMBER FOR RURAL AFFAIRS & PLANNING POLICY</p>  <p>WBO5 - Creating more jobs and growth throughout the county</p> <p>WBO8 - Support community cohesion, resilience and safety</p> <p>WBO10 - Look after the environment now and for the future</p> <p>Cllr. Ann Davies</p>	<p style="text-align: center;">CABINET MEMBER FOR CLIMATE CHANGE, DECARBONISATION & SUSTAINABILITY</p>  <p>WBO7 - Help people live healthy lives (Tackling risky behaviour and adult obesity)</p> <p>WBO8 - Support community cohesion, resilience and safety</p> <p>WBO10 - Look after the environment now and for the future</p> <p>Cllr. Aled Vaughan Owen</p>
<p style="text-align: center;">CABINET MEMBER FOR ORGANISATION & WORKFORCE</p>  <p>WBO5 - Creating more jobs and growth throughout the county</p> <p>WBO8 - Support community cohesion, resilience and safety</p> <p>WBO13 - Better Governance and use of Resources</p> <p>Cllr. Philip Hughes</p>	<p style="text-align: center;">CABINET MEMBER FOR TRANSPORT, WASTE & INFRASTRUCTURE SERVICES</p>  <p>WBO10 - Look after the environment now and for the future</p> <p>WBO11 - Improve the highway and transport infrastructure and connectivity</p> <p>Cllr. Edward Thomas</p>

Start Well





Well-being Objective 1

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

At 167, the number of children looked after remains one of the lowest in Wales

The impact of COVID-19 has placed significant pressures on families and as a result the demand for our services has risen. This coupled with the effects of staff absence and recruitment difficulties has created increased challenges. However, despite this the pandemic has also created opportunities and more innovative ways of working in order to increase engagement with those who were previously harder to reach. The number of children looked after remains one of the lowest in Wales, and outcomes achieved by looked after children and care leavers overall has remained positive.

Why this Well-being Objective is important

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

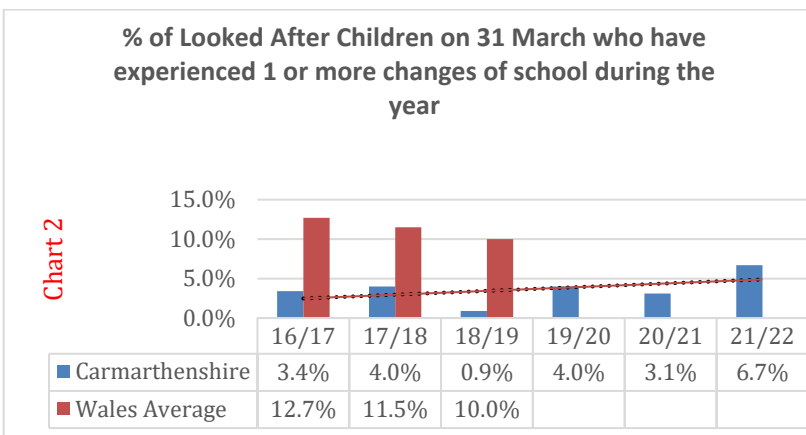
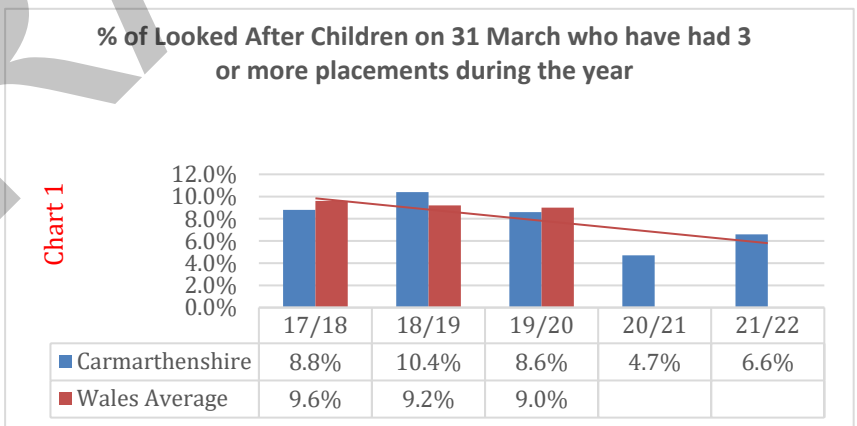
How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results

The % of children in care who had to move 3 or more times has reduced to **6.6%**



Of the 167 children looked after up to 31 March 2022, 11 children experienced 3 or more placement moves. This is a slightly higher result than last year of 4.7% with 7 of the 148 looked after children experiencing 3 or more placements. The children who experienced moves had Adverse Childhood Experiences, are less settled and have challenging and complex needs. We continued to focus on maintaining placement stability with good placement support being offered across the service to achieve this. *(See Chart 1)*




We have continued to work hard across teams to maintain placement stability, which remains excellent despite the added effects of COVID-19. We have successfully managed to maintain the majority of looked after children within county and in the same school which is important in helping improve outcomes. Seven children (out of 105) experienced a change of school during 2021/22. The increase in number compared to last year (which was 3 out of 96) can be partly attributed to sibling groups requiring a change of school. Stability is maintained wherever possible however this is not always in the best interest of a child e.g. distance to travel or child's academic needs not being met. *(See Chart 2).*

Our long-term aim is preventing the need for children needing to become looked after. There are robust systems in place to help achieve this including Accommodation Panel and provision of preventative services, focusing on good quality family network meetings. Early intervention working in partnership with families through care and support plans is key to achieving this.

Progress on the steps we are taking to achieve this Well-being Objective

Supporting Families

INTERNAL AUDIT	SAFEGUARDING - CHILDREN	ASSURANCE RATING						
	During the year Internal Audit looked at Safeguarding referrals, to ensure that relevant policies and procedures have been established and relevant legislation is complied with.	<table border="1"> <tr> <td>HIGH</td> <td></td> </tr> <tr> <td>ACCEPTABLE</td> <td>✓</td> </tr> <tr> <td>LOW</td> <td></td> </tr> </table>	HIGH		ACCEPTABLE	✓	LOW	
	HIGH							
	ACCEPTABLE	✓						
LOW								
<p>COMMENT</p> <p>An action plan to address identified issues was agreed and these are monitored on PIMS. a follow up review will take place in the next audit plan year.</p>								


- Children’s services have seen significant increase in demand for services and support with the **number of contacts** to the department continuing to rise. However, it continues to perform well despite these added pressures.

Demand	2020-21	2021-22	Comment
Contacts	7644	9625	Increasing
Referrals	1854	1754	Decreasing
Total	9,498	11,379	Overall increase

- 90.2% of new assessments were completed within statutory timescales.
 - There continues to be **good evidence in assessments of the views of children and what life is like for them.**
 - As part of the assessment process social workers are speaking to both parents whether they are involved or not on a daily basis.
 - Increasingly assessments refer to the contribution that a family network meeting has made to the assessment in terms of identifying sources of support and has helped in devising a safety plan.
- The relationship-based approach to delivery of social work services to children and families incorporating systemic thinking and the principles of Signs of Safety is embedded in all childcare teams including the 0-25 disability team. Contributions from Adult Services has incorporated different perspectives about a family into pod discussions and consequent actions and plans.
- We continue to ensure regional thresholds are working effectively in respect of multi-agency child protection arrangements and in line with agreed policies and procedures that are designed to keep children safe and at the heart of practice and decision-making.
- Throughout the COVID-19 pandemic all vulnerable children have continued to receive support via the childcare teams and Corporate Parenting team to ensure they are safeguarded and able to reach their potential. Outcomes for looked after children and care leavers is also regularly monitored.
- The Flying Start App has continued to be integral in reaching families, providing key messages and links to support services, supporting engagement with families, especially those harder to reach. We have met with Welsh Government to evaluate the success of the App, especially during COVID-19, with the aim of it being rolled out to other local authorities as a tool to communicate and engage with families.
- ! The number of children on the **child protection** register increased last year – 102 (as at 31/3/22) compared to 78.
- ! The number of **children looked after** has also seen an increase this year, 167 (as at 31/3/22) compared with 148 at the same time last year. However, Carmarthenshire remains proportionately, amongst the lowest LAC population in Wales.

- Choice of available **foster carers** is something we continue to make steady progress on. We have recruited 12 new foster carers during 2021/22 which is an improvement as previously the pandemic had impacted on recruitment.
- We have continued to develop our services for **disabled children aged 0-25** since implementing the new structure during 2020/21 bringing together our statutory and non-statutory teams for children and young people.

External Regulatory Findings

 <p>REGULATORY REPORT</p>	<p>In November 2021, Care Inspectorate Wales (CIW) published its Assurance Check 2021 letter on Carmarthenshire County Council</p> <p>In summary:</p> <p>Children’s Social Care Assurances</p> <ul style="list-style-type: none"> Approachable and supportive leaders Culture of co-production and personal outcomes being developed with people Clarity in operational methodology Strong multi-agency cooperation Positive integrated approach to a culture of prevention through joint working Low children looked after population Makes a positive contribution to the well-being of people in the pandemic period
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Additional Learning Needs

- The Council continues to support Welsh Government’s (WG) Additional Learning Needs (ALN) Transformation programme by supporting schools and a diverse range of stakeholders to implement all transformation plans with an ongoing schedule of work that is reviewed and updated regularly to capture updates from WG.

THE NEW ADDITIONAL LEARNING NEEDS SYSTEM

The system for supporting children and young people with special educational needs and disability in Wales is changing.

From September 2021, Welsh Government has brought in a more flexible and responsive system of meeting the needs of children and young people with special educational needs or disabilities to deliver a fully inclusive education system for the learners of Wales.

Key changes include:

- The term Additional Learning Needs (ALN) will replace the terms Special Educational Needs (SEN) and Learning Difficulties and Disabilities (LDD).
- The current graduated system of Early Years/School Action, Early Years/School Action Plus and Statements is being replaced. All children and young people with an identified additional learning need (ALN) that requires additional learning provision (ALP) will have an Individual Development Plan (IDP) which will replace all other individual plans.
- There will be increased opportunities for children, young people, parents and carers to contribute to the creation and maintenance of IDPs through Person-centred Planning.

CASE STUDY

Process of admission to school:

Learner A is currently a foundation phase aged pupil attending a Carmarthenshire mainstream primary school. Prior to commencement at school, there was the need for a carefully planned transition package due to significant and severe physical and mobility needs.

Learner A was previously attending the local Ysgol Feithrin. It was apparent that Learner A was settled, progressing and thoroughly enjoying their time there. Learner A became known to the Inclusion Department via the Entry to Education system where the need for a carefully planned transition was identified. A person-centred planning meeting was arranged, where services known to the family worked in partnership with the family to plan for transition including representation from the Ysgol Feithrin, primary school, specialised health colleagues and the local authority's inclusion team. Key information was shared with all participants and the case was discussed using a clearly defined decision-making process, with Learner A being central to all discussions and decisions. It became apparent that Learner A was a sociable, confident and determined young child who would thrive within a mainstream primary setting, albeit with the correct level of support to ensure her safety and successful transition due to her complex additional needs. Following the person-centred planning meeting, the views of all attendees were captured in an Individual Development Plan (IDP) which contained the specific and achievable outcomes for Learner A along with the proposed level of provision. Carmarthenshire's Inclusion Panel then considered the IDP and agreed to issue and secure the proposed provision. Building adaptations soon followed in readiness for transition.

Progress in school? What have they achieved?

Learner A transitioned well into school. Progress is evident as Learner A feels included, all barriers have been removed and they can access all learning. Independence is encouraged whenever possible and specific support utilised, as necessary. Despite complex physical and mobility needs, Learner A has transitioned into a busy mainstream environment with her peers where she is happy, settled and progressing. Not feeling any different to all those around her thanks to a carefully planned transition and implementation of suitable inclusive provision - developed and agreed in partnership with all who know the learner best.

How did all participants, family and professionals, feel about the process?

All were extremely positive about the process. A new process to all with many commenting on the benefit of less bureaucracy. All being empowered to have an equal voice in the purposeful discussions and action planning around the learner. They felt that time was well spent and there were less barriers and 'loopholes' to overcome. Purposeful, efficient and effective.

⦿ Autistic Spectrum Disorder (ASD) Provision

The Department for Education and Children currently (21/22 academic year) has the following places across the county to facilitate specialist provision for pupils with Autism:

- Primary – 64
- Secondary - 84

! Since September 2021, there has been a significant increase in the demand for ASD provision and in the 2021/22 academic year there was a shortfall of 30 places which is an over capacity of 20%.

In recent months a significant increase in the demand for specialist ASD places for the 2022/23 academic year has been experienced by the department and the projected position for September 2022 is as follows:

- Primary – Required number of places / available - 20
- Secondary – Required number of places / available -10

There will also be a projected continued shortfall for the academic year of 23/24 of a minimum of 26 places as it currently stands which does not take into account incoming pupils and mainstream school pupils with identified needs over the 22-23 academic year.

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The significant increase in demand experienced as a result of:

- Inward migration – families relocating to Carmarthenshire
- A significant increase in the number of pupils being diagnosed with the additional needs/ASD medical diagnosis which is recognised as a national trend. Health Board has increased the capacity of the neurodevelopmental team to process the backlog of ASD referrals resulting in an increase of ASD diagnosis. Across the last 3 years this has seen over a 100 children in Carmarthenshire with ASD diagnosis in our schools.
- School capacity - growth in local school population/building suitability
- Covid related disruption of well-established early identification processes
- Early identification processes re-established

The Local Authority has a legal obligation to make provision for these pupils by September 2022 and could face costly legal challenge that has the potential to cost up to £30,000 in legal fees per case. If need is not met locally this could result in the legal obligation to secure expensive out of county independent placements costing upwards of £150,000 for a given year.

Parents have already advised the Department that if specialist provision is not provided they will be taking legal action via SEN appeals processes.

- ⦿ Going forward we have been chosen as a “*pathfinder*” by Welsh Government for developing closer integration across childcare, health and early years education.

Childcare Provision

- ⦿ The 5th [Carmarthenshire Childcare Sufficiency Assessment 2022-27](#) has recently been drafted and has been forwarded to Welsh Government. It gives an overview of the childcare market and the impact of COVID-19. We consulted extensively and response rates were exceptional. Some key conclusions are:-
 - Since our last full Childcare Sufficiency Assessment (2017-2022) the number of childcare places and providers has increased and remained fairly stable despite the challenges of the COVID-19 pandemic.
 - A number of childminders have de-registered since our last Assessment and we will need to recruit, train and support prospective childminders to fill these gaps.
 - Affordability of childcare for those families that cannot access funded childcare continues to be a significant issue.
 - Childcare is acting as a barrier to certain parents’ employability and is not sufficient for some of these parents’ needs
 - The extension of the Childcare Offer for 3 and 4 year-olds (the 30 hour free childcare offer) suggests an increased demand is expected for part time registered childcare.
- ⦿ Almost a third of children are living in poverty. See **Well-being Objective 4**

Is anyone better off?



JULY TO SEPTEMBER 2021



OCTOBER '21 TO MARCH '22

The Welsh Government provided Carmarthenshire with £270,00 towards the Summer of Fun and £434,689 towards the Winter of Well-being to support children and families as part of their recovery from the pandemic and its restrictions and ensure that no family or child was left behind because of the pandemic. Approximately 15,000 children and young people have benefitted from these activities across the county from 0-25 years old. A significant package of support was provided to fund initiatives designed to help children, young people, families, and the services they use to recover and move forwards. Several organisations and services within Carmarthenshire received funding. These included Family Centres, Children's Centres, the Youth Service, Menter, Urdd, Actif, Pembrey Country Park and theatres where children and young people were able to access free activities that were designed to have a positive impact on their well-being. Some of the activities included holiday clubs, swimming sessions, mountain biking, horse riding lessons, soft play sessions, cookery classes, baby massage groups and outdoor play activities in rural areas. Workshops included music, writing and podcast development, along with trips to Folly Farm, soft play, trampoline park, botanical garden, and visits to see Father Christmas and Christmas shows.

Well-being and activity boxes were created and a range of state of the art sensory and IT equipment were purchased that continue to have a positive impact on children and young people.

Some of the parents and children who benefitted from the programme said:

"Just seeing my child enjoy himself, and I enjoyed being with other parents"

"It was amazing -Thank you. Just to see other parents and socialise was so good for my mental health"

"It's so cool to just play what I want"

"Can we come here every day?"



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Supporting Families		
1	We will continue to transform children's social work practice through a Relationship based approach that incorporates systemic thinking and the principles of Signs of Safety. <i>(PIMS ref. 15351)</i>	March 2023	John Fleming
2	We will continue effective management oversight & challenge of Assessments & Care & Support plans to ensure they are outcome focused, evidencing the voice of the child, & reflect the underpinning principles of the Social Services & Well-being Act (SSWBA). <i>(15352)</i>	March 2023	John Fleming
3	We will review and monitor the implementation of the Corporate Parenting Strategy ensuring the council fulfils its Corporate Parenting role and that our looked after children and care leavers have the opportunity to reach their full potential. <i>(15368)</i>	March 2023	Rebecca Robertshaw
4	We will continue to develop and deliver the early intervention support services (0-25) for disadvantaged children, young people, and families across the county in line with the Family Support Strategy, utilising opportunities for integrating services across the Children and Communities Grant and flexible funding opportunities with the Housing Support Grant. <i>(15356)</i>	March 2023	Noeline Thomas
5	We will maintain the focus on increasing the range of placements to ensure placement stability and stability in education in respect of looked after children, including accommodation through the implementation of an in-house supported lodgings service. <i>(15375)</i>	March 2023	Jayne Meredith
6	We will continue to aim to reduce the number of children becoming Looked After and number of care proceedings in accordance with our LAC reduction target as agreed with Welsh Government, utilising appropriately Edge of Care (EOC), Integrated Family Support Team (IFST) and Family Intervention Team (FIT). <i>(15364)</i>	March 2023	Jayne Meredith
B	Additional Learning Needs		
1	We will continue to ensure the Council fully responds and complies with the requirements of the Additional Learning Needs transformation programme. <i>(15453)</i>	March 2023	Rebecca Williams
2	We will continue to support schools to develop their person centred planning approaches to identify need, deliver personalised additional learning provision and provide holistic integrated responses through multi-agency working. <i>(16126)</i>	March 2023	Rebecca Williams
C	Childcare Provision		
1	We will work towards addressing the gaps identified in our fifth Childcare Sufficiency Assessment (2022-27) and accompanying Action Plan and continue to promote and further develop Welsh medium childcare within the County. We will support the childcare sector to recover from the Pandemic and remain sustainable. <i>(15357)</i>	March 2023	Noeline Thomas
2	We will share the findings of the new Play Sufficiency Assessment (2022-27) with key stakeholders and partners and agree and implement the 2022/2023 Action Plan to address the gaps identified to ensure that local children and young people have access to wide and varied play opportunities and experiences. <i>(15359)</i>	March 2023	Noeline Thomas



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 2

Start Well - Help children live healthy lifestyles

Levels of childhood obesity in Carmarthenshire are amongst the worst in Wales

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

Unfortunately, the pandemic has interrupted data collection across Wales for the Public Health Wales - Child Measurement Programme. Data collection is now back on track and data will be reported for the 2021/22 academic year in April or May 2023.

Why this Well-being Objective is important

- Obesity causes ill health including diseases of the heart and circulation as well as some cancers and causes early death. There is an increased rate of Type 2 diabetes among obese children. Evidence shows that 80% of children who are obese at age 4-5 years remain obese into adulthood.
- One of the primary methods of tackling increasing levels of obesity in children is through encouraging them to engage in physical activity.
- We need to seek to build healthy relationships, families and communities. During school years, children experiencing Adverse Childhood Experiences (ACEs) may display a heightened emotional state of anxiety and consequently be distracted from educational pursuits.
- The parent and carer survey, undertaken in 2021, that supports the 2022 Play Sufficiency Assessment, found that 61% of families value play more as a result of the pandemic with discussions in focus groups highlighting the important role of play in children's physical health, mental health, and well-being. However, 64% say COVID-19 has resulted in their family playing less.
- Living healthy lives allows children to fulfil their potential and meet education aspirations.
- Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

How well are we doing and (how do we know)? ¹ Sources of evidence

Success Measures / Explaining the Results

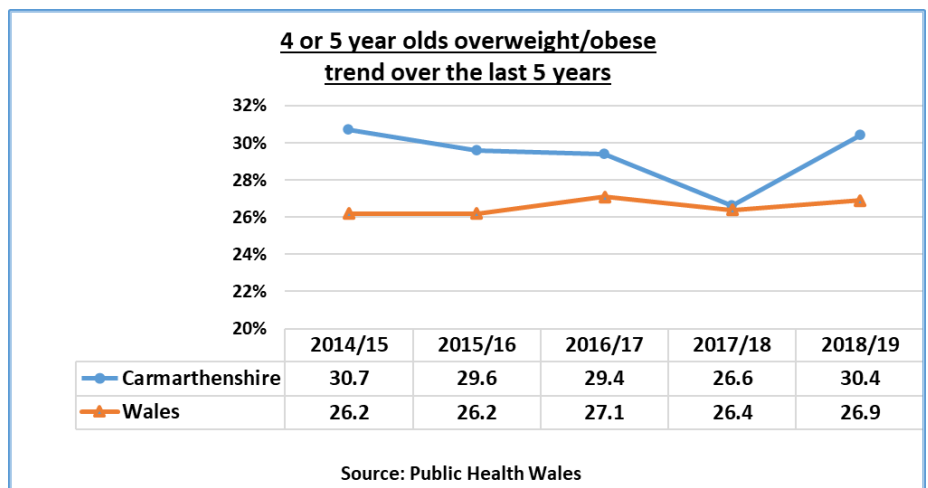
30.4% of children are overweight or obese (2018/19)

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



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

Carmarthenshire is the 5th worst county in Wales for levels of childhood obesity. The latest figures available showed a concerning spike in obesity in children, following a downward trend which had been seen since 2014/15. In 2018/19, almost a third of children aged 4 to 5 were overweight or obese. Our figure of 30.4% for this period showed a 4% rise on the previous year and was 3.5% higher than the Welsh average.



Tudalen 94

Progress on the steps we are taking to achieve this Well-being Objective

Physical Activity

- ⦿ Leisure Services successfully secured an *All Wales Play Opportunity Grant* to re-develop and enhance a fully accessible playground offer at Pembrey Country Park.
- ⦿ We are developing a *School Sport* festival to coincide with the County hosting the start of Stage 5 of the Women's Tour of Britain Cycle race on Friday, 10 June 2022 from Pembrey Country Park to the top of the Black Mountains in Llangadog. The festival will aim to bring key partners and schools together to kick-start sport and physical activity participation.
- ⦿ In the Summer of 2021, our Actif Communities Team received £50,000 through Welsh Government's *Summer of Fun grant* to deliver a sustainable programme of free activities in the 10 most deprived areas of the county. The project was made up of 2 stages
 1. the delivery of sports activities in the communities every day throughout the summer holidays
 2. recruiting volunteers from the communities to continue these activities for future school holidays.The package of support included upskilling and mentoring, multiskill and cycling equipment and marketing support. The targeted approach saw over 2,000 children and young people take part in the activities with a legacy for the future
- ⦿ In January 2022, we received £46,000 through *Welsh Government's Winter of Well-being grant* to deliver on a range of projects sustainable including Cycling, Paddleboarding, Canoeing and Outdoor Pursuits, SENSEsport, Actif Restart and Physical Literacy.
- ⦿ The Young Ambassador Scheme continues to be a success in 96% of schools across the county developing children and young people's leadership skills, confidence and providing over 50,000 participations in sport and physical activity sessions.
- ⦿ We implemented a physical activity intervention project targeting foundation phased aged pupils within 10 primary schools who are on the highest percentage of Free School Meals. The aim of the project is to develop competency within a child's physical skill level ensuring they have the confidence and motivation from a young age, for a lifelong participation in sport and physical activity.
- ⦿ Ready Set Ride project - 9 Additional Learning Needs Units within Primary Schools have received equipment, training and ongoing support from our Actif Communities Team to provide accessible inclusive opportunities for all pupils to develop confidence when on a bike and to progress from a balance bike to a pedal bike.
- ⦿ Since September 2021 the Actif Communities Team have implemented a physical activity intervention project targeting foundation phase aged pupils within 10 primary schools who are on the highest percentage of Free School Meals. The aim of the project is to develop competency within a child's physical skill level ensuring they have the confidence and motivation from a young age, for a lifelong participation in sport and physical activity.



Mental Health

- ⦿ We have been supporting Hywel Dda University Health Board's Whole School Approach to Mental Health (WSA to MH) supporting 8 schools to complete Phase 1 of the Pilot Project.
- ⦿ A Task & Finish Group has been established in order to produce an Anti-Bullying Toolkit for local schools. The toolkit will promote and support the Mental & Emotional Health of school pupils.
- ⦿ Throughout the year the Scheme has raised awareness to a number of National Mental Health Campaigns and provided schools with a set of Educational and Generic resources to support these campaigns.
- ⦿ During the year we have arranged a series of courses for school staff to address Mental Health issues amongst our learners including; Improving the Mental Health & Well-being of LGBTQ+ Children & Young People; Positive Body Image & Self Esteem; Strategies to Support an Anxious Young Person and Youth Mental Health First Aid.

Healthy Eating

- ⦿ The Healthy Schools Scheme (HSS) is used as a platform to remind schools of the current *Healthy Eating Regulations* e.g. informing schools of obvious breaches to the Statutory Regulations such as rewarding pupils with unhealthy treats and provide schools with further statutory guidance.
- ⦿ School Catering have responded well to new ways of working because of COVID-19 and have continued to provide a hot meal service in all schools. The service continues to put food safety and allergens compliance as a high priority.
- ⦿ The School Catering and Breakfast Club Service experienced significant staffing issues at times throughout the year. School kitchens were temporarily closed if not enough staff could be deployed to ensure safe operations.

Raising Awareness

- ⦿ We raised awareness of a range of campaigns during the year including National Fitness Day; Outdoor Awareness Month; Outdoor Classroom Day; Bike to School Week; Walk to School Week and Active Million Minutes Campaign; World Mental Health Day; Children's Mental Health Week; Stress Awareness Month; Anti Bullying Week; The Big Lunch; Eat Like a Champ; BNF's Healthy Eating Week; National Obesity Awareness Week and Eating disorders week.
- ⦿ In relation to the School Health Research Network Pupil Health & Well-being Survey, 11 out of the 12 Secondary Schools in Carmarthenshire registered with the Network and completed the Surveys. All 11 of these Secondary Schools also completed the School Environment Questionnaire.

Flying Start

- ⦿ **Flying start** have continued collaborative work providing a holistic approach to support families sharing ideas and resources. The *Flying Start App* has been pivotal in delivering services, sharing key messages, and providing information to families. With covid restrictions still in place **Flying Start** went out into the local community to see families over the summer. Working in partnership with Communities for Work Plus, legacy, Fusion, Activ and Carmarthenshire Libraries outdoor play sessions took place in local parks. Being able to see families face to face was really beneficial in the promotion of all services on offer, and since restrictions have now eased FS are now able to provide more face-to-face one to one support within the home or at venues (covid compliant).

Early Years Transformation Programme

- ⦿ Working with regional partners a Maternity and Early Years Strategy is being developed. It sets out how we intend to provide better integrated, more effective, and more efficient Maternity and Early Years services for thousands of families in West Wales.
- ⦿ The Cwm Gwendraeth Integrated team is now firmly established and is identifying families in need as early as possible via the Midwifery and Health Visiting service. Families are referred to the Family Support Workers for 1:1 support and are sign-posted to the various groups that are available.

Is anyone better off?

LEARNING IN THE OUTDOORS

The use of outdoor spaces to enrich curriculum delivery and support the well-being of all learners continues to be a priority across all schools in Carmarthenshire. Accessing the outdoors to gain a deeper connection and understanding of their local environment provides all learners with the opportunity to become active members within their community.



Several community garden initiatives and food schemes are underway. Two Carmarthenshire Schools, Llandeilo Primary School and Ysgol Bro Banw are currently running the Welsh Government funded 'Big Bocs Bwyd' scheme. This food share model operates a 'pay as you feel' system which is available to families within the local area. An additional two schools, Ysgol Gymraeg Dewi Sant and Ysgol Trimsaran have also recently secured funding for this programme.



As a part of this programme each school provides nutritional guidance and recipe cards for families. The learners experience practical cooking sessions where they explore new recipes which they share with their families. This is an excellent method of promoting healthy eating and increasing understanding of the nutritional value of foods.

<https://gov.wales/welsh-government-funding-roll-out-award-winning-food-project-valleys-schools>

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Physical activity		
1	Help children live healthy lifestyles focussing on our work with schools and young people in the community	March 2023	Ian Jones
2	To develop a new model for a County-wide residential and non-residential outdoor education offer <i>(15073)</i>	June 2022	Ian Jones
3	We will continue to increase the level of physical activity in schools by developing schemes such as the Carmarthenshire Outdoor Schools Project, our annual Pedometer Challenge and continue to embed the Food & Fitness Health topic within Schools. <i>(15102)</i>	March 2023	Louise Morgan
B	Mental Health		
1	We will continue to support schools in their implementation of the Mental & Emotional Health and Well-being Health topic including Anti-bullying strategies and healthy coping mechanisms such as mindfulness and Speaker. <i>(15443)</i>	March 2023	Louise Morgan
2	Continue to develop and use a range of Strategies, such as the Equity Strategy, to ensure the emotional wellbeing and mental health of all learners. <i>(15427)</i>	March 2023	Aeron Rees
C	Healthy Eating		
1	We shall continue to ensure that schools are abiding by the Healthy Eating in Schools (Wales) Measure 2009 and the Healthy Eating in Schools (Nutritional Standards & Requirements) (Wales) Regulations 2013. <i>(15419)</i>	March 2023	Louise Morgan
2	Support with reviews relating to FSM Provision and Tackling Poverty (to include School Holiday Enrichment Programme). <i>(15382)</i>	March 2023	Helen Bailey
D	Raise Awareness		
1	We will continue to promote and raise awareness to campaigns specific to healthy eating, physical activity and mental health and promote the School Health Research Network. <i>(15443)</i>	March 2023	Louise Morgan



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 3

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

Despite the extreme challenges presented by the COVID-19 pandemic we have worked effectively as one Education and Children's Services team to ensure that our children and young people were successfully supported to access their education and all the services they required to ensure achievement and outcomes remained positive.

Why this Well-being Objective is important

- ⦿ We want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- ⦿ We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21st Century living and the world of work.
- ⦿ Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015).
- ⦿ Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document [Education in Wales: Our National Mission](#).
- ⦿ Reducing the number of NEET young people reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- ⦿ It is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6th forms, Further Education Colleges, apprenticeships, training provision or work.
- ⦿ It enables young people to contribute positively to their local communities.

How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results

367.2 is the average score (best 9 exam results) for Year 11 pupils 2019/20 (2018/19 Academic Year)



6th highest in Wales
Source: StatsWales

93.9% Attendance at Primary Schools

93.5% Attendance at Secondary Schools
Source: StatsWales

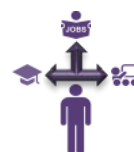
95% are satisfied with their child's primary school



(Up on the previous year of 84%)
89% in Wales

Source: National Survey for Wales

1.1% year 11 pupils & **2.7%** year 13 pupils are Not in Education, Employment or Training (NEET)



(Previous year - Yr 11: **1.8%** & Yr 13: **3.5%**)

- ⦿ No results for the **Education Attainment or Attendance rates** have been published since 2019/20 (2018/19 Academic Year) due to the COVID-19 pandemic, as students were unable to sit final exams. Instead, their grades reflect predicted results based on coursework and mock examination results. Results by County were not published and would not be comparable to previous years if known. Summer exams 2022 are due to go ahead as scheduled.
- ⦿ **95%** are **satisfied with their child's Primary School** according to the most recently available National Survey for Wales data (2019/20).
- ⦿ The % of Year 11 and Year 13 pupils that are Not in Education, Employment or Training (NEET) have improved in the last year. With Year 11 pupils reducing from 1.8% (32/1,181) to 1.1% (21/1,885) and Year 13 reducing from 3.5% (23/652) to 2.7% (18/678). Work continues to address leavers not in education, employment or training with a particular focus on projects previously funded by the EU.

Tudalen 99

Youth Support Service have staff identified to support young people in all secondary schools and in Post 16 community outreach settings. Work continues to identify replacement funding for ESF projects and we are liaising closely with Welsh Government on this matter.

Progress on the steps we are taking to achieve this Well-being Objective

Improvement in pupil and young people progress, wellbeing and outcomes

- ⊙ Because of the COVID-19 pandemic, the 2020-21 academic year's assessment and qualification process has been different to previous years with summer examinations cancelled. Instead, a new system was designed and delivered by schools and colleges based on a range of assessment evidence on which to determine a learner's grade. Final results show that over a quarter (28.7%) of GCSE students earned A*-A grades nationally. Almost three quarters (73.6%) received A*-C grades, and overall 98.5% of students passed their GCSEs with grades of A*-G. Welsh Government did not publish local authority level results, as these could not be compared to previous years, and instructed local authorities not to aggregate schools data to county level. Summer 2021-22 exams are due to go ahead as scheduled.
- ⊙ At A Level, a total of 99.1% of A level students in Wales achieved A* - E grades and 21.3% of learners receiving an A* grade. At AS level, 37.1% of all grades awarded were A in Wales this year, with 96.7% of candidates achieving A - E grades.

Address low School Attendance

- ⊙ Due to the pandemic, annual school attendance data for academic year 2020-21 was not collected or published.

An excellent school in the right place

- ⊙ Carmarthenshire, Pembrokeshire and Swansea Councils have formed a formal partnership, '*Partneriaeth*', to deliver services to schools in the new region. There is a new Legal Agreement which outlines the role of the new Consortium, how the budget and business plan are to be developed and governance arrangements. The new Staffing Structure as agreed by the Joint Committee has been completed and a Lead Officer appointed. Initially the consortium will focus on delivery of high-quality professional development to support curriculum reform and leadership. The work of the consortium is informed and monitored by regular meetings between key Local Authority and Partneriaeth (LA&P) officers. There are clearly defined roles and responsibilities between LA&P and who is best placed to lead on an initiative is identified. There is a new website and regular communication with schools. Early indications are that the new provision is far more focused and responsive to local needs.
- ⊙ We are currently undertaking a review of our Modernising Education Programme. However the current agreed programme continues and we have recently completed projects at [Ysgol Rhys Prichard](#), [Ysgol Pum Heol](#) and [Ysgol Llangadog](#) with on-site progress at Ysgol y Castell and Ysgol Gorslas. Work on [Ysgol Pembrey](#) has commenced in January 2022.
- ! Construction costs are experiencing an unprecedented spike and it is causing a significant challenge to the deliverability of the Modernising Education Programme with schemes on site and in development.
- ⊙ The Environment Department have already been engaged and worked up schemes across five school sites:
 - Burry Port Community School (Primary)
 - Y Bedol CP School (Primary)
 - Ysgol Heol Goffa (Special)
 - Llangennech CP School (Primary)
 - Ysgol Glanymor (Secondary)

The total budget cost to carry out these urgent works for September 2022 is £1.76 million. Given that the budget costs are significant a virement approval is necessary.

Workforce development and succession planning

- ⊙ Educational support advisers work routinely alongside our headteachers, their senior leadership teams, teaching and support staff, ensuring that they have a robust understanding of the strengths of their schools and the areas in need of further focus or development. Support provided is tailored to the needs of the school and we ensure additional capacity for all schools requiring more regular input. The team monitors progress alongside senior leaders, ensuring suitable support; this has become increasingly possibly as COVID-19 restrictions have eased.

- ⦿ The department's collegiate approach to school improvement, as well as the strategic focus group approach has ensured a more efficient use of time and an improved focus on the challenges that schools are addressing, informing the services' professional learning programme. The work of the department has been updated this term, aligning to the Education and Children's Services 10-year plan and to the outcomes of the headteachers' survey and the headteacher Well-being Charter consultations. In addition, the department remains focussed on inspiring leaders for the future, succession planning and upskilling through a comprehensive professional development programme which complements nationally delivered strategies. This programme is well underway however additional marketing of this opportunity is still needed in order to attract further participants.
 - ⦿ Revised recruitment processes are robust and more accurately assess candidates' competencies, skills and experiences. These expectations are explicitly shared through our development programme and this has been valued by our participating heads of the future.
 - ⦿ Feedback from the updated approach to supporting school governors is extremely positive. Regular online meetings are valued and are enhancing leadership and governance skills across a range of strategic, operational and COVID-19 related matters.
 - ⦿ Leaders have responded robustly to requests from schools to address staff wellbeing and constructed a wellbeing charter tackling workload and work life balance of our education workforce. Related actions underpin departmental business planning.
- ! Due to the fall out of the pandemic there is a national shortage of teachers.

The development of Welsh in all our services

- ⦿ Following public consultation held in Autumn 2021 we have produced a revised Welsh in Education Strategic Plan (WESP). This has been submitted to Welsh Government for approval. The WESP will become operational from 1 September 2022.
- ⦿ We are increasing the number of teachers and support staff who can confidently teach through the medium of Welsh. Training courses across all linguistic levels as well as for Gloywi Iaith are offered to all schools. A language audit gives detailed information for school staff language levels and so can be targeted for specific language courses. On-line courses and language learning coupled with Pedagogy in the Foundation Phase, are proving to be a positive way of implementing Welsh language learning.

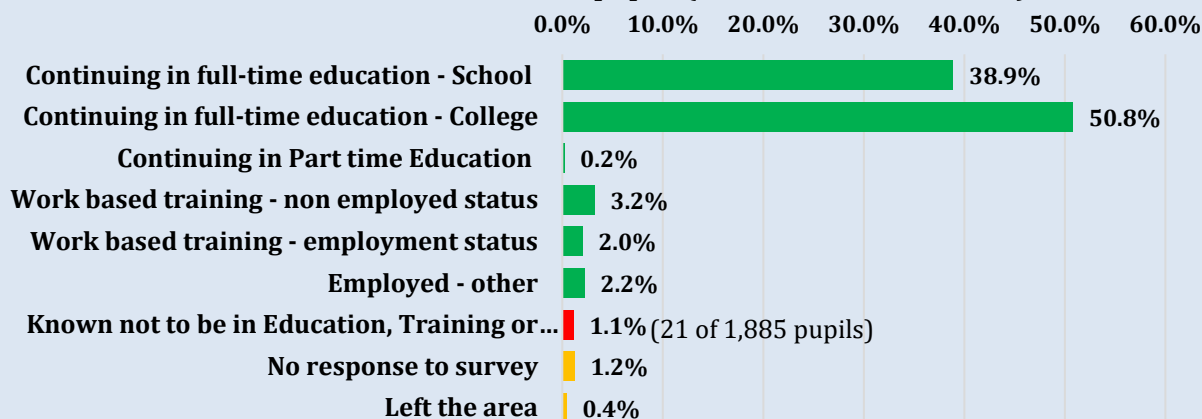
Focus on skills demands and employability to ensure that local and regional demands are met

- ⦿ We have continued engaging with partners and stakeholders over the design of the new curriculum. We are undertaking a project on the theme of 'Decolonising the Curriculum' in partnership with Swansea University's Dr Kirsti Bohata who is head of the National Centre for Writing on Wales in English (CREW). This project is focussing on different aspects of Carmarthenshire Learners' experience of and understanding of concepts including 'identity' and 'over-population' in relation to the notion of decolonisation. Schools will provide their feedback during the summer term. We liaised with the Regional Learning and Skills Partnership which are producing their skills barometer in February 2022, with a view to working with schools to identify how we can develop pathways and courses that meet the skills and competences required by the 8 Regional industry and business development areas. With the publication of the Skills Barometer we have begun our own scoping exercise of the pathways and experiences offered in our schools and supported by us through an [online survey](#) and face to face discussions. We will formulate a plan emanating from this.

Youth Engagement and Progression Framework

- ⦿ The Youth Engagement and Progressions Framework continues to be implemented in line with Welsh Government Guidance, which contributes to improved service outcomes in terms of more effectively engaging those children and young people that are NEET. Of the outcomes known to us, 98.9% of pupils remained in education, employment or training.

Destination data for Carmarthenshire Y11 pupils (Academic Year 2020-21)

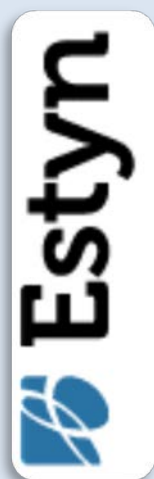


European Social Fund projects

- ⊙ We continue to explore alternative funding sources to replace European Social Funded projects, developing funding bids. The Chair of the Education and Children Scrutiny Committee wrote to Welsh Government to raise concerns about the delivery of NEET work into the future. Welsh Government responded that they are still awaiting the UK Government's plans to replace EU funding.

REGULATORY REPORT

Assurance and Risk Assessment – Emerging Risks and Next Steps (3 February 2022)



Assurances:

- Leaders have a good understanding of issues in the authority including around schools causing concern.
- Leaders maintained the good communication between departments throughout the pandemic to ensure that support for schools and other providers was available quickly.
- A substantial number of primary schools have been removed from Estyn Review.
- Pre-inspection reports show that the authority generally knows its schools well.
- Local Authority is proactive in increasing Welsh medium provision in the primary sector.
- Local Authority officers appear to have suitable plans in place to deal with the issues regarding leadership of smaller schools, for example by federating or merging them.
- The authority has supported schools and providers to understand and embed the new Additional Learning Needs Act.
- Effective scrutiny arrangements.

Concerns:

- There are a very few primary schools in a statutory category.
- With the local authority leaving ERW, there is uncertainty over some arrangements with Partneriaeth.
- Recruiting headteachers to lead a few primary schools is causing concern.
- Although overall, the number of pupils who did not progress from year 10 to 11 in Carmarthenshire is slightly below the national average for the last two years, the rates of pupils who cannot be matched to a destination are high in a minority of schools over the last two years.
 - Budget balances in schools

SCRUTINY COMMITTEE TASK AND FINISH GROUP REPORT



A review of the current provision for early years education, childcare and play opportunities. The report outlines 20 recommendations. At Cabinet on the 31 January 2022 the recommendations of the Education and Children's Scrutiny Committee's Task and Finish Group to review Carmarthenshire's Education Admissions Policy was approved.

Sustainable School Gardens

School gardens and community connections are also gaining momentum across Carmarthenshire. An excellent example of working with the wider community and connecting with organisations such as Incredible Edibles has been witnessed at Ysgol Pembrey. The school has developed a productive and sustainable garden which includes numerous raised beds and a well-stocked polytunnel. The success of the garden is a result of all learners taking part in the planting, watering and weeding. A whole school programme of maintenance and management with delicious produce made available for the local community.



Ysgol Bro Dinefwr has established an impressive outdoor learning space. The school has a multi-purpose outdoor learning area to facilitate hands-on learning and enable delivery of the Curriculum for Wales. They have worked closely with organisations, local businesses and charities on a number of projects including a large outdoor learning area, an outdoor performance area and a peace garden.

Angharad, Year 13 pupil, *"I think, especially in light of the growing environmental movement that our age group has been so involved in, it's really nice to have something where we have a real sense of urgency, and we can be involved on lots of different levels."*

Cerys, Year 12, *"It's a matter of our lives now. I think it should be important to everyone, and this is why we've started the outdoor learning area, so that we can protect the environment and try and combat climate change."*

Chloe, Year 9, *"This whole garden, it's supposed to focus on the environment and appreciating the world around us and I think it brings that back home to pupils in the school - because to have this area where it's full of natural beauty, it makes us appreciate what we've got here."*





[Climate change: Carmarthenshire school's zero-carbon secondary bid - BBC News](#)



Carmarthenshire Outdoor Schools

The Carmarthenshire Outdoor Schools Network (CODS) launched its programme for 2022-23 in late March as a part of Outdoor Learning Week, Wales. The CODS programme offers all Carmarthenshire schools the opportunity to share good practice, resources and work collaboratively. A professional dialogue to ensure all schools are supported and confident to develop purposeful learning in the outdoors. The aim of the network is to offer opportunities for all learners to appreciate and connect with nature and become ethical and informed citizens of today and the future. A group of six Carmarthenshire schools are currently working in strong partnership with Natural Resources Wales and the Brechfa Windfarm Company. All six schools visit the Brechfa Forest site each term. As a result of this project the schools are currently developing a range of curriculum resources which will be available in September 2022.

Climate Action Consultation Group

The Climate Action Consultation Group was launched in November 2021 during the week of COP26. The group was formed to action an eight-point Climate Action Manifesto which was developed as part of the global citizenship programme, Walk the Global Walk. The Climate Action Manifesto was approved unanimously by the full Executive Board in October 2021. A formal consultation meeting takes place each term which offers an opportunity for the group, invited guests, local councillors and council officers to discuss issues relating to climate change and implement their manifesto's recommendations. The consultation group meetings are chaired by the students and ensures their thoughts and concerns on climate issues are shared across a broad platform. At the last meeting students met with Deputy Minister for Climate Change Lee Waters to highlight how we can reduce the use of single use plastics. Future discussions will include reducing food waste in schools, climate change gardening and sustainable school transport initiatives. [News Article](#)

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Improvement in pupil and young people progress, wellbeing and outcomes (Abbrev.)		
1	Considering the impact of COVID 19, we will support our schools to ensure the wellbeing and progress of all learners, including those who are vulnerable, eligible for free school meals or looked after. <i>(15459)</i>	March 2023	Elin Forsyth
2	We will base a new suite of measures based on the on the new WG measures when published. <i>(15415)</i>	March 2023	tbc
B	Address low School Attendance		
1	Improve attendance reporting systems to enable challenge to schools. <i>(16127)</i>	March 2023	Allan Carter
C	An excellent school in the right place		
1	We will review the MEP, bearing in mind COVID-19 implications, and initiate a new programme. <i>(14998)</i>	March 2023	Sara Griffiths
D	Workforce development and succession planning		
1	We will ensure greater headteacher engagement in collaborating on our strategic development and review of progress. <i>(16128)</i>	March 2023	Elin Forsyth
2	Further strengthen our approach to developing the 'self-improving' school, facilitating collaboration and sharing effective practice, basing our approach on the principles of a school as a learning organisation. <i>(16129)</i>	March 2023	Elin Forsyth
3	Develop a new recruitment drive with assistance from HR and Communications colleagues in order to attract more applicants for the current vacancies, this will form a key part of the new Workforce Strategy being developed for the Council. <i>(16130)</i>	March 2023	Elin Forsyth
E	The development of Welsh in all our services		
1	Endeavour to implement a purposeful and robust 10 year WESP for all stakeholders. <i>(15434)</i>	March 2023	Catrin Griffiths
2	We will work with the County's schools to move them along the Welsh language continuum and also ensure that individual pupils within relevant schools are provided with opportunities to continue with their Welsh medium education throughout all key stages. <i>(15433)</i>	March 2023	Catrin Griffiths
3	We will increase the number of teachers and support staff who can confidently teach through the medium of Welsh. <i>(15032)</i>	March 2023	Catrin Griffiths
F	Focus on skills demands and employability to ensure that local and regional demands are met		
1	We will continue with the design of the Carmarthenshire Curriculum in partnership with schools and other providers, framed within the national context. We will pursue opportunities to link corporate and economic strategy with the design of the new curriculum <i>(15424)</i>	March 2023	Aeron Rees
2	We will dovetail local opportunities for curriculum enrichment and extension with the national architecture with a view towards developing a Carmarthenshire Learner Offer. <i>(15425)</i>	March 2023	Aeron Rees
G	Youth Engagement and Progression Framework		
1	We will continue to use the Youth Engagement and Progression Framework and the Vulnerability Assessment Profile as a means of effectively engaging those children and young people that are NEET/at risk of NEET. <i>(15408)</i>	March 2023	Gill Adams
H	European Social Fund projects		
1	We will ensure continuation of planning and delivery of the local elements of the European Social Fund (ESF) projects. <i>(15441)</i>	March 2023	Gill Adams



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

Live Well



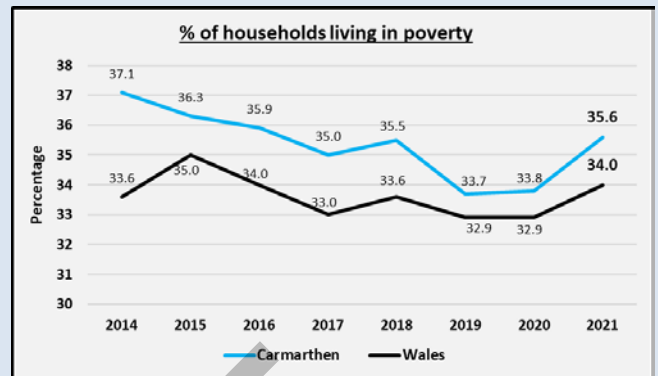


Well-being Objective 4

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

The number of households in Carmarthenshire living in poverty has increased

During 2021, **29,444** households in Carmarthenshire were classed as living in poverty, this is an increase on the previous year of 27,691.
In work poverty is an increasingly common problem.



Poverty is defined as when a "household income is less than 60% of the GB median income" (in 2021 less than £19,642)

Why this Well-being Objective is important

- ⊙ Poverty and deprivation have serious detrimental effects, impacting across all aspects of well-being.
- ⊙ It limits the opportunities and prospects for children and young people and damages the quality of life for all. The UN report [Leaving no one behind](#) outlines the imperative of inclusive development.
- ⊙ Poverty is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now, and in the future.
- ⊙ Carmarthenshire has 5 areas within the most deprived Lower Super Output Areas (LSOA) in Wales (there are 191 in this category - that is within the 10% most deprived). [Welsh Index of Multiple Deprivation \(WIMD 2019\) - Stats Wales](#)
- ⊙ Carmarthenshire is now seeing its highest levels of child poverty in recent years (31.3%), which is a similar pattern across Wales. [UK Government Children in low income families \(March 2021\)](#)



How well are we doing (and how do we know)? Ⓢ Sources of evidence

Success Measures / Explaining the Results

35.6% of households are living in poverty



Previously 34% (2020)
Source: CACI Paycheck

50.5% of households threatened with homelessness were successfully prevented from becoming homeless
Previous year 46.4%



17.9% gap in the results of pupils receiving Free School Meals and those who don't (2019/20)
(19.7% gap in the previous year – 2018/19)

Source: Stats Wales



12% of households are living in material deprivation (2021/22)
Reduced from previous year 11.3% (2019/20)

Source: National Survey for Wales

Households Living in Poverty

- ⊙ Well over a third (35.6% or 29,444) of our households are living in poverty which is a concern and has increased in the last year, this is the 8th highest % in Wales and above the Welsh average of 34%. 24 wards exhibit rates higher than the Carmarthenshire average, suggesting that the effects of poverty are not felt equally across the county. As food prices, energy bills and general costs continue to rise across the UK it is becoming harder for households to stay above the poverty line. Wages are not rising to meet the extra costs. This means that more working households are experiencing poverty. This has been compounded by the impact of Covid on job losses particularly in the tourism and hospitality sector. The effects of the pandemic were not felt equally by all, evidence suggested that the effects are felt disproportionately by the younger generation and those from low-income households.

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Child Poverty

- ⊙ 30.6% of children in Wales are living in poverty, an increase of 1.6% over the last five years. The figures for Carmarthenshire show a 2% increase over the same time period, with 31.3% of children living in poverty.
- ⊙ This is the 10th highest level of all local authorities in Wales and the joint fifth highest rate of change over the last five years.
- ⊙ At a Wales level, the largest proportion of children living in poverty live in workless households. However, more concerning is the increasing rate at which children living in working households are living in poverty.
- ⊙ At a Wales level 17% of children in poverty live in households where all adults are in work, an increase of 5% from 12% over the last ten years.

Homelessness Prevention

- ⊙ As a result of reviewing operational practices (listed below), we have adopted a new approach to withdrawn cases, better reflecting the positive outcomes for applicants. We have ensured that staff are reminded of the appropriate sections to end our duties, so we can better capture this successful preventative work we are achieving. Development of a Power Business Intelligence (BI) Dashboard will allow us to better manage and analyse cases within each duty. The impact of applying our new way of working during the year shows an improvement from stand-alone Quarter 1 performance of 43.16% to 52.73% in the last quarter of the year, this giving a cumulative annual result of 50.5%. Steps we have taken include:
 - Reviewing our first point of contact service and developing a Housing Hwb to provide early homelessness prevention advice and assistance.
 - Analysing who presents to us, from where and why, in order to identify what support we need to provide and what training staff may need to be competent and comfortable with responding to challenging people and cases.
 - Reviewing our practices to ensure resources are in the right place to respond to the increased casework.
 - Reviewing how we utilise the existing legislation and allocations policy to help prevent homelessness as quickly as we can, looking to other councils for best practice.
 - Further develop and automate the Power Business Intelligence Dashboard to enable to team leaders to regularly monitor performance.
 - Continue to monitor and ensure staff utilise the appropriate duty for prevention.

Gap in exam results for pupils receiving Free School Meals and those who do not

- ⊙ The gap between exam results for pupils receiving Free School Meals (FSM) and those who don't (Non-FSM) has reduced by 1.8 percentage points but remains the 7th smallest gap in Wales.
The most recent data available for this measure is 2019/20 (2018/2019 Academic Year)
- ⊙ Free school meal eligibility has increased markedly in Carmarthenshire over the last five years from 16% in academic years 2016/17 to 20% in academic years 2020/21. The largest increase of 3% was seen between 2019/20 and 2020/21. This is 1% above the average for South West and Mid Wales and 1% lower than the Welsh average.

Living in material deprivation

- ⊙ The 2021/22 National Survey for Wales showed that **12%** of participating households in Carmarthenshire were classed as **living in material deprivation***, this is above the Welsh average of 11.3% and an increase on the previous result of 11.3%.
**Material deprivation refers to the inability for individuals or households to afford those consumption goods and activities that are typical in a society at a given point in time, irrespective of people's preferences with respect to these items.*
- ⊙ Five of Carmarthenshire's LSOAs are identified as being in the top 10% most deprived in Wales and rank highly in a number of the domains most closely related to poverty, namely; income, employment, health, education and housing. These areas are; Tyisha 2, Glan-y-môr 4, Bigyn 4, Tyisha 3, Llwynhendy 3.
- ⊙ Since 2011 the number of areas in Carmarthenshire included in the 30% most deprived in Wales has increased by 25% which further corroborates the increasing poverty rates evident in the county.
- ⊙ A more detailed analysis of the 2019 WIMD data for Carmarthenshire can be accessed [here](#).

Progress on the steps we are taking to achieve this Well-being Objective

Review of our approach to Tackling Poverty

- ⊙ Work on developing the Council's *tackling poverty plan* has progressed with a number of cross-service sessions held to improve alignment and understanding of support services the Council currently provides. This has led to greater cross-service understanding and collaboration and identification of areas for further development in terms of a holistic Council response whilst also working with a range of external partners.
- ⊙ This will be a key priority for the Council moving forward with further development of cross-service working in order to streamline access to support services and targeting of specific interventions and campaigns based on identified need within the county.

Preventing poverty

- ⊙ We have continued to develop and deliver early intervention support services (0-25) for disadvantaged children, young people and families. Families First (FF) projects have been providing a broad range of support to families/young people in a variety of locations including schools, office/community basis and families' homes as well as continuing to provide support virtually:
 - 6792 individuals supported from the FF programme, of which 4876 (72%) were new individuals.
 - 3569 families supported from the FF programme, of which 2683 (75%) were new families (as a result of working with people on a one-to-one basis)
- ⊙ During the year we have trialed the development of a Hwb Advisor model working through the Council's Customer Service and Contact Centres. We will be looking to further develop and enhance this provision as we aim to work towards providing a holistic support service across all Council services. The Hwb in Ammanford, Carmarthen and Llanelli offer pre-booked appointments and drop-in advice to an average 8,000 residents per month, as well as providing advice and access to training and employment support. For tackling poverty since May 2021 when the staff were appointed, we have helped and advised a total of 528 cases.
- ⊙ The Council's website has been updated to provide a range of information and advice to residents as part of the national [Claim What's Yours](#) campaign. The content aims to make it easier for residents to know what support is available with an option to self-refer for further advice. This will form part of future campaigns to raise awareness of support and advice available.



The Ombudsman published his first ever own initiative investigation into homelessness review processes in Wales [Homelessness Reviewed: An Open door to positive change](#). We were one of three councils in the sample report. The review identified some concerns and examples of good practice.

- ⊙ An action plan response to the Ombudsman's recommendations for improvement has been prepared and will be implemented as part of further development within the service.
- ⊙ The Front of House '*Housing Hwb*' has been implemented and new priorities have been identified around Homeless Prevention as part of the Housing Support Programme Strategy which replaces the Homelessness Strategy.
- ⊙ As an employer we are committed to guaranteeing the equivalent of the 'real living wage' and our lowest paid employees continue to receive the equivalent of the Real Living Wage which is currently £9.90 per hour. We have achieved this via the payment of a supplement – the Real Living Wage Supplement. This means that all employees, regardless of whether they are over the statutory age of 25, are paid at a minimum of the voluntary Real Living wage rate. We also pay supplements for weekend working (8%) and term only working (4%) which increase the pay of mainly lower paid employees. This means that, with the above-mentioned supplements, many of our lower graded posts now attract a total remuneration higher than the Real Living Wage of £9.90 per hour.

Helping people into work

- ⦿ The number of adults receiving support through Communities 4 Work Programmes during 2021/22 is back to pre-COVID figures with over 1,000 adults receiving either employability or digital inclusion support. All (100%) of the participating adults felt more positive with improved confidence about seeking work or more confident in using a computer and gained IT skills.
- ⦿ 271 accredited qualifications were achieved by residents attending Employment related courses within the Communities 4 Work programmes during 2021/22.

Improving the lives of those living in poverty

PRE-TENANCY SUPPORT

- ⦿ For the financial year April 2021/2022, we have **supported 438 new tenants** (helping with **£200k+ supported savings**). This is higher than the previous year due to the Covid restrictions that were in place for 2020/21.
 - Pre-Tenancy Team Staff helped with income maximisation and completing several different benefit applications that financially impacted the tenants.
 - We are trusted partners to apply for grants for white goods, off grid fuel and Emergency Assistance Payments.
 - We issue Foodbank vouchers and make referrals as required for more complex cases.
- ⦿ Pre-Tenancy support has been expanded into the Private Rented Sector (PRS) and we have also supported 103 new tenancies in the PRS, through Housing Support Grant funding. Our PRS Pre-Tenancy Officer now sits in the 3 main Job Centre Offices, taking referrals for anyone making a claim for Universal Credit and have housing costs in the PRS.
- ⦿ We are also in the process of re-starting our Pre-Tenancy training courses now that COVID-19 restrictions are being relaxed. As well as this, we are working in partnership with other teams such as Pre-Tenancy training for foster cares and their placements.

SUPPORTING FAMILIES TO CLAIM ALL THE FINANCIAL SUPPORT THEY ARE ENTITLED TO

- ⦿ Since November 2021 we have administered the winter fuel support scheme and processed 9,480 cases and paid out £3,409,200.
- ⦿ We have paid out £397,584 of discretionary housing payments and up to mid-March received 10,754 self-isolation support payments applications and paid out over £4 million.
- ⦿ We are processing the cost-of-living payments to approximately 63,000 Carmarthenshire households with the value of around £9.5 million to support residents of Carmarthenshire during these challenging times.
- ⦿ Whilst processing claims and dealing with customer enquires housing benefit staff are often able to identify if people need to be referred for more detailed benefit maximisation advice, personal budgeting or debt advice. They will refer individuals for support or signpost to grants and benefits.
- ⦿ We have established a dedicated Transforming Tyisha Team to lead on specific activity to support community and physical development in Tyisha, which is the most deprived Ward in the County.
 - An ambitious masterplan to transform the area will deliver new mixed-use housing developments, develop more community facilities, and bring vacant business premises back into use; improve the environment and tackle crime and anti-social behaviour; and provide opportunities for education, training, and employment.
 - Four flats have been demolished to clear a site for development; expressions of interest have been submitted by prospective development partners; and a feasibility study is being prepared on a potential community hub.



Audit Wales are currently conducting a National Review on 'Are local authorities doing all they can to help tackle and alleviate poverty?'. The report is due to be published in July 2022. We will take stock of the findings and ensure we embed any relevant recommendation into our tackling poverty plan.

Is anyone better off?

Pre-Tenancy Support to JG

- JG was presented to us in March 2021. He had been kicked out by his family due to his antisocial behaviour and his family no longer felt able to cope. JG was subsequently placed into the care of the local authority and at the time of the referral he was neither in Education or Training, therefore being classed as NEET.
- Within three months of presenting as homeless, JG had been referred to Pre-tenancy with the intention of being placed in a training house. The Pre-Tenancy officer accommodated JG's wish not to complete the course as part of a larger group due to his anxiety and it was completed on a one-to-one basis.
- Before allocating JG a place in the training flat, we took the necessary steps to ensure that the current resident met JG prior to moving in. JG then became a resident at the property in August 2021. During his time at the property, JG completed several models of training undertaken with his Youth Support Worker. This training is aimed at providing the necessary skills required to sustain a successful tenancy.
- As a result of early intervention and by providing the right support at the right time, JG has now not only secured employment but is currently successfully maintaining a tenancy out of county. As well as success on a housing level, he also now has a long term and supportive partner.
- The training that was provided by Youth Support Services and support from the Housing Officers has allowed JG to flourish into an amazing young man who is working and living independently

Hwb advisor help to Mrs H

- Mrs H called into a Hwb as she had received a summons for her council tax, as I was talking to her, I could see that there were other financial difficulties there, I offered my service as a Hwb advisor and she agreed.
- She was a single parent of 3 and a homeowner. Her only income was ESA, Industrial injuries, PIP (lower rate) and child benefit, struggling with day-to-day bills and school dinners. She had applied for Free School meals but had been turned down.
- We helped-
 1. Issued with a council tax reduction form and to apply for back dating
 2. Checked council tax and could see there was no SPD in place, husband had left 2 years previous, Issued SPD form
 3. Advised to apply for UC
 4. Advised to appeal PIP and apply for enhanced rate
 5. Advised to apply for a blue badge due to health condition
 6. Phoned FSM who advised to apply again if UC awarded and

Outcome

1. Council tax reduction awarded and backdated 3 months
2. SPD awarded and backdated – refunded £1200
3. Awarded UC
4. Awarded the enhanced PIP
5. Awarded a blue badge
6. FSM awarded

Mrs H was delighted with the help and support that she had received from the Hwb and advised that she was now approximately **£800 a month better off** and not struggling.

Governance Arrangements

To make sure that we are maximising our efforts to tackle poverty we have a cross departmental officer working group and an elected member Advisory Panel.

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date / Target	Owner / Resp. Officer
A	Reviewing our approach to tackling Poverty		
1	We will implement and update the Tackling Poverty Plan to respond to the current challenges faced by residents and communities (15490)	June 2022	Gwyneth Ayers
B	Preventing Poverty		
1	Review of homelessness and temporary accommodation services (15334)	Sept 2022	Jonathan Morgan
2	Improve the % of household successfully prevented/relieved from becoming homeless (baseline 50.5% in 2021/22)	60%	Angela Bowen
3	Develop Carmarthen Hwb to include partnership working with employability projects and other agencies (15597)	30/06/2023	Eifion Davies
4	Develop and promote the Claim <i>What's yours</i> initiative to support the Council's tackling poverty initiative which is responding to the current challenges faced by residents and communities (15598)	31/03/2023	Deina Hockenhull
C	Helping People into work - Also see Well-being Objective 5		
1	% of adults that feel more positive with improved confidence about seeking work after receiving employability support through Workways, Communities 4 Work and Communities 4 Work Plus Programmes (EconD/020) – 2021/22 Target: 100	100%	Amy Wakefield /Shan Williams
2	% of residents that feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Workways, Communities 4 Work and Communities 4 Work Plus Programmes (EconD/021) – 2021/22 Target: 100	100%	Amy Wakefield /Shan Williams
3	The number of accredited qualifications achieved by residents attending Employment related courses within the Workways, Communities 4 Work and Communities 4 Work Plus Programmes (EconD/022) – 2021/22 Target: 200	200	Amy Wakefield /Shan Williams
D	Improving the lives of those living in poverty		
1	We will work with partners to deliver a range of support services to support the development and growth of the third sector within the County (15518)	March 2023	Helen Morgan
2	We will continue to maximise the draw-down of funding from external sources via the new funding programmes and support/undertake their delivery, e.g. the £2.9m award from UK Government's Community Renewal Fund (15521)	March 2023	Helen Morgan
3	That the Council works with partners to develop a co-ordinated approach to identifying, supporting and developing volunteering across the County (15522)	March 2023	Helen Morgan



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 5

Live Well - Create more jobs and growth throughout the county

Economically things haven't been as bad as we first feared, our interventions have helped but challenges remain

Towards the start of the pandemic, the intelligence gathered at that time clearly demonstrated that we faced an extremely difficult time over the next 24 months as the effects of the COVID-19 crisis put huge pressure on jobs and demand.

As a response to the pandemic and Brexit, in consultation with business, we introduced an [Economic Recovery Plan](#) (ERP) that identified our priority intervention actions for supporting *Business, People and Place* to strengthen the recovery of the Carmarthenshire economy from the social and economic impacts. With this support intervention now in place, Carmarthenshire's economy has generally improved from where we were and can recover as quickly as possible to become one which is more productive than before, more equal, greener, healthier, and with more sustainable communities.

However, some challenges, remain:

- ! *Employment rates reduced from 71.7% in March 2020 to 68.6% March 2021, resulting in us having the third lowest rate of employment compared to the rest of Wales Stats Wales - several industries (most notably the Health & Social Care, Tourism & Hospitality and Haulage sectors) face acute recruitment challenges.*
- ! *Still have a large and persistent productivity gap with the rest of the UK South West Wales Regional Economic Delivery Plan*
- ! *Demand for our business funds has far outstripped the budgets available to support the private sector ERP*
- ! *Supply chain issues are a severe concern for several sectors, made worse by increasing costs and increased bureaucracy with regards to importing and exporting because of Brexit ERP*
- ! *Evidence suggested that COVID-19 effects were not felt equally by all, with a disproportionate effect by the younger generation & those from low-income households (Kickstart scheme introduced for support) ERP*

Why this Well-being Objective is important

- ⊙ Providing secure and well-paid jobs for local people is central to everything we are seeking to achieve.
- ⊙ Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.
- ⊙ We need to build a knowledge-rich, creative economy by maximising employment and training places for local people through creating jobs and providing high quality apprenticeships, training and work experience opportunities, to have an on-going skilled and competent workforce to face the future



How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results



Employment figure

is **69.5%**

(April 21 – March 22)

3rd lowest rate in Wales

(Previously 68.1%)

Source: Stats Wales

According to the annual population survey, as of March 2022 Carmarthenshire continues to have the third lowest rate in respect of employment compared to the rest of Wales. Despite this, employment rates have increased from 68.1% in March 2021 to 69.5% (year ending March 2022). This is again amongst the lowest in Wales and below the national average of 73.6%.



37.7% Qualified to NVQ Level 4 or above

@ December 2021

(previously 39.9% December 2020)

Source: Stats Wales

For those reaching NVQ Level 4 or above in Carmarthenshire, figures have reduced for the second year running from 41.4% in 2019 to 39.9% in 2020, and 37.7% in 2021. This is below the Welsh average of 41.6% which continues to increase. The number with no qualifications has also increased slightly in 2021 to 7.8% from 6.7% in the previous year.

Tudalen 113



78.9% Satisfied with their jobs

during 2019/20 (previously 82.5%)

17th highest in Wales (was 11th)

Source: National Survey for Wales

Being happy in work is important for well-being and the latest figures in April 2019 showed that the percentage of people moderately or very satisfied with their jobs was 79% - but this was over 3% lower than both the figure two years previously and the Welsh average. This ranked Carmarthenshire the 17th highest in Wales. A number of factors can affect job satisfaction therefore it is difficult to determine the exact cause of falling rates in the county.



Median Gross Weekly Pay is £566.9 (2021)

(Down from £574.5 in 2020, from 4th highest in Wales to 11th position)

Source: Annual survey of hrs & earnings

The median gross weekly pay of £566.90 for Carmarthenshire is below that of the Wales figure of £570.6. Figures in Carmarthenshire are 11th highest in the whole of Wales, compared to being the 4th highest in 2020.

Progress on the steps we are taking to achieve this Well-being Objective

In January 2022 we formally adopted the [South West Wales Regional Economic Delivery Plan](#) as the Council's over-arching economic regeneration policy, that replaced the Swansea Bay City Region Economic Regeneration Strategy (2013). It builds on our distinctive strengths and opportunities to develop a more prosperous and resilient South-West Wales economy (Pembrokeshire, Carmarthenshire, Neath Port Talbot & Swansea). Together with our local Recovery Plan we aim to achieve the vision and objectives contained in the policy.

Our Economic Recovery Plan

Following our assessment in 2020 of the impact that COVID-19 had on Carmarthenshire businesses, and what was important to them in the short, medium and long-term, a business, economy and community recovery group was established to co-ordinate the development and delivery of the themed actions. Together with an overarching advisory group (that also comprised of key private sector industry leaders), an [economic recovery and delivery plan](#) was formally adopted in June 2021 after an independent review.

Key to the plan is ultra-reliable digital connectivity, actions that support the County's foundational economy and supporting local people to grow skills and talent in targeted areas so that there is a strong and resilient local workforce.

Our economy is made up by a large number of self-employed and micro sized enterprises together with significant employment within the [foundational economy](#) (business activities that we use every day and see all around us e.g. retail, care and food industries). So our path to recovery has focused on: Localism - support within our local economies and increased local spend; and Competitiveness - increasing productivity and competitiveness.

With the support/intervention plan, Carmarthenshire's economy has started to recover as quickly as possible to become one which is more productive than before. We are not able to deliver everything, so working across all departments, with public sector partners, external organisations, including the private sector, ensures coordination of activity wherever possible to support our Plan for recovery and growth.



Note: Our Economic Recovery Plan has been in place since July 2021, therefore our progress against our targets are over a 9 month period not 12. Our outcomes are attributed to all our service areas across the Authority that contribute towards our economic recovery.

The Recovery Plan sets out our priorities for supporting Business, People and Place:

BUSINESS:

Over 90% of our nearly 8,000 businesses in Carmarthenshire are micro-businesses (i.e. with fewer than 10 employees), so we need to support these businesses to maintain, upscale and grow our economy. We also have more than 10,000 self-employed people who need support to survive and thrive in business. Therefore, safeguarding our existing businesses, supporting new start-ups and growing businesses in our foundational and growth sectors to become more productive and competitive is key.

- Throughout the pandemic we delivered *over £66 million COVID-19 Business Recovery Funds* on behalf of the Welsh Government, which provided a lifeline to businesses in what was a challenging time, enabling the businesses to safeguard jobs. The £66 million was broken down to:

<i>Business Recovery Grants</i>	<i>£586k</i>	<i>Discretionary Grants</i>	<i>£265k</i>	<i>Non-Domestic Rates Business Grants</i>	<i>£65.1m</i>
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- We also supported businesses to *safeguard 717 jobs* via the Carmarthenshire Rural Enterprise Fund and the emergency flood grants (that were set up in response to the adverse weather conditions we experienced in County that directly impacted businesses).

! Demand for our business funds has far outstripped the budgets available to support the private sector across Carmarthenshire. Following a new round of business grant funding totalling £500K for business start-up and growth grants being launched in January 2022 we had to close the opportunity due to the volume of interest, hence there will be a number of applications that will not be able to be funded.

- To help the UK prepare for the introduction of the UK Shared Prosperity Fund (SPF) (EU replacement funding programme), the UK Government announced a new funding programme, the UK **Community Renewal Fund**. Carmarthenshire was awarded 12 of the 13 shortlisted Community Renewal Fund bids in November 2021 totalling £2.97M.

! Conversely, EU funded services we currently provide will end next year (e.g. Workways+; Community for Work, Short Term Unemployed, Cynnydd, LEADER, etc.), but we have been awarded nearly £37m through the SPF successor funding for activities running up to March 2025.

- Through our Modernising Education and Housing and Highways programmes we awarded contracts to local businesses, providing skilled work opportunities in the local economy and safeguarding jobs.

- Six new industrial units in Glanamman were completed by March 2022 as part of a £2.5 million investment. The former empty workshops were transformed and brought back into use in Phase 2, having set aside money from our Five-Year Capital Works Programme in 2017. The new steel workshops are expected to accommodate six small businesses with an additional 15-20 jobs.

- Progressive Procurement: We made significant steps in understanding community wealth building through localising spend to raise awareness of tender opportunities to support local businesses. We launched a business survey to gain an in-depth understanding of the support local businesses require to become 'tender ready' – we will use this information to engage with businesses on a one-to-one basis and provide the support needed.

! *Increasing Capital Costs:* There has been a marked increase in the cost of delivering capital regeneration schemes over the past year. These increases are industry wide and are believed to have been triggered through a number of factors including Brexit, COVID-19 and more recently the conflict in Ukraine. These increases are putting pressure on what is achievable with budgets that were set at project outset. As such, projects are having to be amended where possible to meet these increasing pressures.

- Over 97% of the 342,000 invoices received by the Authority were paid within 30 days, retaining our best ever performance of last year despite a 15% increase in the number of invoices. Prompt payment is essential for businesses especially at a continued time of uncertainty.





Digital Economic Growth The £55 million SBCD Digital Infrastructure programme will benefit residents and businesses in all parts of the Swansea Bay City Region, which includes Carmarthenshire, Neath Port Talbot, Pembrokeshire and Swansea. The programme is estimated to be worth £318m to the regional economy over the next 15 years.

- ⦿ **The Swansea Bay City Deal Digital Infrastructure Programme:** The Digital Programme Business Case, Board, and Governance of it was established; Access to City Deal funding for the Digital Programme together with additional public sector funding was secured across the region; A central team for the Digital Programme was also established
- ⦿ **Our Digital Regeneration Programme:** There has been significant commercial investment in Gigabit fibre at Cross Hands, Llangennech, Burry Port, Llanelli, and Carmarthen; together with Superfast Cymru 2 investment has been secured to connect 3,300 of Carmarthenshire’s worst served rural premises.
- ⦿ We have trained and supported more than 330 people by improving their digital skills (one of the key areas of targeted intervention), in order they are well equipped with better employment prospects.

PEOPLE:



Regional Learning & Skills Partnership (RLSP) Carmarthenshire is the Lead Body for the Regional Learning & Skill Partnership (RLSP). The RLSP is leading on the delivery of the Swansea Bay City Deal (SBCD) Regional Skills and Talent Programme over the next 5 years. The key aim of the programme is to deliver the skills needs of the 8 City Deal projects and to support the skills needs of the region.

- ⦿ The [Regional Learning and Skills Partnership](#) has worked with employers and training providers to measure and understand the economic and skills impact of the COVID-19 pandemic, culminating in a ‘wrap up’ report being submitted to Welsh Government.



David TC Davies MP meeting students

- ⦿ The *Skills and Talent Programme* for the Swansea Bay City Deal Programme was officially launched in March 2022 when the UK Government Minister for Wales - David TC Davies (MP) met students at the University of Wales Trinity Saint David and Gower College Swansea to hear how it will benefit young people across Carmarthenshire, Pembrokeshire, Swansea and Neath Port Talbot.

- ⦿ We took the lead on the Young Person’s Guarantee for the region - a Welsh Government initiative to support young people between 16–24 to gain the right skills and experience and support to get into work - working with Careers Wales, Working Wales, Communities for Work and other stakeholders in identifying their needs and delivering the support needed.
- ⦿ Our dedicated employability team have worked with both short term and long-term unemployed individuals in Carmarthenshire to support them into sustainable employment opportunities. During the last year we have collaboratively, with the RLSP, successfully delivered *six job fairs* in each of the primary towns, to support sectors experiencing acute recruitment challenges.



Supporting People at a job's fair

PLACE:

Urban, coastal and rural Carmarthenshire Throughout all the town centres, businesses are supported to make best use of digital communications to grow their market reach, turnover and footfall; with decarbonisation encouraged through low carbon and climate-resilient infrastructure, renewable energy and sustainable developments; and Welsh language and culture supported and promoted to celebrate Carmarthenshire’s identity.



Audit Wales undertook a national review on [Regenerating Town Centres in Wales](#) (September 2021) and concluded that **town centres are at the heart of Welsh life** and can be vibrant and sustainable places, but addressing the many challenges they face requires brave decisions and ambitious leadership. In a digitally dominated world, investing in digital infrastructure and basic skills can play a vital role in revitalising high streets.

Tudalen 116

We recognised that our **Restart, Revive, Renew recovery strategy, developed in response to the economic impact of COVID-19, provides a good summary of the ‘live’ challenges facing towns in the county.** Our action plan response to the review and existing changes occurring within town centres had already been acknowledged through our recovery plans for our town centres, which have been accelerated by the pandemic, Brexit and other market forces.

- Our Recovery Plans for our three primary towns (Carmarthen, Llanelli and Ammanford) were bespoke to the town and set out the impact that COVID-19 had on the town centres in terms of loss of spending, increased vacancy rates and decline in footfall. In developing the Plans, we worked closely with key members of the towns stakeholders. The Plans highlighted key issues and opportunities and provided a delivery framework of interventions specific to the individual town centres. It is envisaged moving forward these Plans will be owned and delivered by the stakeholders in the respective towns, supported by ourselves by helping to secure funding opportunities and contributing capital funding.
- Alongside the three main town centres, we delivered a programme of investment to support the growth of our 10 rural market towns. Bespoke plans were developed to benefit the town and surrounding areas of Cross Hands, Cwmaman, Kidwelly, Laugharne, Llandeilo, Llandovery, Llanybydder, Newcastle Emlyn, St Clears and Whitland. The development of the growth plans are part funded via the Welsh Government Rural Communities - Rural Development Programme 2014-2020, which is funded by the Welsh Government and the EU.
- In 2021/22 we submitted 2 grant applications under the UK Government’s Levelling Up Fund Programme and were successful in securing funding for the Tywi Valley Path (nearly £17m), and a collaborative bid for the Carmarthen Hwb (nearly £16m) and the Pembroke Hwb (over £4m). The Tywi Valley Path project will provide a continuous shared use path between Llandeilo and Carmarthen.

Carmarthen Hwb: We are progressing at pace with plans to deliver the £18.5m (additional £3.5m match funding from our Capital programme) project at the former Debenhams shop. It is being repurposed into a Hwb centre that will bring together a range of health, well-being, learning and cultural services. Our Customer Service Centre was also relocated to the Hwb.



Browsing at a 100% Sir Gâr Pop Up Shops

- Following the success of our 100% Sir Gâr virtual shop window website platform that promotes over 300 independent businesses from Carmarthenshire, highlighting their products, we launched in August 2021 our 100% Sir Gâr Pop up Shops initiative. This ran for two weeks out of the old Topshop in Carmarthen, followed by a further week in Pembrey Country Park. It was relaunched in December 2021, with a Pop-up Shop in Llanelli and in the old Debenhams, Carmarthen - which generated just under 22,500 visitors to the store, benefiting the wider town centre economy. Most businesses (83%) exceeded their anticipated income targets.

- The establishment of a dedicated Development Management team to focus on ‘Major Projects’ has been instrumental in driving forward the priority focus that deliver jobs and growth in support of the Economic Recovery Plan. Continued progress has been made in addressing the backlog of Planning Applications and moving forward Major Planning Applications. Un-determined Applications (major planning applications & others with job creation) reduced from 133 (July 2021) to 42 at end of year.



Pentre Awel part-funded by the Swansea Bay City Deal - brings together business, research, education, community healthcare and modern leisure facilities all at one prime location along the Llanelli coastline. It is the first development of its scope and size in Wales providing world-class medical research and health care delivery and supporting and encouraging people to lead active & healthy lives.

As well as improving health and well-being, the project will create almost 2,000 jobs (750 to 950 in Zone 1), training/apprenticeship opportunities and is expected to boost the local economy by £467million over the next 15 years.

- Site works underway:** During 2021, Pentre Awel went from strategic planning to implementation and delivery. Site clearance and ground investigation works started on the Delta Lakes site to help progress detailed design and to allow main building works to start on Zone One later this year, with construction scheduled for completion by early 2024.

The project is being developed in phases across Four Zones and we appointed Bouygues UK to design and build Zone One following an extensive tendering process via the South West Wales Regional Contractors Framework - one of the largest ever published by the Authority. The contract has a key focus on social value to ensure that local people and businesses reap the benefits of the ambitious scheme. Work also commenced on procurement of consultants for design of Zone Three.

Rural Economy / Foundational Economy and Community Resilience

The economic and policy context has changed considerably since 2013 at both Welsh and UK level, particularly in light of the UK's decision to leave the European Union, the impact of the pandemic and changes regionally.

- ⦿ The economic effect of the COVID-19 pandemic has increased the need for more affordable homes. As more people work from home and look to leave busy urban areas, the demand for homes in rural and coastal areas has inflated property prices, widening the affordability gap for many local people.



Therefore, in support of this demand we published the [Housing Regeneration and Development Delivery Plan \(December 2021\)](#) that set out our plans to support the delivery of over 2,000 additional homes across the County over the next five years. It also supports economic growth by investing over £300m into our communities and directly supports the actions in our Economic Recovery Plan - supporting businesses, people and places.

The findings of the Rural Affairs Task and Finish Group and the Ten Towns Growth Plans clearly support the need for more housing in rural areas. These plans highlight that affordable homes in rural areas are crucial to help younger and working aged people stay in our rural communities. By helping local people stay, we help preserve the culture of rural towns and villages and protect the Welsh language.

There has been significant improvement on the determination of planning applications and the determination of major projects that has led to several hundred full and part time posts being created over the last 12 months.

Is anyone better off?



Steven Avery is the owner of Craizie Crepes who previously traded from a van on Burry Port Harbour, selling crepes, waffles, milkshakes, hot and cold drinks and much more. As their reputation grew, so did their customer base and as such they wanted a new, larger and more permanent premises from which to operate.

Seeking to maintain their ideal location at Burry Port Harbour, Steven acquired the lease for the former toilet block and after receiving approval for planning, refurbished the building. In 2019 the business was awarded a

£10,000 business grant from Carmarthenshire County Council, which supported the business to purchase a number of items such as fridges, freezers, tables, chairs, crepe machines and kitchen equipment to ensure the business operated at maximum efficiency and to maintain the quality of their product range.

However, due to the COVID-19 pandemic their plans to open were delayed but they continued to trade from their mobile unit in between the Government restrictions. During the challenges of the pandemic Steven received support from our COVID-19 helpline where support and advice was offered to the business, and as a result Steven was successful in receiving the Welsh Government Discretionary grants in the various tranches of funding during 2020 - 2022.

Craizie Crepes has since opened the new café and take away facility in their new premises, and the business is going from strength to strength and is a facility that complements Burry Port Harbour as a destination for visitors.

Steven said 'Crazie Crepes Cafe is extremely grateful for the grant received. It enabled us to fulfil our vision for the harbour. Without the grant we would have been struggling to complete the project. It enabled us to buy quality equipment that enables us to do the job to the best of our ability. The Council officer that guided us through the process did an amazing job throughout the process. We are very, very grateful for the time she spent making sure all the paperwork was correct and that all procedures were followed correctly. We currently employ double what we expected to. We now have a thriving business on the harbour with a top reputation for quality food at reasonable prices, exceptional cleanliness and amazing customer service. We are currently busier than we could have imagined and are looking into the possibility of extending the building to cater for the demands. Thank you from the bottom of our hearts.'



Governance

A business, economy and community recovery group was established to coordinate development and delivery of actions aligned to our economic recovery and delivery plan (ERP) and an overarching advisory group, comprising key private sector industry leaders, was also established.

Challenges Ahead: Welsh Government have set 50 National Well-being Indicators (NWBI) to measure progress towards the achievement of Well-being goals. These are population based indicators. In December 2021, Ministers agreed to set Milestones on 8 of these indicators, some of which are relevant to this Well-being Objective:

National Well-being Indicator	National Milestone	Current result - Wales	Current result - Carmarthenshire
NWBI-17 - Pay difference for gender, disability and ethnicity	An elimination of the pay gap for gender, disability and ethnicity by 2050	<u>2021</u> Gender Pay Gap - £0.72 <u>2018</u> Disability pay difference - £1.10 Ethnicity pay difference - £0.16	<u>2021</u> Gender Pay Gap - £0.96 <i>Neither Disability or Ethnicity pay difference is currently available at LA level</i>
NWBI-21 - Percentage of people in employment	Eradicate the gap between the employment rate in Wales and the UK by 2050, with a focus on fair work & raising labour market participation of under-represented groups	<u>March 2021</u> Wales - 72.2% UK - 74.7%	<u>March 2021</u> Carms - 68.6% UK - 74.7%

What and how we can do better

Our delivery plan to achieve this objective is everything we are doing in our Economic Recovery Plan (ERP)

- ⦿ We will continue to focus on supporting 3,000 people into work, providing 2,000 additional homes, maximising the community benefit of development schemes and supporting businesses to take advantage of key grants
- ⦿ We will for each of the individual town centres, manage the overseeing of the recovery plans passing responsibility to the stakeholders in the respective towns. Each of the plans highlight key issues and opportunities and provide a delivery framework of interventions specific to the town centres
- ⦿ Moving forward the RLSP will continue to work with Employers across the region to ensure that the RLSP inform Welsh Government what skills are required in the region and where WG funding needs to be allocated in order to fulfil the skills demands identified by employers



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 6 Live Well - Increase the availability of rented and affordable homes

We have delivered over 1,400 additional affordable homes

Good quality affordable homes are the bedrock of healthy and sustainable communities. We have delivered 1,437 additional affordable homes since 2016 as part of the Affordable Homes Delivery Plan and the new Housing Regeneration and Development Delivery Plan.

Why this Well-being Objective is important

- Good quality affordable homes promote health and well-being, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the People and the Environment – our homes are well insulated and have the latest innovative technologies (solar panels and batteries to store energy) that do not only significantly reduce our carbon emissions, they promote affordable warmth for our tenants. The average savings to fuel bills can be as much as 60% per year.
- It is good for the Social Structure - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents, in both rural and urban areas.
- It is good for the Economy - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.
- It is good for the Economy – our plans to increase affordable housing will see an investment of over £300m over the next five years in the County. This will help stimulate the local economy, grow the construction industry, the local supply chain and the green economy. This will also create jobs for local people as well as providing more homes to help local people remain in their communities.



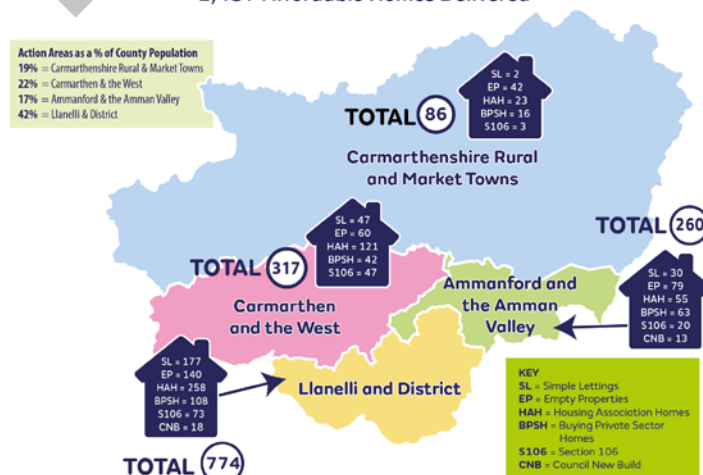
How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results

+ 308 Additional Affordable Homes during 2021/22



**Affordable Homes Performance - Overall Performance from April 2016
1,437 Affordable Homes Delivered**



Progress on the steps we are taking to achieve this Well-being Objective

Through our Affordable Homes Delivery Plan we aimed to deliver over 1,000 additional affordable homes between 2016 and 2021. We exceeded this target and continue to be committed to delivering more affordable homes through our new Housing Regeneration and Development Delivery Plan. So far, we have delivered **1,437** additional affordable homes through the following solutions:

31: Council New Build Homes

(31: 21/22)

256: Simple lettings agency

(32: 16/17; 63: 17/18; 61: 18/19; 61: 19/20; 30 20/21; 9: 21/22)

321: Empty homes brought back into use

(28: 16/17; 63: 17/18; 67: 18/19; 64: 19/20; 34 20/21; 65: 21/22)

253: Buying private sector homes

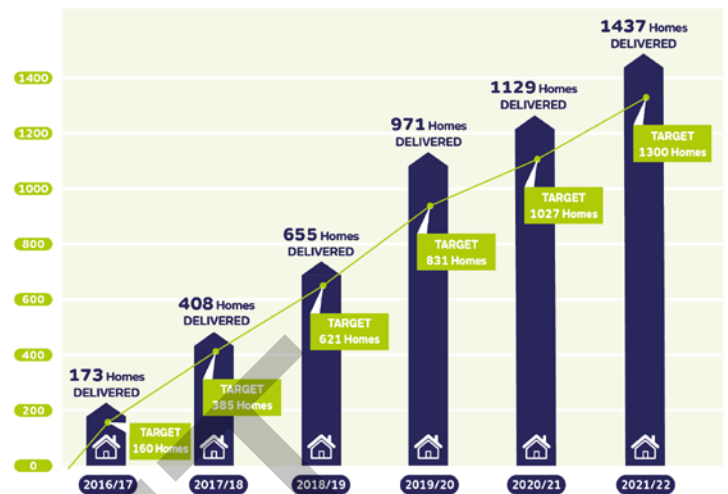
(45: 16/17; 69: 17/18; 81: 18/19; 43: 19/20; 7: 20/21; 8: 21/22)

433: Housing Association new build development

(45: 16/17; 20: 17/18; 17: 18/19; 107: 19/20; 51: 20/21, 193: 21/22)

143: Section 106 Contribution by Developers

(23: 16/17; 20: 17/18; 21: 18/19; 41: 19/20; 36 20/21; 2: 21/22)



In July 2021 we asked the public and our key stakeholders for their views and priorities on how we should deliver more affordable homes in the future. Over **2,500 consultation responses were received** and the key messages from the consultation are summarised below and have shaped our new five-year Housing Regeneration and Development Delivery Plan which was approved in March 2022.

- Housing need should determine where more homes are provided;**
- Affordable homes should be provided for families, people with ill-health and disabilities, young people and key workers;**
- Homes should be provided on mixed tenure basis;**
- Homes in town centres should be provided for town centre workers, single people, couples, young people under 25, people with disabilities and retired people;**
- The Council should support rural communities by providing more affordable homes for rent and low cost home ownership, improve transport links, improve digital connectivity and support local businesses; and**
- 62% of respondents agreed that building strong communities, promoting the Welsh language and culture should be a priority for the Council.**

This plan will build on the success of the Affordable Homes Delivery Plan and aims to support the delivery of 2,000 additional homes throughout the County. This plan will also support economic growth by investing over £300million into our communities directly supporting the action in our Economic Delivery Plan supporting businesses, people and places.

Our new energy efficient affordable homes are well insulated and have the latest innovative technologies and support the Council's Net Zero Carbon principles. They will reduce our carbon emissions by on average 70% and reduce fuel bills for tenants by up to 60% promoting affordable warmth, growing the green economy and creating sustainable communities.

Our first 3 council new build developments have been completed and let these include: Garreglwyd, Maespiode and Glanamman. We have also completed the first 4 homes on the Dylan Development. These developments have provided 31 new affordable homes for local people. A further 24 sites are either on site, being prepared for planning or tender. This includes 6 sites in rural areas that will be developed on a mixed tenure basis and will provide homes for low-cost home ownership.

Tudalen 121

- ⦿ We maximise all external funding opportunities that help us deliver more homes in our communities including Social Housing Grant, Integrated Care Fund, Land Release Fund and the Land for Buildings Fund. In 2022 we secured over £19m of external funding to support our development programmes
- ⦿ We have robust governance process in place to ensure we maximise the delivery of affordable homes across the County. This is made up of a number of working groups and sub working groups that report directly to the Housing and Regeneration Strategic Team, CMT Cabinet and Council.

Supporting the delivery of over 2,000 affordable homes in our communities



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Step....		
1	Delivery of first year of the five-year housing regeneration and development delivery programme (15332)	March 2023	Rachel Davies



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 7

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

Excellent progress has been made in enhancing our health and well-being offer for the residents of Carmarthenshire by developing opportunities to engage online whilst investing in our physical infrastructure to encourage and support people to stay healthy.

Why this Well-being Objective is important

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



How well are we doing (and how do we know)? [Sources of evidence](#)

Success Measures / Explaining the Results



68.6% of Adults who say their general health

is Good or Very Good

(2021/22)

Previously 69.7% (2020/21)

Source: National Survey for Wales



40.1% of Adults who say they have a

long-term illness (2021/22)

Previously 51.2% (2020/21)

Source: National Survey for Wales



Adult Mental Health score of

48.8

(Out of a maximum of 70 Warwick-Edinburgh Mental Well-being Scale)

Previously 51.1

Source: National Survey for Wales

92.4%

of Adults who have **two or more** healthy lifestyle behaviours



(2021/22)

Previously 87.6% (2018/19 & 2019/20)

Source: National Survey for Wales

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

General Health Good or Very Good

- 68.6% of Carmarthenshire participants said their general health is Good or Very Good, this has reduced slightly from 69.7% in the previous year, but comparatively we have remained in 18th position in Wales. We continue to work with partners such as Public Health via the Public Services Board to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition and cleaner air.

Long-term Illness

- 40.1% of Carmarthenshire participants said they had a longstanding illness, disability or infirmity, this has reduced considerably from the previous survey results which has been around 50%. The Welsh average has also reduced from 45.7% to 33.4%, but comparatively we have moved from 17th to 20th position in Wales. The lower number with a longstanding illness or disability or infirmity the better.

Adult Mental Health

- Our mental health affects how we think, feel and act. Looking after our mental health is as important as our physical health, the link between the two factors of health is becoming increasingly better understood. Poor psychological and emotional well-being can act as a barrier to full participation in society. Issues such as confidence, anxiety, fatigue and stigma can limit an individual's capacity to interact with others or to find work for example.

Data from Public Health Wales is gathered from the National Survey for Wales and analysed according to the [Warwick-Edinburgh Mental Well-being Scale](#). It shows that Mental Well-being in Carmarthenshire has declined from a score of 51.1 (out of a possible score of 60) in 2018/19 to a score of 48.8 in 2021/22. The decline is in line with the rest of the country and is representative of the Welsh average of 48.9.

The Warwick-Edinburgh Mental Wellbeing scale was developed to enable the monitoring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing. It is based on statements about feelings and thoughts, whereby individuals would indicate which best describes their experience of each over the last 2 weeks. Some of the statements include: *I've been feeling useful; I've had energy to spare; I've been thinking clearly; I've been feeling loved etc.*

Two or more healthy lifestyle behaviours

- Based on questions asked in the 2021/22 National Survey for Wales, participants were asked if they have **two or more** healthy lifestyle behaviours which include:
 - not smoking
 - not drinking above weekly guidelines
 - eating five or more portions of fruit and vegetables the previous day
 - being physically active for at least 150 minutes in the previous week
 - maintaining a healthy weight/body mass index

Lifestyle choices impact on our future health and well-being. Carmarthenshire residents compare well to the rest of Wales in some areas such as physical activity, not drinking too much and eating healthily, however, there are a number of lifestyle choices where we compare poorly such as overweight or obese and smoking. 92.4% of participants in Carmarthenshire have two or more healthy lifestyle behaviours this has increase on the previous result of 87.6%, we continue to be below the Welsh average of 92.9%, but we have moved up from 18th to 13th best in Wales.

Progress on the steps we are taking to achieve this Well-being Objective

Eat and breathe healthily

- An Air Quality Delivery Plan has been developed and adopted by the AQ Action Steering Group. Local authorities are responsible to declare Air Quality Management Areas (AQMA) if national air quality objectives are not likely to be met. In Carmarthenshire there are three active AQMAs

AQMA Name	Pollutants
Llandeilo AQMA	Nitrogen dioxide NO ₂
Llanelli AQMA	Nitrogen dioxide NO ₂
Carmarthen AQMA	Nitrogen dioxide NO ₂

- Investment at Pembrey Country Park includes a new playground, an expansion of the cycling pump track, new mobile catering units, glamping pods, and enhancements to paths and eating areas at our camping and caravan site.

- ⦿ Mynydd Mawr Woodland Park has also recently secured close to £86k of external funding investment to enhance walkways, and bio-diversity at that site.
- ⦿ We have invested over £200k of internal and external funding at Llyn Llech Owain Country Park including a new toddlers play area, improved walks, and interpretation.



Physical Activity

- ⦿ We successfully hosted the 2021 Men's Tour of Britain professional cycle race in September 2021, as part of our wider commitment to developing sporting events and activities across the County to inspire future generations to lead healthy, active lifestyles
- ⦿ Llandovery Leisure Centre site masterplan completed, with creation of new fitness and multi-purpose rooms to complement the existing 20m pool. Outdoor multi-use courts also being incorporated into the community offer, working closely with Ysgol Gynradd Rhys Pritchard.
- ⦿ We have secured £2m of internal and external funding, £1.7m CCC capital funding /£300k external grant funding to develop the next phase of the Amman Valley Leisure Centre site masterplan. This will provide a state of the art full size, floodlit school and community use 3rd Generation all-weather artificial turf pitch and enhanced athletics facilities for school, public and club users.
- ⦿ Work is ongoing with the development of our Actif Anywhere online platform to stream classes and activities to people's homes; community halls; care homes; surgeries; hospital physio support (linking with the National Exercise Referral Scheme); and schools (pilot of 18 schools completed with potential to roll this out across Wales as a paid for extra-curricular service, with our USP being bi-lingual delivery).
- ⦿ We have appointed a main contractor to develop the new Leisure Centre in Llanelli as part of the Pentre Awel development.

Mental Health

- ⦿ Carmarthenshire Libraries have introduced new digital, technological and creative "Maker" services at key Library points, where users and communities are encouraged and supported to participate in an increasingly digital world. As part of our libraries core offer, maker services promote hands-on learning, creativity and collaboration, where people of all backgrounds and abilities can come together to share ideas and equipment that inspires confidence and helps users acquire new skills, building and igniting individual ambitions and encouraging learning for life.
- ⦿ The council has invested significant growth resource to address this which will be used to recruit more social work and social care staff to focus on two specific areas: early intervention and prevention, and a more robust and timely crisis response.
- ⦿ We have been collaborating with the Health Board and the third sector to develop initiatives in this regard developing a Single Point of Access and a 24/7 crisis response service.
- ⦿ The Twilight sanctuary crisis response in Llanelli, which was council led, goes from strength to strength and the model is now being rolled out across the region.
- ⦿ We are embarking on an ambitious programme of change in relation to accommodation. Our vision is to reduce the reliance on residential care and develop more community options accommodation, which promote choice and independence



Substance Misuse

- ⦿ We have been working with colleagues in the health board ,and third sector to improve access and intervention for those who have substance misuse and mental health issues ,and also for those who have alcohol related brain damage .
- ⦿ The Fulfilled Lives Scheme has been a successful pilot which supports people with Alcohol Related Brain Damage to remain living independently within the community

Is anyone better off?

ACTIF RESTART – WINTER OF WELL-BEING GRANT



The aim of the Actif Restart project was to improve the overall health and well-being of identified NEET (not in education, employment or training) population as they are supported through a journey to prepare for integration into their community through sport either as participants or voluntary/paid roles.

Throughout the project opportunities were provided to the participants to further enhance transferable job-based skills and qualities such as confidence, communication and leadership which can be taken forward with them in their futures.

Project Participants benefited from the following:

Actif Adult workshops	Tag leaders award
Coaching experience at rugby festivals	Coaching development opportunities
Club integrations	CV and interview preparation
Paid employment opportunities within Actif	Links to apprenticeships and further education
Opportunities to reflect on the project both individually and as a group	

The need for the project was identified after consulting with local organisations with a heavy focus to prepare young people for future careers or further education that were currently not in Education or Employment. Further discussions then took place with Dyfed Powys Intact project and CCC departments such as Youth Services and Employment Support. The data below highlights how important links with the listed partners are to provide young people with positive role models and support groups to help reduce the risk of crime in the local area. By introducing participants into social and safe environments within sports teams and encouraging ongoing involvement with clubs after the project the aim is to help reduce the risk of the individuals becoming involved with any criminal activity.

Through individual consultations with participants, it was possible to identify suitable sports clubs to signpost them to as a player or volunteer. Introductions into sports teams created a sense of affiliation and belonging for the Actif Restart participants within their chosen teams, providing them with a positive surrounding and reinforcing rules and disciplines to follow whilst at training and playing games. For this target group, embracing principles of sportsmanship, teamwork, and interactions with peers were all incredibly valuable aspects of the project for the participants to develop important life skills and help strengthen self-belief. Having positive experiences within these sports clubs has now allowed participants to increase their physical activity levels and encouraged them to restart or continue their physical literacy journey.

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
#			
1	We will work to reduce waste and our carbon footprint across our Leisure and Cultural services, whilst increasing opportunities to lead healthy, fulfilled lives (16119)	31/3/23	Ian Jones
2	Development of a 10-year future direction document for discussion, input, and endorsement by the new political administration for the County in early 2022/23 (16120)	1/9/23	Ian Jones
A	Eat and breathe healthily		
1	Air Quality action plan progress and matters arising will be reported through the Net Zero Carbon plan report (16131)	31/3/23	Rhodri Griffiths
B	Physical Activity		
1	We will implement a Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes: Education, Development and Training; Infrastructure and Facilities; Marketing & Branding; Tourism Events (13195)	31/03/23	Carl Daniels
2	We will develop Ammanford Leisure Centre facilities with upgrades to internal wet-side changing facilities (phase 1 - completed); and improvements to parking infrastructure and external sports facilities linked to wider school site masterplan (phase 2) (14705)	30/03/23	Carl Daniels
3	We will need to work towards regaining and exceeding membership and income to pre-covid levels - with the effects of the Covid-19 pandemic changing lifestyles and habits, this will be the services' greatest challenge (16121)	31/3/23	Ian Jones
C	Mental Health		
1	Implement Service delivery changes in Mental Health as part of the transforming Mental Health Agenda (16122)	March 22	Avril Bracey
D	Substance Misuse		
1	See Mental Health action	March 22	Avril Bracey



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

Age Well

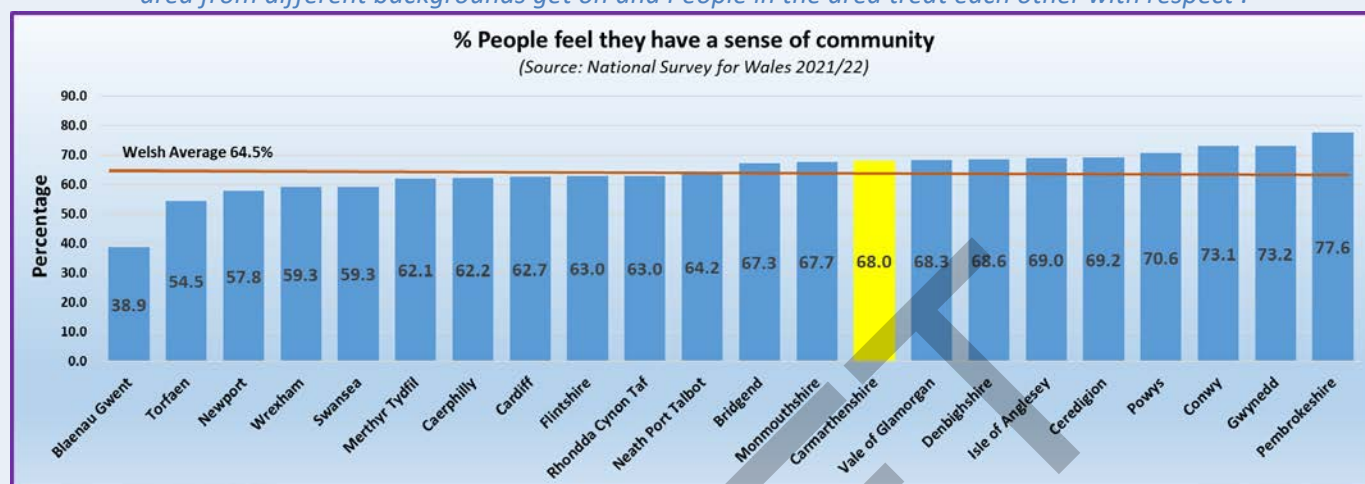




Well-being Objective 8 Live Well/Age Well - Support good connections with friends, family and safer communities

Sense of Community survey results have reduced slightly in Carmarthenshire from 68.6% to 68.0%

The 'Sense of Community' is derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect*.



Despite an reduced result we move up from 13th to 9th position in Wales.

Why this Well-being Objective is important

- ⦿ Safety and a feeling of belonging are important to personal well-being and more people now appreciate the value of kindness and being part of a community.
- ⦿ A cohesive community is an area where those from different backgrounds share positive relationships, feel safe in their neighbourhood, and have a sense of mutual respect and shared values.
- ⦿ **Community Resilience** is also essential to enable communities to respond to, withstand, and recover from adverse situations. The COVID-19 crisis has shown what can be achieved when communities work together.

How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results

68.0% People who feel they have a sense of community (9th Highest in Wales)
Previously 68.6% (13th)
Source: National Survey for Wales



66.7% People feel safe
Previously 74.6%
11th Highest in Wales



Source: National Survey for Wales

A sense of community

- ⦿ According to the 2021/22 [National Survey for Wales](#), 68.0% of participants felt they had a 'Sense of Community', this is a slight reduction on previous result of 68.6%. This result was derived from three questions: People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect. Despite the slight decline, when compared with other results in Wales, we have moved up from 13th to 9th position.
- ⦿ Recent consultation in 2020 (as part of Carmarthenshire's [Well-being Assessment](#)) with representatives from a number of sectors of the community showed overall positive opinions towards current Tudalen 129

community cohesion in Mid and South-West Wales. Focus groups were held with Black, Asian and Minority Ethnic communities; EU (non-Welsh) citizens, rural and isolated communities, first language Welsh speakers, Gypsy / Traveller Communities, Syrian Refugees, LGBTQ+ people, disabled people and/or people with health conditions and young people. **77% of the interviewees referred to community cohesion as good.** It was recognised that there was potential for improvement and perceived “tensions” or “problems”.

Feeling Safe

- ⊙ According to the 2021/22 [National Survey for Wales](#), the number of **participants feeling safe has reduced from 74.6% to 66.7%**, but keeping just above the Welsh average of 66%. Comparatively, we have moved from 6th to 11th place. This result was derived from three questions: *people feeling safe at home; walking in the local area; and when travelling in the dark.*
- ⊙ As part of Carmarthenshire’s Well-being Assessment consultation work, our Black, Asian, and Minority Ethnic residents were equally concerned with threats of extremism, prejudice and hate crime. **In terms of community cohesion, our Lesbian, Gay, Bisexual and Transgender community noted concern regarding community resources being closed, prejudice and lack of investment in their local community.** Raising concern about unfair treatment and reporting a hate crime were the top two things that Carmarthenshire residents would consider doing to help make things fairer for everyone in their community when asked as part of the 2021 Well-being Survey.

Progress on the steps we are taking to achieve this Well-being Objective

Develop and implement how we provide information, advice, and assistance.

- ⊙ We continue to work in partnership with Delta Well-being as our Single Point of Access into community health and social care. Through the expertise of the Information, Advice and Assistance team, wherever possible, we support people with information and advice without the need for referral to formal ongoing assessment. In 2021/22, on average 25% of contacts were resolved at information and advice without the need for further statutory support.
- ⊙ We have strengthened the role of Delta Well-being in our hospitals, and now have Well-being Officers working on the wards who act as the link between health and social care to aid timely discharge from hospital.

Greater community cohesion

- ! In 2019, the Health and Social Care Scrutiny Committee undertook a **Task and Finish Review of Loneliness**, which put forward recommendations for the Council to consider. In light of these recommendations, plans are in progress to appoint a Senior Manager for Prevention and also a cross population Prevention Strategy and Action Plan. A key pillar of this plan will be Loneliness and addressing any gaps that are identified to help the wider population feel more socially included.
- ⊙ The regional dementia strategy is now in its final draft and waiting official sign off from the regional partners. The regional Dementia Steering Group is meeting regularly and progressing all aspects of the dementia funding workstreams. A regional Dementia Strategy Coordinator is currently being recruited to and will be in post shortly. We are working towards the re-opening of day services to include dementia clients.
- ⊙ The relaxation of COVID-19 restrictions has led to a surge in enquiries from a wide range of event organisers – community organisations seeking to re-establish annual events cancelled due to the Pandemic as well as more commercial ones seeking to create new brands or those seeking to start the building up again of former events.

Impact of COVID-19 on the mental health and well-being of our population and community resilience

- ⊙ A feasibility study is being undertaken within Tyisha for the establishment of a Community Hub. Based on the feasibility study a business plan will be developed. Asset Based Community Development Training has been planned for residents, officers, and local groups. A great deal of community based activities have taken place throughout the year to develop positive community relationships such as litter picking, play events and sessions, creative play sessions for parents and gardening projects.

Tudalen 130

- ⊙ Summer of Fun and Winter of Well-being initiatives have been successfully delivered via funding from Welsh Government to key wards across the County. Targeted initiatives were delivered in partnership with agencies like the Police and Crime Commissioner, CYCA, Inspire Recruitment and the Scarlets to re-engage Children and Young People back into physical activity. The funding was a catalyst to create new initiatives and partnerships which will form part of our service moving forward.
- ⊙ Over 60s in Carmarthenshire were given more options to enjoy exercise as the country recovers from the pandemic, as part of a £1m investment by Welsh Government. In a drive to reduce health inequalities and social isolation as part of Welsh Government's Healthy Weight, Healthy Wales Action Plan 2020-22, the funding allocated to Sport Wales was shared among all 22 local authorities for use on projects. Adults aged 60+ were able to access free and discounted sport and physical activity sessions in facilities and the community
- ⊙ As part of a Sport Wales Rescue Package numerous workshops and webinars were held with community clubs across the County to support club recovery and development plans, linked to Covid recovery. Actif Communities Officers supported clubs with recruiting and training volunteers, expanding their age groups, risk assessments and return to play protocols as well as supported funding bids.
- ⊙ Actif Carmarthenshire's Sports Awards Sports are one of the most prestigious Awards ceremonies in the county, recognising and celebrating sports successes and contributions throughout the year. In the absence of a ceremony in 2021 because of the Pandemic, January 2022 was an opportunity to reflect on the last 2 years and despite the pandemic, celebrate huge achievements from individual athletes to teams. Nominations were received from Sports Clubs, individuals and local Councillors, for awards for participation such as Sportsman of the Year and Young Sports Woman, as well as awards for those that the sport cannot function without such as Volunteer of the Year and Coach of the Year.

Support Safer Communities

- ⊙ The pandemic has provided opportunities for criminals to exploit persons who may be more exposed to fraudulent approaches due to lockdown/shielding and isolation from support networks. There has again been an overall rise in the numbers of frauds reported nationally with the Office of National Statistics reporting that there were 5 million fraud offences in the year ending June 2021, a 32% increase compared with the year ending June 2019. trueCall© Nuisance Call Blocking Devices, which have been installed in elderly and vulnerable residents' homes in the county have for the year 2021/22 blocked 15,831 nuisance calls. Based on national intelligence 4,340 of those calls were identified as being from numbers used by known criminals.
- ⊙ The innovative alert system Seraphimbeta© developed in the wake of the pandemic to notify authority officers when a trueCall user was experiencing high volume of calls from suspected fraudsters has for the year 2021/22 generated 94 high level alerts (an increase of 28 from the previous year). These alerts have led to welfare calls and officer intervention to prevent vulnerable residents engaging in telephone fraud approaches. Funding secured to increase the existing fleet of 220 call blockers has been used to purchase a further 500 call blockers and these are currently being deployed with authority partners Delta Well-being. Based on current average nuisance call volumes, we predict our combined fleet of call blockers has the potential to block in the region of 83,000 nuisance calls in Carmarthenshire annually. This work is being led by Trading Standards.
- ⊙ During Hate Crime Awareness Week, the Community Cohesion team helped coordinate a regional calendar of events, capturing content from partners who include Victim Support, Dyfed Powys Police, Office of the Police and Crime Commissioner, Hywel Dda University Health Board and Race Council Cymru. The cohesion team led on a number of projects during that week and throughout the year including:
 - A project in collaboration with Victim Support and youth clubs for young people to design a T-shirt, focusing on diversity and inclusion.
 - An Online Hate Crime Workshop tackling the issues around hate crime and social media.
 - A series of online Hate Crime Awareness events, in collaboration with Victim Support
 - Promoting the Community Cohesion Hate Crime Awareness film

The team led on a number of training opportunities for professionals including a series of sessions focusing on Awareness and Counter Narrative on Right Wing activity and Incel.

⦿ The Community Cohesion team ran a Small Grants fund across the region to encourage community groups and organisations to apply for funding. A number of successful projects ran across Carmarthenshire including:

- *Queering Wales. Representation as a means to inclusion - On your face collective:* On your face is a LGBTQ+ platform aiming to bring the queer creatives of Wales to the forefront. The Cohesion team funded an event at The Nurture Centre in Carmarthen and will include an exhibition by various artists from the collective, live music, workshops, talks, open mic and a food stall. The exhibition would last up to 3 weeks but the event would be from 10 to 8 on the opening day.
- *Future Proof, the Well Together Community - Create Me Happy / Rivki Rose Training:* The project combines two online workshops for Carers, to improve individual and community resilience through Self-advocacy Community Champions / Active Citizenship. The workshops were delivered to commemorate Carers Rights Day and International Day of Disabled people.
- *Spoken Word Saturday, Community Connectivity Events - People Speak Up:* The project consisted of 5 bilingual spoken word face-to-face/digital community connectivity events at Y Ffwrnes Fach (Old Zion Chapel) in Llanelli. Events were an opportunity for the community to share their own stories and personal experiences of oppression, disconnection, loneliness, and post COVID-19 reactions. The events also had open community conversation times which will be an opportunity for individuals to chat, share, listen over cake and tea. The first event saw storyteller Phil Okwedy share his story of Nigerian descent, being brought up in a children's home, and how it feels to be a black man living in Wales.

Is anyone better off?

WINNER OF THE YOUNG SPORTS VOLUNTEER

Keeping team training together again safely

Joshua Edwards won the Young Sports Volunteer award for his role within Carmarthen Town AFC. Joshua has been a key part of the club for many years. When Josh was 16 years of age, he started a walking football group for over 50s in the area creating more opportunity for people to get involved.

Throughout the pandemic Josh has ensured all risk assessments and procedures were in place for the team to continue training with confidence and become socially active again, safely. Josh has also taken the role of Wales development squad manager and coach for age group males.'



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Develop and implement how we provide information, advice, and assistance		
1	Implement the requirements of the new Liberty Protection Safeguards in line with legislation (16124)	March 2022	Avril Bracey
2	We will ensure we respond to adult safeguarding concerns in accordance with the SSWBA (Part 7) and evolving statutory guidance (16125)	March 2023	Avril Bracey
3	We will develop a formal agreement between the Local Authority and Health Board, outlining collective responsibilities whilst agreeing a new staffing structure in Integrated Services to support our approach to develop strong communities, help people help themselves and provide support when is needed. (15101)	Dec 2022	Alex Williams
B	Greater Community Cohesion		
1	Publish a cross population Prevention Strategy and Action Plan, a key pillar of which will address loneliness (15342??)	TBC	TBC
2	We shall continue to develop a more strategic approach to strengthen and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers. (15083)	March 2023	Alison Watkins
C	Mental Health and Resilience		
1	See Well Being Objective 7 Action C1	NA	NA
D	Safer Communities		
1	To ensure the Council fully considers and responds to the requirements of the Counter Terrorism Protect Duty once published (expected in 2022-23) (15495)	March 2023	Kate Harrop
2	We will ensure the Council fulfils its duties relating to the current Contest Strategy (counter terrorism) and respond to any duties as they arise (15494)	March 2023	Gwyneth Ayers



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 9

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

We have continued to keep older people safe in our communities in the most challenging of times, during which, as experienced nationally, demand for social care by far outweighs the limited care and support available in our communities. Ensuring that we target support where it is most needed has allowed us to help people to age well whilst maintaining their dignity and independence. As we emerge from the COVID-19 pandemic, the key challenge has been how to recruit and retain sufficient numbers of skilled and experienced social care workers to provide the support that our communities need. Efforts to do this has become our primary focus and top priority for our integrated health and social organisations.

Why this Well-being Objective is important

- ⦿ Carmarthenshire has a high proportion of residents over 65 years old who are a vital and vibrant part of the community. We want the county to be a place to age well.
- ⦿ Consultations have demonstrated that ‘what matters’ to older people is to be able to be as independent and as well as possible for as long as possible.
‘Being respected as an older person and not being seen as a burden on the local health and social care system’
- ⦿ Research shows that a vital factor of healthy ageing for older people is social participation, respect and inclusion.
- ⦿ Older people contribute to the economy in Carmarthenshire by caring for their grandchildren or other family members.
- ⦿ Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- ⦿ The Council has determined to make Carmarthenshire a dementia friendly County along the lines of the [Alzheimer's Society Dementia Friendly Community Programme](#).
- ⦿ The impact of COVID-19 on our care homes.



How well are we doing (and how do we know)? 📄 Sources of evidence

Success Measures / Explaining the Results



66%

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

(Previously 47.5%)

Source: National Survey for Wales



It takes us an average of

259

calendar days to deliver a

Disabled Facilities Grant

(Previously 347 days)

15.4% of people feel lonely in Carmarthenshire



(Previously 17.3%)

Source: National Survey for Wales

Good Social Care Service available in the area

- ⦿ According to the 2020/21 [National Survey for Wales](#) **66%** of participants believed that there is **good Social Care Service available in the area**. This is an improvement on the last survey result of 47.5% and above the Welsh average of 63.9%.

Disabled Facilities Grant

- ⦿ Delivering Disabled Facilities Grant adaptations during the last couple of years has been challenging due to COVID-19 restrictions with delays and the ability to complete ongoing site work. Our average number of days to complete these adaptations pre COVID-19 was 176 days, and well below the Welsh average Tudalen 134

of 204 days. This greatly increased during 2020/21 to 347 days and above the Welsh average of 261 days. This disruption created a backlog with a continued high number of days during 2021/22, but as the backlog is being addressed during the year, the average number of days has improved significantly to 259 days.

Feeling Lonely

- According to the 2021/22 [National Survey for Wales](#), **15.4%** of participating adults in Carmarthenshire **classed themselves as lonely**, this has reduced from the previous result of 17.3% but continues to be above the Welsh average of 12.8%, and comparatively we have moved from 19th to 18th position in Wales.

Progress on the steps we are taking to achieve this Well-being Objective


Improved population health and well-being

- Our Theatrau Sir Gâr service delivered a live stream of a Christmas Show to 6 care homes
- Actif received £46k from Welsh Government to promote and deliver free and discounted physical activities to the 60+ population. These included a range of Walking Sports (rugby, football and netball), Nordic Walking, Paddleboarding, Curling, fitness classes, gym activities and racket sports.
- Actif Adult Officers in the Actif Communities team have worked in partnership with clubs and organisations to facilitate and establish a number of walking sport sessions and clubs across the County.
- Our Delta Connect service has gone from strength to strength over the last 12 months. Over 3,000 individuals have now registered for the service in Carmarthenshire, and the rapid response element of the service where a registered team of carers can provide emergency support has proved vital to keeping people safe and well at home. The service has responded to individuals almost 6,000 times and has often negated the need for a hospital admission or an emergency placement in a care home. The reassurance that Delta Connect is available at the end of a phone provides for Carmarthenshire residents and their families makes a huge contribution to improved population health and wellbeing.
- Thankfully, the impact on Older People of the pandemic has started to lessen over the last 12 months. The success of the vaccination programme has meant that COVID-19 is now more routine to manage in care settings, and risk of serious illness or death has decreased to levels comparable with other more routine seasonal illnesses such as flu. The impact psychologically cannot however be underestimated, and many older people have become increasingly isolated and are still living in fear of the risk of COVID-19. Initiatives such as Delta Connect are therefore vital to help support emotional health and well-being.



Better quality and more accessible health and social care services

- There is a national shortage of both qualified social workers and skilled and experienced care staff. At the same time, we have seen the impact that lockdowns linked to the pandemic and difficulties in accessing routine services have had on increasing the health and social care needs of our older population. The combination of these two factors has created a perfect storm. There are consequently an increased number of older people requiring social work assessment and consequently care at home, whilst there are less social workers available to carry out those assessments and less care hours available to support people in the community.

	<p>Summary ‘People and their relatives speak highly about the care and support they receive. Care records are person centred and reflect people’s individual needs. Care staff are well trained, have a good knowledge of the people they care for and are enthusiastic about working in the service. Dedicated and knowledgeable managers who are well supported by the Responsible Individual (RI) lead the service. The managers are accessible and well respected by all involved. The RI has good oversight of the service and there are robust systems in place</p>
<p>May 2022</p>	

Carmarthenshire County Council In-house domiciliary care service Inspection Report	to support this. The leadership team have good working relationships and a clear vision about the service’
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- ⊙ We are doing all we can to prioritise those in most need of assessment and those that are waiting for care. However, it does mean that we have waiting lists for both assessments and care and consequently people are having to wait longer than we would like to get the support that we need.
- ⊙ In light of the above, we have had to be as creative as we can in finding alternative ways to support people. This has led to us rethinking the way in which we work and the success of one such initiative, the Intermediate Care Multi-Disciplinary Team (IC MDT), has been recognised as a finalist in the IESE Public Sector Transformation Awards 2022. The team adopts a ‘Home First’ principle to support people to leave hospital sooner or help keep people at home, by providing short-term support health to help people return or remain at home as independently as possible.



Higher value health and social care

	<p>In November 2021, Care Inspectorate Wales published its Assurance Check 2021 letter on Carmarthenshire County Council.</p> <p>Adult Social Care Assurances</p> <ul style="list-style-type: none"> • Collaborative working • Good communication and support across organisation • Shared vision of addressing the needs of people • People (including carers) given the opportunity to tailor and manage their own support • A positive integrated approach to a culture of prevention • Makes a positive contribution to the well-being of people in the pandemic period <p>Adult Social Care Risks</p> <ul style="list-style-type: none"> • Provider Market • The demand pressure in the system is greater than the capacity available • Fragile position for in-house service • Delivery of care and support in some geographical areas
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- ⊙ In context of the workforce challenges, making best use of our resources has never been more critical. This year we have gone out to tender for our new Care and Support at Home Framework which, notwithstanding the recruitment and retention challenges, will allow us to provide a more equitable service across the County.

Internal Audit 	Internal Audit has undertaken a recent review of the grant: ENABLE – Support for Independent Living	Internal Audit concluded that the project’s aims and objectives had been met and that grant expenditure had been properly incurred in accordance with the grant offer.
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- ⊙ In addition, we have used creative means such as the Well-being Support Grant, to financially recompense carers and families to support their loved ones whilst they are waiting for long-term care arrangements to be put in place.

A motivated and sustainable health and social care workforce

- ⊙ The growing number of qualified social work and care worker vacancies, combined with increase in demand and people presenting with much more complex issues to resolve has seen waiting lists growing to much higher levels than we would like. Our primary focus has therefore been to develop

and implement our Social Care Recruitment and Retention Plan to give us every chance possible to recruit and retain staff to the level that we need.

- ⦿ Over the course of the last 12 months, we have carried out comprehensive recruitment campaigns both internally and in support of the wider sector.
- ⦿ We have also offered our social care staff a variety of retention payments to encourage them to continue to work for Carmarthenshire.
- ⦿ We are developing career progression routes for staff so that they can develop their careers with us enabling us to succession plan for the future.
- ⦿ We are in the process of launching our Care Academi which will provide career opportunities for those wishing to go into care to pursue professional routes such as social work.
- ⦿ There is still much work to do, but we were starting to see a slightly improved position particularly in relation to social work vacancies.



Carmarthenshire's Delta CONNECT offers "a lifeline" to Edward during pandemic lockdown

When 82-year-old widower *Edward returned to his Llandovery home from a long spell in hospital at the end of 2019, his son, daughter in law and daughter would visit several times a day to help support him in his everyday life and keep an eye on him.

However, everything changed when the lockdown started. Edward began shielding and frequent visits were no longer as easy.

Edward began using the Delta CONNECT service in March 2020 and it has meant the world to him. His mood was extremely low after his lengthy stay in hospital and he had lost a lot of weight, which left him feeling frail and vulnerable.

As part of the CONNECT service, his assigned Community Wellbeing Officer (CWO) Louise called him weekly to check how he was and whether he needed any help. He also had a Lifeline home unit with pendant to call for help in an emergency.

"I'd been in hospital for four months and was really down in the dumps." Edward said, "It really helped when I spoke to Louise. She brought me back from the depths of despair."

For many clients, the service includes food or medical supplies, but Edward was lucky enough to have his family living locally to help with this.

"I'm so lucky to have a fantastic family nearby and they really look after me, but sometimes it's easier to talk to someone outside of your family because you don't want them to worry any more that they already are."

"I can't speak highly enough of CONNECT. Knowing that there was someone at the end of the phone for me was a lifeline and so reassuring for my family as well."

The CWOs are trained to identify clients who may need additional support, even when the client hasn't recognised that need themselves - this has helped Edward's family know that he is safe and supported at home even when they can't be there

Edward's son *Jonathan said: "The Delta service means a lot to my dad and he feels genuinely privileged to be able to access it. The Lifeline system is invaluable for him and although we're close by, it's reassuring for the family to know that help is on hand should he need it.

"The wellbeing calls have been fantastic - he enjoys having someone different to talk to and really looks forward to the calls every week. In a few years I'll probably be signing myself up."

***Names have been anonymised**



Proud to be working in partnership with:



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Improved population health and well-being		
1	We will provide proactive and planned care to people in the community with chronic long-term health conditions/ increased frailty and those that require support at the end of their life (16132)	March 2023	Alex Williams
2	We will develop and implement a Prevention Strategy for Carmarthenshire which will include continuing to work in partnership with Delta Wellbeing in support of our residents (15342?)	March 2023	Rhian Dawson
3	We will continue to reshape our approach to support patient flow and home first by developing the discharge to assess pathways and ensure that monitoring and escalation processes are maintained to ensure effective flow across the Carmarthenshire system (15348)	March 2023	Alex Williams/ Rhian Dawson
B	A motivated and sustainable health and social care workforce		
1	We will grow the professional Social Work and Occupational Therapy workforce by ensuring that Carmarthenshire is an attractive place to work, there are opportunities for career progression and development of career pathways for non-qualified staff to become qualified (16133)	March 2023	Alex Williams



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

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Healthy, Safe & Prosperous Environment



Well-being Objective 10 Healthy & Safe Environment - Look after the environment now and in the future

We have significant Environmental challenges to address

- ! A big challenge will be delivering against the decarbonisation priorities. We'll need to significantly increase future carbon savings to meet the Council's commitment to become a Net Zero Carbon (NZC) local authority by 2030.
- Our Planning Service had significant and long-standing performance issues and an external audit brought this to the fore and in year the Council has intervened and made significant progress.
- ! Maximising recycling has been difficult following a fire at our main materials recovery facility and with COVID-19 relaxation of black bag rules. We have a new recycling contamination action plan and a new waste strategy which will help us deliver improved performance.
- Compared to previous years, 2021/22 has not seen as many significant flooding events resulting in high numbers of Carmarthenshire businesses and residents affected by internal flooding.

Why this Well-being Objective is important

- ⊙ A biodiverse natural environment is good for well-being, with healthy functioning ecosystems, supporting social, economic and ecological resilience.
- ⊙ A good planning service is essential to deliver the Council's ambitions.
- ⊙ We have declared a climate emergency as a Council and were the first in Wales to have published our [Route Towards becoming a Net Zero Carbon Local Authority by 2030](#).



How well are we doing (and how do we know)? ① Sources of evidence

Success Measures / Explaining the Results



We generated
1,059,364 kWh of
renewable energy
during 2020/21
(increased from 997,480 kWh in
the previous year)



The Council's Energy
Consumption
(kWh) decreased
by **9.5%**
from 70,332,391 kWh in 2019/20
to 63,684,340 kWh in 2020/21



Our recycle rate is
61.68 %
(This is a decrease
on the previous
year's figure of 62.20%.)

- ⊙ In 2020/21, our overall Energy Consumption reduced by 9.5% compared to 2019/20, with all four areas showing a reduction in both consumption and carbon emissions i.e., Non-Domestic Buildings; Street Lighting; Fleet Mileage; and Business Mileage.

Whilst these reductions are in part attributable to the impact of COVID-19, the continuation of staff home working, together with changes in working practices such as an increased use of video conference facilities and online communication, should see a lasting reduction in carbon emissions in the longer term.

- ⊙ A fire at the Nantycaws Materials Recycling Facility this has meant that achieving the 64% recycling rate target for the 2021/22 financial year has not been possible. This is due to the restrictions and difficult market position facing CWM Environmental and the Council following the fire and continuing to have to rely on third party facilities throughout the year. This remains the case going into 2022/23, however we do have specific plans for improving recycling capture and quality going forward.

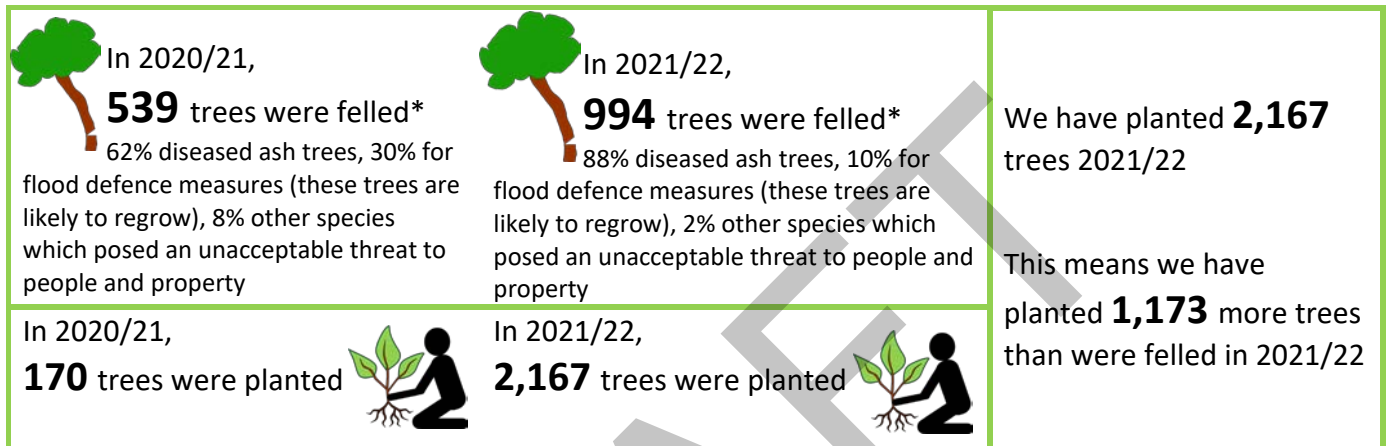
Progress on the steps we are taking to achieve this Well-being Objective

Address requirements of the Environment (Wales) Act 2016

⦿ Declaration of Nature Emergency:

! A nature emergency has been declared by Welsh Government and we are setting up a Climate Change and Nature Emergency Advisory Panel to address this issue. We are delivering several projects to ensure nature recovery:

- We have improved heath and bog habitats at Figyn, Mynydd Figyn and Mynydd Staffalu Carn.
- Restored a pond at Llyn Llech Owain Country Park that can now be used for pond dipping.
- Enabled the Wildlife Trust to train staff and use tracking tunnels for monitoring dormice.
- Purchased grass cutting equipment to experiment with pollinator friendly practices.




*Trees are being felled due to ash die back, storm damage, safety, and some development requirements

⦿ Phosphate in Rivers

! New evidence about the damaging effects of phosphates to water ecosystems and species has resulted in the publishing of new targets by Natural Resources Wales (NRW) to reduce river phosphate levels in special areas of conservation (SAC) across Wales. We have implemented several positive interventions, some of which are noted below:

- Developing and implementing the first and only Nutrient Calculator in Wales.
- Published a [phosphate webpage](#) which has been replicated by other authorities.

Deliver planning according to Planning (Wales) Act 2015

	<p>Audit Wales published the 'Planning Service Review' report in July 2021 that contained 17 recommendations and stated that:</p> <p><i>“Significant and long-standing performance issues in the planning service need to be urgently addressed to help support delivery of the Council’s ambitions “.</i></p> <p>A range of interventions were implemented to focus on delivering the recommendations and a turnaround in performance has been achieved.</p>
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⦿ There has been significant improvement on the determination of planning applications during the year. This is demonstrated by the following End of Year 2021/22 results:

	2020/21	2021/22	Improved by
% applications determined in time (PAM/018)	60.3% (735 of 1,219)	80.8% (1,536 of 1,900)	20.5%
% of planning appeals dismissed (PAM/019)	53.8% (7 of 13)	76.5% (13 of 17)	22.7%

The approval of major planning applications has a significant impact on job creation and the improvements made in planning during 2021/22 has resulted in the creation of 539 full-time and 52 part-time jobs (including 300 locating with the County) from the 95 applications approved. (See more WBO5 – Create More Jobs and Growth).


Net Zero Carbon (NZC) Local Authority by 2030

There have been 2 Internal Audits completed on NZC arrangements and their audit ratings were High.


	Internal Audit	Rating	Good Systems in Place	Good Governance
		High	✓	✓
		Acceptable		
		Low		

- Our Re:Fit Cymru Phase 1 project has now been completed. This comprised various energy conservation measures, including solar PV installations, at 29 of our non-domestic buildings including schools. Phase 1 is projected to save £315,726 | 675 tCO2e each year.


Working towards Net Zero Carbon we are trying to reduce energy consumption and emissions:

 Annual Report Link	2019/20	2020/21	2021/22	2020/21 vs 2021/22 % change
Non-Domestic Buildings				
Consumption (kWh)	66,407,242	59,808,497	TBC	
Carbon Emissions (tCO2e)	14,443	12,581	TBC	
Street Lighting				
Consumption (kWh)	3,925,149	3,875,843	3,599,124	7%
Carbon Emissions (tCO2e)	1,088	981	832	15%
Continued reduction in annual electricity consumption (kWh) in 2021/22. Virtually 100% of all CCC managed street lighting has now been converted to LED. Future savings will plateau until more energy efficient technologies become available and installed.				
Fleet Mileage				
Mileage (Miles)	5,154,668	4,427,070	4,262,681	3.7%
Diesel Used (Litres)	1,419,336	1,267,437	1,320,551	4.2%
Carbon Emissions (tCO2e)	3,814	3,407	3,573	4.9%
Whilst total mileage has marginally reduced, there was a marginal increase in the total diesel consumed which resulted in higher emissions in 2021/22 compared to 2020/21. [Note: The BEIS calculation is a very blunt instrument that defaults to a national average for fleet vehicles. This could be refined by calculating actual carbon emissions for each individual CCC vehicle. I understand that a Fleet Review is to be completed by September 2022 – this which inevitably result in the procurement of more electric / ultra-low emission vehicles (ULEV) which will significantly reduce carbon emissions]				
Business Mileage				
Mileage (Miles)	3,971,513	2,251,986	2,511,091	11.5%
Carbon Emissions (tCO2e)	1,132	621	693	11.6%
There was a very significant reduction in emissions in 2020/21 compared to 2019/20 (-45%). This was largely attributable to the impact of COVID-19 resulting in far greater homeworking and the use of ICT technology which reduced the need for travel. Whilst there has been a marginal increase in mileage and associated carbon emissions in 2021/22, emissions have not returned to the pre COVID-19 levels. [Note: The BEIS calculation is a very blunt instrument that defaults to a national average for fleet vehicles. This could be refined by calculating actual carbon emissions for each individual vehicle].				
Total				
Consumption (kWh)	70,332,391	63,684,340	TBC	
Mileage (Miles)	9,126,181	6,679,056	TBC	
Carbon Footprint (tCO2e)	20,477	17,590	TBC	


- As well as procuring all its electricity from renewable energy sources, the Council has made other efforts to reduce carbon emissions including converting street lights to low energy LED and upgrading its fleet to include electric cars and more energy efficient refuse and gritting vehicles.

	<p><u>Public Sector Readiness for Net Zero Carbon by 2030</u>: July 2022</p> <p>In the report, the Auditor General makes the following five calls for action from public bodies:</p> <ul style="list-style-type: none"> <i>Strengthen your leadership and demonstrate your collective responsibility through effective collaboration;</i> <i>Clarify your strategic direction and increase your pace of implementation;</i> <i>Get to grips with the finances you need;</i> <i>Know your skills gaps and increase your capacity; and</i> <i>Improve data quality and monitoring to support your decision making</i>
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NB: Early feedback shows that we are one of only a few authorities in Wales to have Net Zero Carbon plans in place

<p>Prosiect Zero Sir Gâr 2030: Carmarthenshire County Council has engaged thousands of children through this initiative - a targeted effort to bring people together to support the Council’s journey towards becoming net carbon zero by 2030. Primary school children across the county have been challenged to become <u>‘Prosiect Zero Super Heroes’</u>, sharing their super powers and ideas to help Carmarthenshire tackle climate change.</p>	
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Flood & Water Management Act & Shoreline Management Plan

<p>Internal Audit</p> 	<p>Flood Defence (May 2021)</p> <p>The review sought to provide assurance that the Authority is managing flood risk in accordance with the Local Flood Risk Management Strategy and the Flood Risk Management Plan.</p>	<p>Assurance Rating:</p> <table border="1" data-bbox="1161 1288 1342 1411"> <tr> <td>High</td> </tr> <tr> <td>Acceptable</td> </tr> <tr> <td>Low</td> </tr> </table> <p><i>Actions being tracked to improve rating</i></p>	High	Acceptable	Low
High					
Acceptable					
Low					

- Compared to previous years, 2021/22 has not seen as many significant flooding events resulting in high numbers of Carmarthenshire businesses and residents affected by internal flooding. That said, the winter of 2021/22 did result in significant flooding in places in October; which was followed up with Storms Arwen and Barra in late November and early December. The Council does not have responsibility for main river flooding, that rests with Natural Resources Wales.
 - Our flood incident management work has developed in 2021 and we are utilising more technology to advise on flood risk and prioritise resources.
 - Following the flooding events in Kidwelly in October 2021, we undertook a formal investigation and have successfully applied for Welsh Government grant funding to make improvements.
 - We have met with community leaders regarding current flood risk and future capital schemes. We continue to work collaboratively with partners, including Natural Resources Wales on the evolution of flood risk management interventions where appropriate.
 - The move from traditional sea defence to coastal adaption will be key in the future. In addition, all our coastal assets were inspected, and defects actioned accordingly.

- In 2021/22, following the development of business cases, we received £650,000 in revenue and capital grants from Welsh Government. Furthermore, we have received grants for developing feasibility work and business cases for various specific flood mitigation works worth circa £245,000.
- This year we have managed a £2.5 million works programme across 15 mitigation projects.

Towards Zero Waste strategy

	<p>During the last year Audit Wales undertook a review of the Waste Services, it's principal finding was that: "The Council has met its statutory recycling targets and has recently drafted a strategy to make its waste service more sustainable, but it has not finalised the strategy or got a clear plan for dealing with the large number of fly-tipping incidents in the county"</p> <p>An action plan to fully address the report's recommendations has been implemented.</p>
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- We have finalised our [Waste Strategy](#). This strategy sets out the considerations and measures proposed for future improvement of the waste service to achieve 70% recycling by 2024/25 and the expected 80% target by 2030.
- Our consultation and engagement on the Future Waste Strategy had over 4,000 responses and directly shaped our future service design. We have listened to that feedback, and from next year we will be carrying out separate collections of nappies and glass so that there is less waste to put in black bags.

Local Environment Quality (LEQ)

- We have published a [LEQ Management Plan 2022-2026](#) which details the direction of the Council's litter management within the county for the next 4 years.
- We have responded to 5,026 fly tipping requests with an average response for clearance within 2.4 days. This response rate has returned to pre pandemic rates.
- We have worked with our volunteers from communities throughout Carmarthenshire to tackle Local Environment Quality (LEQ) issues. In the past twelve months, the Council, community groups, schools and partners have collected over 2,000 bags of littered and fly-tipped waste from throughout the County. This fantastic result has been achieved with help from almost 1,400 volunteers working hard to help keep Carmarthenshire clean, with almost 350 litter picks organised in partnership with us.



Cleanliness Performance Data	2020/21	2021/22	Comment
Keep Wales Tidy Cleanliness Index for Highways (STS/005a)	80.7% (740.5/918)	76.8% (903.5/1,176)	! These measures are on target but have declined on the previous year. The number of inspections undertaken this year are back to pre-COVID numbers and we have exceeded the number of inspections and plot hotspot areas.
We will maintain a high level of streets that are clean (PAM/010)	98.1% (177/181)	94.1% (369/392) <small>This result exceeds the National Target of 92%</small>	

SIOP ETO

The Eto shop opened in February 2022 and has a real buzz about it. Popular with locals and visitors alike it is an Aladdin's cave of all sorts of affordable domestic goods ranging from, sports equipment, pictures, ornaments and much, much more. These are all items that would have otherwise been thrown away. Now though they are brought back to life and benefiting others.



This project is the start of a long-term ambition for the Council to ensure that as much of these items can be reused to benefit the environment and reduce the need to create further products. Preventing the waste entering the waste stream through repair and reuse is the overall goal so that local people can benefit from the project.

Since opening in late February over 750 items have found new homes, this equates to just under six tonnes of waste items being reused rather than being landfilled. Staff at the shop are continuously helping shoppers to look for what they need and note down items of interest or would like to see stocked in the shop.

Working in partnership with CWM Environmental on this project has allowed for a collaborative approach with residents to provide goods which they will benefit from buying. The shop has a community feel and our aim is to connect with the people of Llanelli town and the County to make this project meet their needs and ensure they are able to benefit from it.



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Address requirements of the Environment (Wales) Act 2016		
1	To advise and shape our response to the Nature Emergency declaration by Welsh Government in June 2021 Action ID 15665	March 2023	Rosie Carmichael
2	Three new areas of woodland are being established for the creation of new wildlife habitat that will contribute towards nature recovery, sequestration of carbon, creating areas for nature close to where people live and work. Action ID 15711	March 2023	Rosie Carmichael
3	To continue to work with partners to meet the damaging challenge of Phosphate in Rivers. Action ID 15681	March 2023	Ian Llewellyn
B	Deliver planning according to Planning (Wales) Act 2015		
1	To implement the adopted LDP and monitor its success or otherwise against its identified delivery measures ensuring policies, procedures and practices are being adhered to. Action ID 15674	March 2023	Ian Llewellyn
2	Ensure determination of all Planning Applications within agreed Welsh Government timescales. Measure PAM018	March 2023	Hugh Towns
3	To learn the lessons from the Planning Audit Wales report and the successful intervention approach taken and use as a blueprint if needed in future. Action ID 15682 (relates to audit report only)	March 2023	Rhodri Griffiths

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Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
C	Net Zero Carbon Local Authority by 2030		
1	The development of a strategic regional Eco- Park. Action ID 15662	March 2023	Dan John
2	To produce and manage the implementation of the Authorities Net Zero Carbon Plan to achieve the Council's commitment to become a Net Zero Carbon Plan local authority by 2030. Action ID 15699 + 15705	March 2023	Kendal Davies
D	Flood & Water Management Act & Shoreline Management Plan		
1	Manage and mitigate flood risk within our communities. Action ID 15993	Oct 2024	Ben Kathrens
E	Towards Zero Waste strategy		
1	Maintain, enhance, and improve the quality of the built and natural environment through the reduction of litter pollution, thereby creating a healthy and safe environment. Action ID 15689	Sep 2022	Geinor Lewis
2	Improve the way we manage waste in Carmarthenshire, increasing the waste reused, recycled or composted. Delivering against national beyond recycling strategy. Measure PAM030	March 2024	Dan John



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

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Well-being Objective 11 Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

Continued deterioration of highways infrastructure

We have adopted a risk-based approach which has focused investment in road surfaces predominantly on the higher-class roads.

Why this Well-being Objective is important

- Transportation & highways play a key role in supporting and sustaining our communities, it provides the vital infrastructure which connects people to one another, binds communities and enables businesses to grow and expand. A modern, successful economy is reliant upon the safe and efficient movement of people and goods and providing opportunities for people to gain access to employment, education, health, leisure and shopping.



How well are we doing (and how do we know)? [Sources of evidence](#)

Success Measures / Explaining the Results

Roads that are in poor condition:



3.6% of our **A Class**
(An improvement on 4.1% in 2020/21)

2.8% of our **B Class**
(An improvement on 3.4% in 2020/21)

11.8% of our **C Class**
(An improvement on 12% in 2020/21)

The number of people being killed or seriously injured on the roads during 2021 to **81**

(2nd highest in Wales)

(55 in 2020)

Source: Stats Wales

- The condition of our main roads in Carmarthenshire has improved during 2021/22.** Carmarthenshire has the second largest highway network in Wales, more than double the Welsh average, and although we are a predominantly rural County, we have the third highest traffic volumes. Through additional investment and in line with our risk-based approach we have improved the condition of our main roads, and this benefits a large number of road users. Compared to other local authorities we are still within the lower quartile for road condition, so more investment is required to maintain this key infrastructure than is available.
- Carmarthenshire has the second largest road network in Wales and the third highest traffic levels which has an influence on road collision statistics. In 2020 the covid pandemic suppressed travel levels in Wales generally which then rose in 2021 towards pre-pandemic levels. This has unfortunately led to an associated increase in the number of casualties killed or seriously injured on our roads, from 55 in 2020 to 81 in 2021 (111 in 2019). The overall trends remain downwards, and our Traffic & Road Safety Team continue to work in partnership with emergency services to promote improved road safety through education, enforcement and engineering. Specific initiatives focused on motorcyclists such as Dragon Rider provides training sessions to enhance riding skills and the Bike Down training sessions for motorcyclists to provide first aid skills in emergency situations to enable those first on scene to preserve life. The number of motorcyclists killed or seriously injured on our roads increased to 16 in 2021 from 10 in 2020 but remains lower than pre-pandemic figures of 25 in 2019. The number of 16-24 year olds killed or seriously injured reduced to 5 in 2021 (from 8 in 2020 and 17 in 2019). Our work with partner agencies to influence further reductions continue with a range of measures and engagement events, such as our Pass Plus Cymru initiative, where we work with driving instructors to give our young drivers enhanced skills as they take to our roads and our Mega Drive initiative focuses on 16-18 year olds to enhance road safety awareness and is delivered in partnership with Go Safe and our emergency services.

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Progress on the steps we are taking to achieve this Well-being Objective

Developing highway infrastructure

Key projects:

- **Cross Hands Economic Link Road** - this will be completed in the Summer of 2022. This represents the culmination of many years of planning and construction to deliver a key project which opens access to strategic employment and economic areas in Cross Hands and the wider area and will significantly improve traffic flows in the area. A shared use path is also being created along the link to encourage and support more walking and cycling in the area.
 - **M4 Junction 48 Improvements** - working in partnership with Welsh Government this major highway improvement scheme was completed in the winter of 2021. The project has significantly improved traffic flows at this crucial artery serving the Llanelli area and eased traffic congestion.
 - **Tywi Valley Path** - this ambitious project will create a 20Km off-road walking and cycling route linking Carmarthen to Llandeilo running alongside the River Tywi. **We have secured £16.7m of Levelling Up funding to enable the development and delivery of this key project.**
- For Active Travel, we have installed bike hire stations at key travel nodes such as Carmarthen Bus and Llanelli Railway Stations.
- Internally, there is a need to align and adapt our services to ensure we can meet the major challenges ahead. Several of our IT and information systems need to be developed and modernised, our workforce has adapted and will need to adapt further for the future, to enable us to digitally transform our operational processes to improve customer experience and efficiencies.
- Public Rights of Way service which manages an extensive network of footpaths, bridleways and byways.

Route Type	Number of Routes	Length (KM)
Footpath	2956	2282.0
Bridleway	138	166.06
Byway Open to All Traffic	88	81.3
Restricted Byway	1	1.6
Totals	3183	2530.96

*September 2022

We are improving Electric Charging Infrastructure. We now have 41 fast charging points across the county. We have launched our ten-year Electric Vehicle Infrastructure Strategy. The superfast charging hub, pictured, is located off the A48 in Cross Hands and will provide four 50KW rapid chargers and one 150KW super rapid charger. The chargers draw power from 100% renewable energy sources and the photovoltaic cells on the canopy roof linked to battery backup storage on site will help reduce draw from the national grid. The project is funded through the Welsh Government’s Ultra-Low Emission Vehicle Fund.



Our new, first of its kind in Wales, electric vehicle charging hub in Cross Hands

Integrated Public Transport Network

- We are working with our regional partners and Welsh Government to develop a strategic passenger transport project, referred to as the Metro for South West Wales. This will provide sustainable travel with rail and bus corridors through the region along key corridors routes which integrate with local connections.
- We are currently actively progressing the introduction of electric buses on the well-established T1 bus service between Carmarthen and Aberystwyth (see case study) and to explore the potential role and feasibility of piloting hydrogen powered buses in the region. This exciting project may represent a key alternative fuel source for the future with significant transport implications.

- ! The passenger transport industry has experienced very turbulent times and there are continuing factors impacting the industry. COVID-19 has had a fundamental impact on passenger numbers and hence revenues for operators. We have worked with Welsh Government to support the bus industry through this very difficult time and further global influences such as high fuel prices, driver shortages and staff sickness continue to create challenges within the industry. Our Passenger Transport Team have worked with operators to support them through this difficult time to continue providing essential services for customers. People in Carmarthenshire feel the pressures of the loss of public transport.
- ⊙ To improve the customer experience, we have utilised Welsh Government funding to install 42 Real Time Information displays, high quality bus shelters, wayfinding signage, significant infrastructure enhancements at Carmarthen and Llanelli Bus stations. These improvements are designed to encourage modal shift away from the private car thereby contributing to carbon reduction, social inclusion and economic activity, as well as improving the attractiveness, accessibility and vitality of our economic centres.

Support Community and Rural Transport

- ⊙ We successfully manage and provide a lead role in the LINC project on behalf of Welsh Government which includes the Fflecsi, Bwcabus and Trawscymru networks. These initiatives provided essential transport services throughout COVID-19, enabling key workers to continue to access employment. The service continued to be available 6 days a week 7am-7pm throughout the pandemic. Bwcabus has formed a new partnership with Viavan and Transport for Wales in May 2021, utilising Transport for Wales' new booking system and launching the rebranded service Fflecsi Bwcabus in October 2021. Fflecsi Bwcabus now enables passengers to book and manage journeys via an App as well as via a new call centre.

Road Safety Strategy

- ⊙ A new 20mph speed limit has been introduced in large areas of North and South Llanelli. These two large scale Welsh Government funded projects have involved working in partnership with local communities, elected representatives and schools.

Modernising our vehicle Fleet

- ! Our vehicle fleet are an essential supporting part of the services provided across the Council. Continuing to support our fleet and bringing in additional vehicles to maintain services through the COVID-19 pandemic has been particularly challenging but nevertheless achieved. Whilst the pandemic is now receding, new challenges are emerging such as high fuel prices, driver shortages across the logistics industry and a shortage of vehicle fitters which continue to provide a stern test.
- ⊙ We are currently reviewing our Fleet Replacement Strategy which will include a transition to vehicles with sustainable fuel sources. This must carefully align with market supply as it continues to develop to ensure that the technological risks and financial risks to the Council are minimised and will need to ensure supporting infrastructure for fuelling and maintenance are in place.
- ⊙ The market supply for electric vehicles, and particularly for cars and small vans has developed quickly and is now providing reliable electric vehicle options for our Council Fleet. To support this transition Welsh Government funding has been secured to introduced 2 additional electric pool cars in 21/22. We also have the following programme to install 6 rapid and 13 fast chargers at our depots:
 - Trostre Depot (Llanelli) – 3 Rapid chargers (50kW) and 6 fast chargers (7-22kW)
 - Cillefwr Depot (Carmarthen) – 2 Rapid Chargers (50kW) and 4 fast chargers (7-22kW)
 - Cwmamman Depot (Glanaman) – 2 fast chargers (7-22kW)
 - County Hall (Carmarthen) – 1 Rapid Charger (50kW) and 1 fast charger (7-22kW)

The market supply for larger and heavy goods is less developed and operational challenges exist. Alternative fuel sources such as hydrogen are likely to be part of a future solution, but this area requires further development.

Electric Buses for the TrawsCymru T1 Service: Carmarthen to Aberystwyth

We are bringing forward an exciting project in partnership with Welsh Government, Transport for Wales to replace the current bus fleet operating the T1 Carmarthen to Aberystwyth service with a brand new electric bus fleet. This £5m+ project is being funded by Welsh Government and will include the construction of a new bespoke bus depot located adjacent to the Nant y Ci Park and Ride site in Carmarthen just off the A40.

The service will operate with a fleet of 8 new electric buses which are currently being built. The new fleet of electric buses are expected to come into service in September 2022. Thousands of customers every year will benefit from an improved ride quality on high specification vehicles with wi-fi facilities and know that the journey is being made on a zero-emission vehicle.



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Highway Infrastructure		
1	Deliver key infrastructure schemes Action ID 15713/15714	Sep 2022	Adrian Harries
B	Integrated Public Transport Network		
1	We will continue to work with national and regional bodies to develop the Southwest Wales Metro to support carbon reduction and the local economy Action ID 15759	March 2025	Stephen Pilliner
2	Monitor supply market for passenger transport to adapt services where required to changing supply conditions Action ID 15764	March 2023	Alwyn Evans
C	School Transport network		
1	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 Action ID 15767	March 2023	Alwyn Evans
D	Support Community and rural Transport		
1	Develop Community Transport Strategy to enable access to essential services from rural communities Action ID 15773	March 2023	Alwyn Evans
E	Integrated Public Transport Network		
1	We will support the development and delivery of a new railway station at St Clears Action ID 15787/15788/15789	Nov 2023	Simon Charles
F	Modernising our vehicle Fleet		
1	Update Fleet Replacement Programme & Strategy to transition towards Ultra Low Emission Vehicles and Depot Infrastructure Action ID 15716/15717/15718/15719/15720/15721/15722/15723	March 2023	Antonia Jones



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 12 Healthy & Safe Environment - Promote Welsh Language & Culture

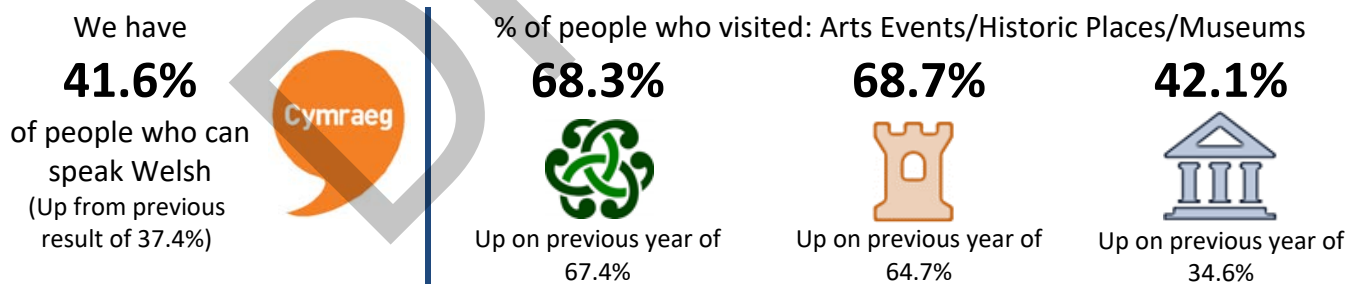
Following a challenging COVID-19 impacted 2 years for our Cultural services, we have made significant progress in protecting and enhancing our Cultural offer across the County with investment in key strategic facilities and services.

Why this Well-being Objective is important

- ⊙ We have the highest number of Welsh speakers in our county compared to the rest of Wales, which makes Carmarthenshire a key strategic stronghold for the future of the Welsh language; however, we are also the county with the greatest reduction in the percentage of Welsh speakers according to the 2011 Census figures, which makes taking positive action crucial. The social and economic benefits of bilingualism are widely recognised, and research shows that 86% of individuals in Wales feel that the Language is beneficial to both the economy and individuals through cognitive and social benefits.
- ⊙ It is a unique selling point. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position.
- ⊙ The pandemic has had a significant impact on opportunities to use Welsh socially and consistent action needs to be taken to safeguard its use as a living language.
- ⊙ The proportion of children acquiring the Welsh language in the home has decreased significantly over the last half century. Positive action needs to be taken to ensure all children can become bilingual.
- ⊙ Research has shown that, in general, people in Wales who regularly attend or participate in cultural activities are more likely to report higher subjective well-being and potential mental health benefits are seen.

How well are we doing (and how do we know)? Ⓞ Sources of evidence

Success Measures / Explaining the Results



Source: National Survey for Wales (sample size 600)

People who can Speak Welsh

- ⊙ 2021/22 National Survey for Wales data published in July 2022 showed that **41.6%** of participants said they could **speak Welsh** (based on a sample of 600 residents), this is the 3rd highest in Wales moving above Ceredigion for the first time in this survey. Our result also shows an improvement on the previous survey result of 37.4%. The National Survey for Wales gives a good annual indication of the number of Welsh speakers; however, the Census is the only source that gives a whole population figure, with 43.9% (78,000 speakers) noted in 2011, the highest number of Welsh speakers in any county. The initial Census 2021 findings were published in the July 2022 and the main releases two years after the Census (Spring 2023). This will provide the firmest evidence base for Welsh language skills in the County.

People who visited Arts Events, Historic Places and Museums

- ⦿ The most recent data published in June 2020 for participants from Carmarthenshire **attending an arts event, visiting historical places or visiting a museum** had increased. Both visits to Arts events and Museums were below the Welsh average of 70.4% and 42.5% respectively but the % visiting historic places are above the Welsh average of 62.5. *Please note that the questions asked whether they attended or visited these places in Wales and not specifically in Carmarthenshire.* Updated National Survey for Wales data may be published June/July 2022

Progress on the steps we are taking to achieve this Well-being Objective

Implement and monitor the Welsh Language Standards

- ⦿ 30 members of staff from various departments have received training and enabled us to further strengthen our network of Welsh Language leaders who have an extended knowledge of the Welsh Language Standards within the Council's departments.
- ⦿ We provided a continuous flow of internal communication to ensure staff awareness of their responsibility under the Standards and published new and revised guidelines and flowcharts to promote appropriate working practices.
- ⦿ We established a new, monthly on-line opportunity (Y Clwb Clebran) for staff to use their Welsh language to mitigate the potential detrimental effect of the new ways of working on staff Welsh language skills and their ability to deliver services through the medium of Welsh.

The development of Welsh in all our Education services

- ⓘ Please see WBO3 - The development of Welsh in all our (Education) services

The Welsh Language Promotion Strategy

- ⦿ Extensive work was done to gather information and establish a set of measures from partner organisations to compile a report on the Welsh Language Promotion Strategy and Action Plan 2016-21.
- ⦿ Preparatory work was done, including consultation with partner organisations, to form the new direction and content of the Welsh language Promotion Strategy for 2022-27.
- ⦿ We have facilitated the multi-agency Fforwm Iaith Sirol / County Welsh Language Strategic Forum, organising quarterly meetings to drive the work of the Promotion Strategy forward.
- ⦿ Extensive inter-departmental work was done to establish the Welsh language at the core of the Council's economic development work, to ensure that our regeneration programme is carried out in a way that will have a positive impact on the Welsh language.

Promoting our Welsh Culture & Heritage

- ⦿ Our investment into an exhibitions gallery on the first floor of Carmarthen Museum has enabled us to establish a partnership with the National Gallery London, to showcase world renowned artwork and collections here in Carmarthenshire, raising the profile of our Cultural offer and engagement with our local and visiting population.
- ⦿ £500k has been invested at Parc Howard Museum to replace the roof and to create a new café space for community use over the coming months and years. Working closely with the Friends of Parc Howard, Parc Howard Association and Llanelli Town Council, plans are being realised to relocate an accessible museum reception and retail area, as well as enhance interpretation and exhibition.
- ⦿ The new Museum of Land Speed, part of the Pendine Attractor project which also includes a new 44 bed hotel is due for completion in late Summer 2022. Working in partnership with Pendine Community Council over the past 2 years, this project will further enhance our Cultural and Tourism offer within the County, whilst regenerating this key coastal destination, a few miles down the coast from our iconic Dylan Thomas Boathouse in Laugharne.
- ⦿ A brand new £2m Archive has been completed and is scheduled for opening in July 2022 as our invaluable collections return to the new depository, situated at Carmarthen Library.
- ⦿ Our Theatrau Sir Gâr service undertook a research and development project for a new Welsh language comedy

- Libraries 24/7 - Remote Locker solutions are being installed at Whitland, Brynaman and Newcastle Emlyn Libraries to allow for greater access and flexibility for users to book, deposit and collect books at rural locations. Self-check in/out Beacons are now established at all Libraries with the All-Wales Library app now operational across the County network of libraries.



Support our Annual Cultural awards and promoting Annual Village and Town of Culture

- Our Town and Village of Culture programme is re-starting, following a difficult COVID-19 impacted 2 years, whilst our annual Cultural awards evening re-established itself in early Spring 2022 with a fantastic evening at our flagship Ffwrnes Theatre in Llanelli, celebrating our fantastic cultural offer and the work of our partners and volunteers across the County.

Is anyone better off?

We have worked in collaboration with the Tywi Gateway Trust to secure external funding and invest over £2m into the redevelopment and long-term sustainability of the Bishop’s Park, the grounds of the Old Bishop’s Palace and home to Carmarthenshire Museum in Abergwili, Carmarthen. A new Visitor Centre for the park with its glass-roofed Café is completed, bringing the old palace outbuildings into public use. Landscaping to improve access, habitat management and biodiversity conservation, with interpretive signage throughout the park help people enjoy and connect with their heritage and environment.

The Trust involves volunteers and the local community as part of the long-term investment into the site, which has also seen the local authority and external funders investing over £1m into its County Museum building. The museum is managed by CofGâr, Carmarthenshire County Council’s Museum service. Restoring the historic museum, creating an accessible entrance, and refurbishing galleries preserves and promotes our County’s unique cultural heritage collections. And special exhibitions and programmes explore themes connected with the environment, wellbeing, and current issues, helping people to learn from the past to improve today and plan for tomorrow.

The holistic development of the site now known as **Carmarthenshire Museum and the Bishops Park** is a collaboration unique in Wales between a local authority and charity. Connectivity is a shared value, helping build more cohesive, resilient communities, whilst creating opportunities for people to live healthier, more connected lives.

The project is live and new elements continue to be added. An accessible ramp into the Great Meadow will be installed, creating access into a unique habitat previously in private ownership. A grant has been awarded to the Trust to develop detailed plans and costs for the Walled Garden, a project focussing on social impact, sustainable food production, and skills development. And as Carmarthenshire Museum and the Bishops Park becomes a major hub at the start of the Tywi Valley Path, the benefits of walking and cycling for local communities, businesses and tourism will be realised.



What and how we can do better

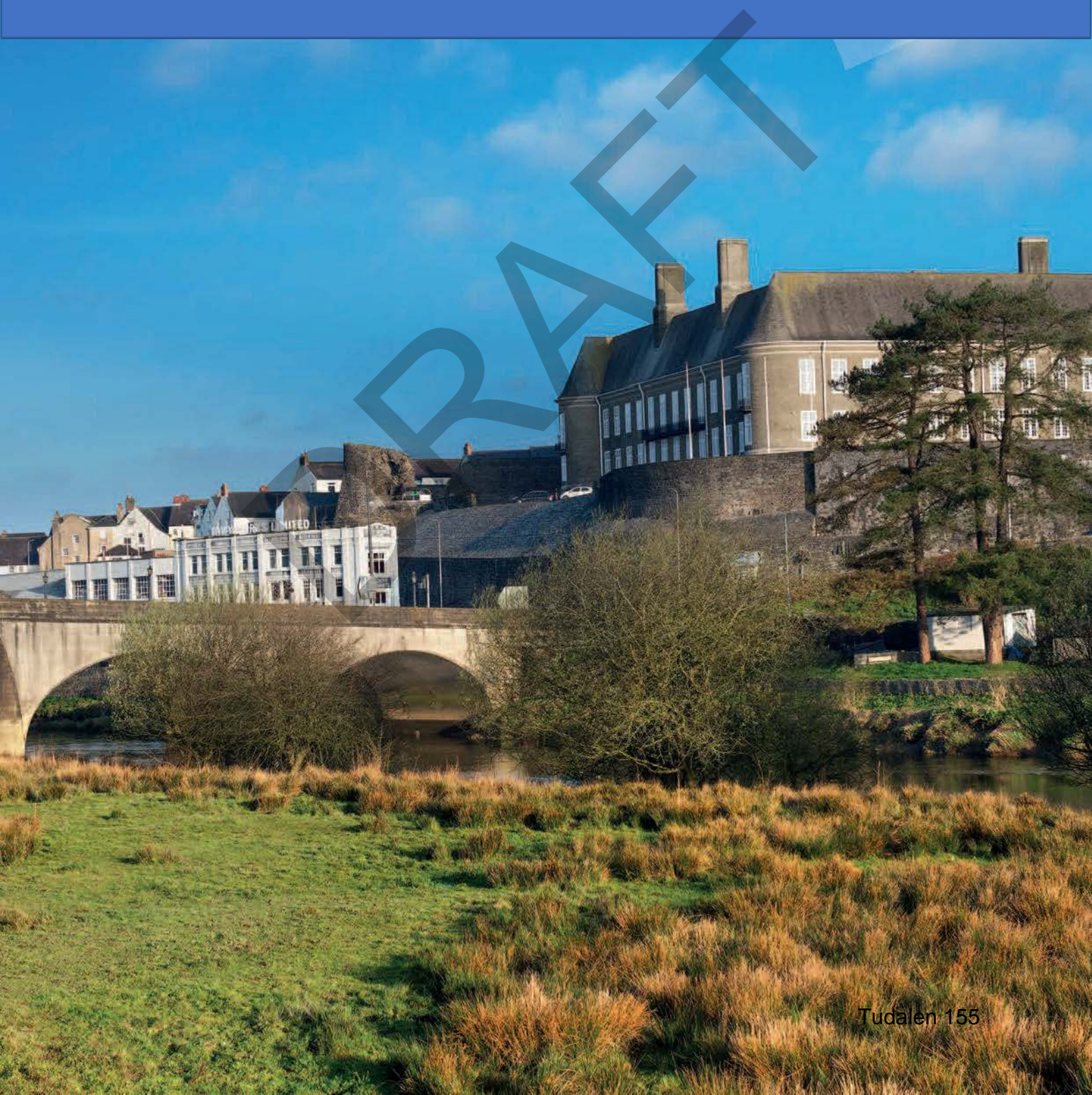
Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Implement and monitor the Welsh Language Standards		
1	We will publish an annual report on the implementation of the Welsh Language Standards for the period 2022/23 (13280)	June 2023	Llinos Evans
2	We will review the current Internal Use of the Welsh language Policy and prepare a framework to support departments to increase the use of the Language in administration (15486)	March 2023	Gwyneth Ayers
3	We will publish and adopt a policy on Awarding Grants and the Welsh language (16112)	March 2023	Gwyneth Ayers
4	The % of staff at Level 3 of the Welsh language skills framework (Cym/001) (Baseline 2021/22= ? %)	No target	Gwyneth Ayers
5	The % of posts recruited at the required level of the advertised post (Cym/002) (Baseline 2021/22=? %)	No target	Gwyneth Ayers
6	The number of staff following Welsh language skills learning and improvement courses (Cym/003) (Baseline 2021/22=?)	No target	Gwyneth Ayers
B	The development of Welsh in all our Education services		
1	See Well-being Objective 3		
C	The Welsh Language Promotion Strategy		
1	We will review and refresh the County's Welsh Language Promotion Strategy and Action Plan considering the progress to date and the Census 2021 results, which are expected during the year (14896)	March 2023	Gwyneth Ayers
2	We will publish a report on the current Welsh Language Promotion Strategy (16113)	March 2023	Llinos Evans
3	We will work with partnership organisations on the promotion of the Welsh language in Llanelli (16115)	March 2023	Llinos Evans
4	We will lead and administer the County Welsh Language Strategic Forum and instigate the delivery of the revised action plan (16116)	March 2023	Llinos Evans
5	We will continue to work in partnership to ensure the delivery of the county's regeneration work has a positive impact on the Welsh language (16117)	March 2023	Llinos Evans
D	Promoting our Welsh Culture & Heritage		
1	We will work with the Marketing & Media Team and other key services to lay the foundations for, and welcome, the Urdd Eisteddfod to Llandovery in 2023 (16118)	June 2023	Llinos Evans
E			
1	We will deliver a transformation plan for the existing Museums provision at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors (13289)	April 2023	Ian Jones



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

Better Governance and Use of Resources





Well-being Objective 13 Better Governance and use of Resources

Better Governance

We have improved performance management arrangements

We have:

- ◆ produced a Performance Management Framework
- ◆ improved engagement and assurance on business planning to improve self-assessment
- ◆ introduced more integrated quarterly performance management monitoring and assessment





Why this Well-being Objective is important

- ⊙ The general purpose of the Well-being of Future Generations Act (Wales) 2015, is to ensure that the governance arrangements of public bodies for improving the Well-being of Wales take the needs of future generations into account. To make this work there are key areas of corporate change that are required by the Act.
- ⊙ There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering 'more (or even the same) for less'.
- ⊙ The way we work needs to focus on the long term, working in partnership and collaboration, involving people more, preventing problems before they materialise and ensuring we work in an integrated way to maximise our resources and reduce duplication; one of the ways we do this is through the Public Services Board (PSB).

1 Corporate Planning	Covered by Better Governance
2 Performance Management	
3 Workforce Planning	
4 Financial Planning	Covered by Better Use of Resources
5 Assets	
6 Procurement	
7 Risk	

How well are we doing (and how do we know)? 📄 Sources of evidence

Success Measures / Explaining the Results

 <p>71.2% of people agree that they can access information about us in the way they would like to (previously 72.4%) (Welsh average 74.9%)</p>	<p>74.6% of people know how to find what services we provide (previously 72.1%) (Welsh average 75.8%)</p>  <p>Source: National Survey for Wales</p>	<p>35.5% of people agree that they have an opportunity to participate in making decisions about the running of our services (previously 9%) (Welsh average 33.8%)</p> 	<p>Staff sickness 11.4 days per year (previously 7.7 days)</p> 
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According to the 2019/20 National Survey for Wales:

- ⊙ **71.2%** of participants agreed that they could access information about us in the way they preferred, below the Welsh average of 74.9%, and in 17th position.
- ⊙ **74.6%** agreed that they knew how to find what services we provide; below the Welsh average of 75.8% and in 13th position in Wales.
- ⊙ 2021/22 National survey for Wales results published in July 2022 shows that **35.5% agreed that they have an opportunity to participate in making decisions about the running of our services**, this is a vast improvement on the 2019/20 result of only 9% and is above the Welsh average of 33.8%. There has been a general increase across all authorities and comparatively, we have moved up to 5^h position from 21st previously.

Staff Sickness

- ⊙ **Sickness figures** at the end of 2021/22 of **11.4 FTE days** is 3.7 days higher than last year and above the 2019/20 Welsh average of 11.2 FTE days (Authority 2019/20 performance was 10.74 FTE days). This is our highest sickness figure since 2008/09 (11.7 days) **However, it is important to note that this has been impacted by COVID-19 related sickness absence, which accounted for 2 FTE days per employee during 2021/22.** National benchmarking data indicates this increase is evidenced across all industries particularly sectors delivering frontline/operational services where working from home was limited.
- ⊙ The service areas with the highest sickness absence figures are Waste & Environment, Adult Social Care, Access to Education and Housing Property & Special Projects and Special Schools which are mainly front-line operational services which have been at the forefront of supporting our communities during the pandemic. The causes of absence are monitored and the impact and legacy of COVID-19 continues. People Management division provides advice and support for managers, who have the responsibility to manage attendance, they are provided with sickness data and analysis to plan appropriate action to ensure cases are managed and employees supported, in line with our sickness policies and guidelines.

Progress on the steps we are taking to achieve this Well-being Objective

Corporate Planning

- ⊙ To judge the progress of the Corporate Strategy we set out a table of 44 success measures. Despite being blindsided by the COVID-19 Pandemic, over the last 5 years 60% of these measures have improved since the start of the Strategy. **See Appendix 2.**
- ⊙ The Corporate Strategy was updated twice during its course to make sure that our Well-being Objectives were still relevant and we consulted on them each year to ensure continued support. For each of our 13 Well-being Objectives we identified the key steps we were taking to achieve them and then via business plans identified key actions and measures for each step.
- ⊙ During 2021/22 it was evident that Scrutiny Committees wanted to see an improvement in the measurements and actions set out in business plans so that they could hold the Services to account and see what success looked like. As a result of this feedback, and in response to new Local Government & Elections Act requirements relating to performance and governance, Business Plan measurement and SMART Action planning has been improved.
- ⊙ To further strengthen the development of departmental business plans an officer **Engagement and Assurance process** was set up during 2021/22 to discuss departmental business plans with each Departmental Management Team.

Performance Management

- ⊙ During 2021/22 a **new Performance Management Framework was introduced.** This framework sets out the Council's approach to monitoring and managing the performance of the Council's services.
- ⊙ Actions and targets to deliver the Corporate Strategy are monitored on a quarterly basis. The Corporate Management Team, Cabinet Members and Scrutiny committees receive quarterly Performance Management reports as well as the end of year report.
- ⊙ During 2021/22 **we developed a more integrated quarterly performance monitoring approach.** These more analytical reports added Member Task and Finish Scrutiny investigation findings, customer feedback (complaints and compliments) financial, internal and external audit findings, risk, people, asset management and other relevant data to build up a more rounded picture of progress.

INTERNAL AUDIT



REVIEW OF PERFORMANCE MANAGEMENT

The overall objective of the review was to assess the adequacy of the performance and reporting arrangements in place.

ACTION

An action plan has been drafted to improve this rating.

ASSURANCE RATING

HIGH	
ACCEPTABLE	✓
LOW	



As part of our response to the new Local Government and Elections (Wales) Act 2021 we requested support from the Welsh Local Government Association to assess and challenge the adequacy of the Council's self-assessment arrangements and to provide advice on what further developments would encourage a culture of continuous improvement.

- ⊙ As a Council we already have a lot of data that we report and this needs to be better harnessed and consolidated. We want to make better use of data and in February 2022 we have set up a 'Data Insight' unit to corporately ensure that we become a data driven authority.
- ! We are taking a more critical assessment approach to producing the Annual Governance Statement so that it does not just set out what arrangements we have in place but how well they are working, how we know and what can we do better. We will also improve the timescales for its production.

Workforce Planning (People Management)

Carmarthenshire County Council has some 8,000 employees who each contribute to the achievement of our Corporate Priorities. We ensure that all staff are managed and developed in a fair and consistent way.



- ⊙ Our staff are encouraged to develop, and we are accredited with Investors in People.
- ⊙ Following Local Government Elections, we will **ensure learning & development is fully aligned with corporate priorities**, with needs and transformation plans integrated into our new Corporate Strategy.
- ⊙ The management of attendance and supporting **the well-being of staff** is a high priority for the Council. A robust attendance management framework and policy is in place and the Occupational Health function offers well-being support and advice with the aim of keeping people in work, providing advice and guidance on healthy living, stress management and mental health in the workplace. This has been particularly important during the COVID-19 pandemic where support to staff has been stepped up via well-being initiatives and COVID-19 specific policies.
- ⊙ During 2021, a revised attendance management policy was introduced and associated e-learning to further support managers to manage attendance effectively. This is a priority for the Council, and management information is regularly provided to the Corporate Management Team and service managers for monitoring purposes.
- ⊙ Using existing governance arrangements (People Strategy Group) we will need to review our workforce strategy in light of the pandemic to support the organisation to recover.
- ⊙ During 2021 we held dedicated Local Government Association (LGA) facilitated workforce planning sessions with Corporate Management Team and Heads of Service; and developed an online workforce data dashboard for Heads of Service / Service Managers. We now need to build on this learning and consider the impact of COVID-19 on our workforce and develop a Strategic Workforce Plan.
- ⊙ Our annual **equal pay** audit does not suggest any evidence of discrimination within the pay structures, nor the allowances paid. The pay gaps are generally because of segregation of the sexes between job types rather than application of the allowances. As required, the Council publishes a Pay Policy each year to provide transparency on setting the pay of its employees. The Pay Policy is agreed by Full Council and is published on the Council's website.
- ⊙ The COVID-19 pandemic has accelerated a move to **agile working** and it is intended that this will inform how the Council manages its workforce in the future through smarter and better ways of working. This will impact on accommodation requirements and contribute to our ambition to become net zero carbon by 2030 by reducing the need to travel. The Staff Travel Policy will be reviewed to reflect the move to new ways of working.
- ⊙ Our Whistleblowing Policy is being used by employees to report serious concerns which may be in the public interest. Online learning, promotion of the policy and monitoring of whistleblowing complaints continues to ensure that employees are aware of it.

Springing Forward - Strategic management of its workforce



Audit Wales undertook an all-Wales project to examine the local government overall arrangements and approach to transforming, adapting, and maintaining the delivery of services. For Carmarthenshire it found that - *The Council is improving the strategic planning for its workforce and is taking action to address staff capacity issues in key service areas but recognises that performance monitoring of workforce management needs strengthening.*

Ensuring Effective External Communication

Since the introduction of *My Hwb* account (for online services and payments), 78,163 residents have signed up for the service. We're adding more services online and reviewing our existing e-forms to ensure that they are easy to use.

- ⦿ The Hwb in Ammanford, Carmarthen and Llanelli offer pre-booked appointments and drop-in advice to an average 8,000 residents per month, as well as providing advice and access to training and employment support. This had to be taken forward in a different way during 2020/21 due to COVID19 restrictions and the establishments having to be closed. Customers have been able to contact online and telephone and virtual meetings have been held. The increasing use of Social Media has allowed open engagement and conversations with members of the public. In addition to this Social Media is an excellent tool for promoting council services.
- ⦿ Throughout 2021/22 we have seen an increase in residents and businesses accessing information, support and council services online, the number of visits to our website has increased yet again this year by a further 7%.
- ⦿ The pandemic without a doubt has supported this increase to the website and how we present information bilingually, often at very short notice has been welcomed and complimented by the public.
- ⦿ Accessibility of information is key and we are proud to have this year passed the accessibility standard. It is so important to remember that residents, visitors and businesses are now accessing the website in various ways and interestingly 58.9% access using their mobile device. This is key when considering how to present information to ensure we engage to as a wider audience as possible.
- ⦿ Key stats CCC website 2021/2022
 - Pageviews: 6,144,228
 - Sessions: 3017983
- ⦿ Key stats for social media, email marketing and video
 - 19.3m Twitter reach
 - 8.82m Facebook reach
 - Published 3259 posts
 - Dealt with 4055 'inbound' posts, enquiries via comments, written on our wall or sent as a direct message
 - 53.3k link clicks
 - Facebook – New followers – 1,201. Total followers: 20,451
 - Twitter – New followers – 372. Total followers 11,151
 - 443,141 emails sent to MyAccount, businesses and 3rd sector. 267,018 unique opens.
 - Video – 115,800 views

Is anyone better off?

Tackling Employee Poverty

The Council continues to support its lowest paid employees and workers by **continuing to pay the Real Living Wage supplement** to ensure that our lowest paid receive the equivalent of £9.90 per hour (including fixed allowances).

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Corporate Planning		
1	Following Local Government Elections in May 2022 and the publication of the new administrations manifesto we will reset the Corporate Strategy and Well-being Objectives (15488)	July 2022	Gwyneth Ayers
2	We will further develop business planning processes and engagement and assurance approaches (15496)	July 2022	Gwyneth Ayers
B	Performance Management		
1	We will continue to develop the Performance Management Framework and our self-assessment processes (15496 & 15487)	March 2023	Rob James
2	We will continue to develop our Integrated Quarterly Performance Management Observations reporting (15496)	March 2023	Rob James
3	We will improve on the timescale for producing the Annual Governance Statement (16134)	March 2023	Helen Pugh
4	Develop an engagement and consultation plan for the authority (15580)	March 2023	Deina Hockenull
C	Workforce Planning (People Management)		
1	We will develop a new Transformation Strategy; ensuring that Learning & Development priorities and programmes are fully aligned with corporate priorities and needs; further developing the Council's Leadership and Management Programme to support key corporate priorities (15516)	September 2022	Jon Owen / Bernadette Dolan
2	Further improve our recruitment processes via the introduction of new integrated recruitment IT system. (IIP) (15512 & 15507)	March 2023	Alison Wood / Jon Owen
3	We will evaluate the employee experience and undertake research to develop a Workforce Engagement Strategy that will underpin the new workforce strategy (15499 & 15500 & 15501)	June 2022	Cheryl Reynolds
4	We will develop more proactive preventative solutions such as promoting good health and educating employees on healthy lifestyle choices (15502)	March 2023	Heidi Font
5	Developing a set of performance and outcome measures that reflect the Council's ambitions for its workforce (16135)	March 2023	Cheryl Reynolds
D	Ensuring Effective External Communication		
1	Deliver the council's corporate communications strategy following the key principle of <i>One Council, One Vision, One Voice</i> . As part of the launch of this strategy, communicate and embed a corporate communications standard across all departments to ensure the basic principles of communication are understood and utilised by all - for example, communications are always accessible, bilingual, friendly and with a clear call to action (15569)	August 2023	Deina Hockenull

Making Better Use of Resources

Through careful financial planning we have been able to set a balanced budget that will support the Council to continue delivering vital services and will allow us to continue to provide first class services to the residents and businesses of Carmarthenshire.

Why this Well-being Objective is important

- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering 'more (or even the same) for less'.

The general purpose of the Well-being of Future Generations Act (Wales) 2015, is to ensure that the governance arrangements of public bodies for improving the Well-being of Wales take the needs of future generations into account. To make this work there are **7 key areas** of corporate change that are required by the Act.

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

How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results



5.85% increase of online payments (From 53,454 to 56,582 transactions)

Financial Impact:

We have administered and have paid:

- £78m** of grants to support local business
- £3.4m** of Winter Fuel Support Scheme payments.
- £397.6k** of Discretionary Housing Payments.
- Over £4m** of Self Isolation Support Payments and 10,754 applications received.



Through our delivery of **Community Benefits** **548 person weeks** of targeted recruitment & training was delivered

9.9% of people agree that we ask for their views before setting our budget (previously 11.3%) (Welsh average 9.2% and in 9th place) (Source: National Survey for Wales)



Online payments

- Due to the COVID-19 Pandemic and with increased access to online services, this has created a natural shift with many customers contacting us, submitting forms and documents and paying for our services electronically with a 5.85% increase in the number of online payments from 53,454 in 2020/21 to 56,582 transactions during 2021/22.

Organisational 'running costs'

- We have administered a total of £78 million from Welsh Government Grants to the Carmarthenshire Business Community to support businesses during these challenging times.
- Since November 2021, we have administered the Winter Fuel Support Scheme and processed 9,480 cases and have paid out £3,409,200 to support Carmarthenshire residents.
- We have paid out £397,584 of Discretionary Housing Payments and up to mid-March received 10,754 Self Isolation Support Payment applications and paid out over £4 million to eligible claimants.

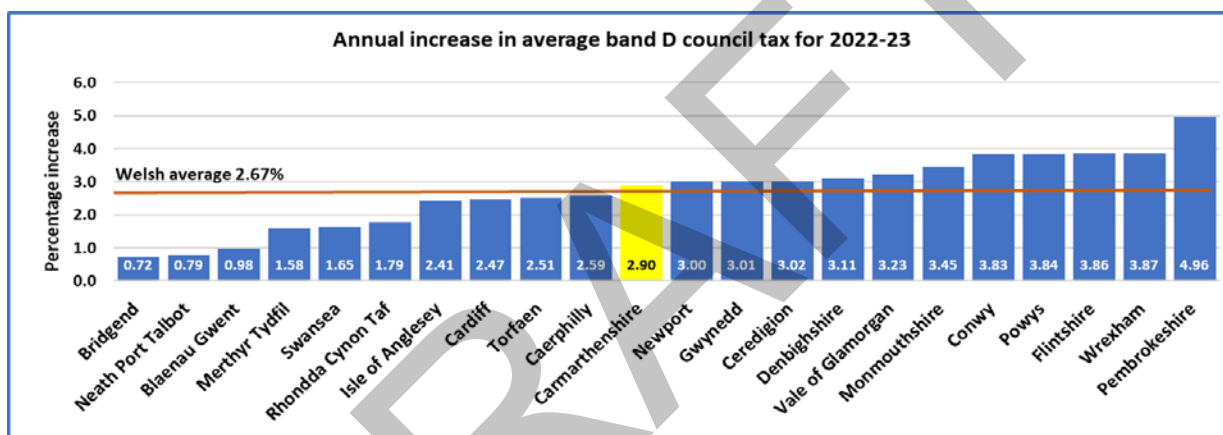
- Through our delivery of Community Benefits over 548 person weeks of targeted recruitment and training was delivered in 2021/22 through the Council’s 21st Century Schools project across the County.
- We have claimed £27.4 million from Welsh Government via hardship claims to support additional COVID-19 services. We have also claimed £4.5million relating to claims for loss of income.
- Despite inflationary pressures on a truly unprecedented scale, the Council was able to set a balanced budget of £416 million which provided sufficient funding to sustain service levels, realised efficiency savings where possible and curtailed council tax as much as possible to 2.5%.

People agree that the Council asks for their views and as part of Carmarthenshire County Council budget consultation we sort views of members and public before setting the budget

- The 2019/20 National Survey for Wales showed the number of participants agreed that *we ask for their views before setting our budget* was 9% (Welsh average 9.2%), this is a decline on the previous year of 11.3% and in 9th position (previously 7th). Due to COVID-19 there is no updated data available for the measure, although we continued to hold our annual budget consultation and engaged with councillors and members of the public.

Progress on the steps we are taking to achieve this Well-being Objective

Financial Planning



- Carmarthenshire has the 11th lowest annual % increase at 2.90% and just above the Welsh average of 2.67%. This is the lowest % increase since 2012/13 at 2.38%. The Council Tax levels in Carmarthenshire is the 9th lowest in Wales (Band D) at £1,799.92 an almost £320 less than the highest level in Wales and just above the Welsh average of £1,777.18.

- Audit of Financial Statement** – An unqualified Audit report was received from Audit Wales on all statements (financial year 2020-21) and the audit found no major issue other than generic-all Wales matters, considering we have undertaken £140 million of additional COVID-19 related funding across dozens of specific grants.



- A mixed methods approach to ascertain views on the 2022-25 budget took place and this was publicised in local and regional press, local radio advertisements and via equality groups including Equality Carmarthenshire, Ageing Well Forum, Carmarthenshire Disability Coalition of Action and via Town and Community Councils. There was a low response rate, possibly due to COVID-19 restrictions and concerns. Responses were received via the Council’s online consultation page on the website, emails were submitted together with social media responses via Facebook and Twitter and all comments and views were taken into consideration. [REVENUE BUDGET 2020 to 2023 \(gov.wales\)](https://gov.wales/revenue-budget-2020-to-2023)

- There have been 3 Internal Audits completed during 2021-22 looking at the following areas and their audit findings were:

INTERNAL AUDIT



RATING	COUNCIL TAX	NNDR	AGS
HIGH			
ACCEPTABLE	✓	✓	✓
LOW			

We are tracking action plans to improve these ratings

Assets

- Just under £2.9m was generated from Capital receipts during 2021/22 which exceeds our target by almost £0.75m, this covers some of the £0.4m shortfall in 2019/20 and £1.8m shortfall 2020/21.

SPRINGING FORWARD – STRATEGIC MANAGEMENT OF ASSETS



Audit Wales undertook an all-Wales project to examine the local government overall arrangements and approach to transforming, adapting, and maintaining the delivery of services. Overall, it found that: *The Council is strengthening its arrangements for asset management and recognises that there are opportunities to use the sustainable development principle more to improve this work and that performance management of assets could be improved.*

Procurement

- We have addressed the key findings, highlighting good practice and recommendations from the ‘*Procuring well-being in Wales*’ report (published 25/02/2021) from the Office of Future Generations Commissioner for Wales [procuring-well-being-in-wales](https://www.futuregenerations.wales/procuring-well-being-in-wales).



- We have amended our Sustainable Risk Assessment (SRA) template which ensures that the sustainability issues such as environmental, social, economic & cultural issues can be factored into the specification for individual tenders to incorporate elements of the Well-being of Future Generations Act. We also include service provision information relating to the 5 ways of working i.e. Long Term, Prevention, Integration, Collaboration & Involvement. We have produced an Ethical Employment in Supply Chains Policy and drafted the Council’s first annual written statement on the steps taking during the financial year to ensure that slavery and human trafficking are not taking place in our organisation and our supply chains.

Risks

- The Corporate Risk Register is reported to the Governance and Audit Committee every 6 months and is reviewed by the Corporate Management Team every quarter as part of the performance management information and in line with the Well-being of Future Generations Act. We use a “**Web Based Risk Register Software**”, which allows Departments to input, access, maintain and manage both Corporate, Service and Project Risks.



A TIC review that concluded in December 2021 noted that ‘*Although the COVID-19 pandemic initially impacted on the ability to progress the recommendations contained within the Audit Office Review and follow-up Internal Audit Review, a number of key actions have now been implemented and good progress has been made across the action plan in general.*’

Is anyone better off?

 <p>Sell2Wales</p> <p>Sell2Wales All our procurement opportunities over £25K are listed on the Sell2Wales website.</p>	 <p>Community Benefits Community Benefits in Public Sector Procurement ensures that wider social, economic and environmental issues are taken into account in our tendering activity.</p>	 <p>Find a Tender Service Find a Tender Service (FTS) is free to use and displays information on public sector contract opportunities in the UK.</p>	 <p>Busnes Business Cymru Business Wales</p> <p>Business Wales Business Wales can help small or medium sized enterprise SME (employing up to 250), who want to improve their chances of winning public and private sector contracts.</p>	 <p>Terms and Conditions These terms and conditions set out the basis of the relationship between the Council and the successful supplier.</p>
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Business is about people

We value our diverse range of suppliers and acknowledge the importance of having access to a quality and diverse supplier base, recognising that **business is about people by talking to them, listening to them, and understanding them**. To this aim we have held 7 Live Tender Webinars virtually via Teams with a total of 164 suppliers in attendance over the last financial year. The aim of these sessions was to inform prospective tenderers of the forthcoming tendering opportunities and the requirements of these service/goods.

We also understand that the prospect of tendering for business with us can sometimes appear to be a daunting task. Therefore, we have actively engaged with 63 suppliers through a series of first point of contact sessions (1-2-1 meetings) over the same period, engaging with suppliers who are interested in working with the Council.

A Meet the Buyer Event was organised by the appointed main contractor Bouygues for the Pentre Awel Zone 1 Development and was held at Parc y Scarlets, Llanelli. A total of 107 suppliers/contractors attended the event throughout the day with Procurement and Community Benefits Officers representing the Corporate Procurement Unit at the event. This Meet the Buyer event was aimed at giving opportunity to second tier, local suppliers to learn of potential sub-contracting opportunities.

We have developed a Supplier Guide for current and potential contractors, suppliers, and providers with the aim to help provide organisations who want to work with us a clear understanding of how to bid for contracts and what is required during the quotation or tendering process. This is now available electronically and appears on our website [Supplier Guide to Tendering \(gov.wales\)](#). It contains a variety of helpful information, advice, and guidance in relation to procurement and “How to Tender” with Carmarthenshire County Council.

Supplier Guide to Tendering

In this section

- 1. Introduction
- 2. What do we spend our money on?
- 3. Where and with whom is our money spent?
- 4. How We Buy
- 5. What rules, regulations & procurement procedures do we follow?
- 6. How does the tendering process work?
- 7. Where do we advertise our contract opportunities
- 8. What is included in a Tender document/package?
- 9. The Dos and Don'ts of Tendering
- 10. Supplier Engagement Events
- 11. Getting Ready to Tender
- 12. Procurement Glossary
- 13. Advice and Support

What and how we can do better

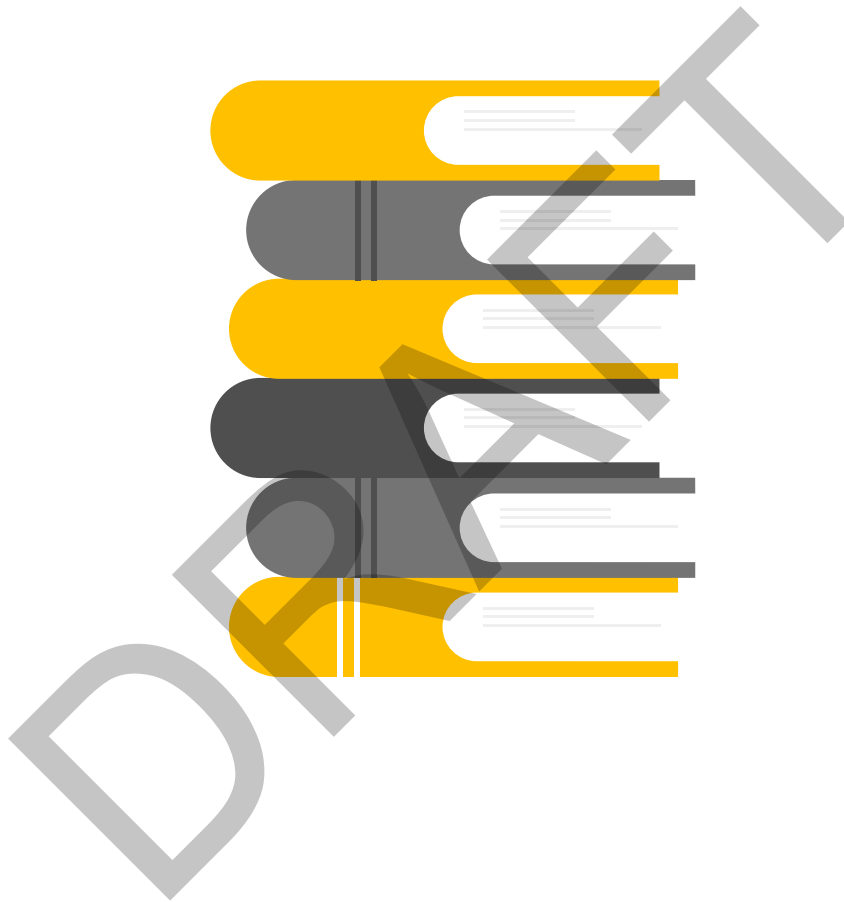
Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Financial Planning		
1	Use of the Council's reserves to invest in the County and support future development (Moving forward in Carmarthenshire) <i>16063</i>	March 2023	Chris Moore /Randal Hemingway
2	Ensure the Council manages its budgets effectively and prudently (Moving forward in Carmarthenshire) <i>16064</i>	March 2023	Chris Moore /Randal Hemingway
3	We will undertake the closure and Audit of the Accounts within the appropriate timescales <i>16061</i>	June 2023	Chris Moore /Randal Hemingway
B	Assets		
1	We will commence work on the transformation of the former Debenhams Store to provide a multi service hub covering health, education and leisure	March 2023	Jason Jones/ Stuart Walters
2	Delivery of Phase 1 Pentre Awel providing business, research, education, community healthcare and modern leisure facilities <i>15155+12985</i>	March 2023	Jason Jones/ Steffan HG Jenkins
3	We will apply and embed the sustainable development principle in the way it plans, delivers and monitors the management of its assets # Audit Wales Recommendation -Springing Forward <i>16136</i>	March 2023	Jason Jones/ Stephen Morgan
4	<i>We will improve the performance management of our assets.</i> <ul style="list-style-type: none"> developing a set of performance and outcome measures that reflect the Council's ambitions for its assets and monitor these measures at a corporate level, including reporting to overview and scrutiny committee benchmarking performance on asset management with other organisations # Audit Wales Recommendation-Springing Forward <i>16137</i>	March 2023	Jason Jones/ Stephen Morgan
5	We will review and formally adopt the Council's Corporate Asset Management Plan by March 2023 <i>15541</i>	March 2023	Jason Jones/ Stephen Morgan
C	Procurement		
1	We will work with departments to deliver compliant tender exercises through the implementation of a category management approach. <i>15286</i>	March 2023	Chris Moore /Helen Pugh /Clare Jones & Gemma Clutterbuck
2	We will continue to develop our approach to early engagement of Local Businesses. <i>15288</i>	March 2023	Chris Moore /Helen Pugh /Clare Jones & Gemma Clutterbuck
D	Risks		
1	Continue to implement the action plans developed in response to the WAO/Internal Audit Review, with priority to be given to ensuring that the Risk Toolkit is formally adopted and used to inform development sessions for managers at a divisional level and dedicated development sessions for Departmental Risk Champions. <i>15292 (Sub Actions: 14302, 14303 & 16040)</i>	March 2023	Chris Moore /Helen Pugh /Julie Standeven



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

APPENDICES



Statutory Requirements

Well-being of Future Generations Act (Wales) 2015

The general purpose of the Act, is to ensure that the governance arrangements of public bodies for improving the well-being of Wales, take the needs of future generations into account. The Act is designed to improve the economic, social, environmental and cultural well-being of Wales, in accordance with sustainable development principles. The law states that: -

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



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

The Local Government and Elections (Wales) Act 2021

The **Local Government and Elections Wales Act 2021** provides for the establishment of a new and reformed legislative framework for local government elections, democracy, governance and performance. It replaces the Local Government Measure 2009. [Part 6 of the Act outlines new duties in respect of Performance and Governance of Principal Councils](#) and includes specific duties for the Council:

- Duty to keep performance under review;
- Duty to consult on performance;
- Duty to report on performance – based on self-assessment approach;
- Duty to arrange a panel performance assessment;
- Duty to respond to a panel performance assessment report.

The Local Government and Elections (Wales) Act 2021 requires that a Council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that financial year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements

The performance requirements are the extent to which:

- we are exercising our functions effectively.
- we are using our resources economically, efficiently and effectively.
- our governance is effective for securing the above.

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

Carmarthenshire's 2021/22 Well-being Objectives			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Support and improve progress, achievement and outcomes for all learners	✓	✓	✓	✓	✓	✓	✓
Live Well	4	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
	5	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	6	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓	✓	✓
	7	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
Age Well	8	Support community cohesion, resilience and safety	✓	✓	✓	✓	✓		✓
	9	Support older people to age well and maintain dignity and independence in their later years	✓		✓	✓	✓	✓	
	10	Look after the environment now and for the future	✓	✓	✓	✓	✓	✓	✓
In a Healthy, Safe & Prosperous Environment	11	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	12	Promoting Welsh Language and Culture	✓	✓		✓	✓	✓	
	13	Better Governance and Use of Resources	✓	✓	✓	✓	✓	✓	✓

Success measures for our Well-being Objectives

Details and explanation of performance for each of these success measures can be found under the relevant Well-being Objective in this report.

The Result column is based on the two most recent years results.

Wellbeing Objectives and Success Measures	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Result	
WBO1 - Best Start in Life								
Children in care who had to move 3 or more times <i>(PAM/029)</i>	9.2%	8.8%	10.4%	8.6%	4.7%	6.6%	Declined	
WBO2 - Children - Healthy Lifestyles								
Childhood obesity <i>(Child Measurement Programme NHS)</i>	29.4%	26.6%	30.4%				Declined	
WBO3 - Support and improve progress, achievement, and outcomes for all learners								
Educational attainment - Average Capped 9 points score <i>(Year 11 pupils) (PAM/032)</i>			363.1	367.2			Improved	
School attendance rates (Primary) <i>(PAM/007)</i>	94.8%	94.4%	93.9%	93.9%			Same	
School attendance rates (Secondary) <i>(PAM/008)</i>	94.5%	94.3%	93.8%	93.5%			Declined	
Satisfaction with child's primary school <i>(NSW)</i>	93%	90%	84%	95%			Improved	
Number of leavers Not in Education, Employment or Training <i>(NEETs)</i>	Year 11 <i>(PAM/009)</i>	2.1%	1.4%	1.8%	1.5%	1.8%	1.1%	Improved
	Year 13 <i>(5.1.0.2)</i>	2.0%	3.0%	4.9%		3.5%	2.7%	Improved
WBO4- Tackle Poverty								
Gap in the Average Capped 9 points score (Year 11 pupils) for those eligible for Free School Meals and those who are not eligible <i>(NWBI)</i>			19.7%	17.9%			Improved	
Households successfully prevented from becoming homeless <i>(PAM/012)</i>	64%	65.1%	59.4%	46.4%	46.4%	50.5%	Improved	
Households in material deprivation <i>(NWBI)</i>	15.3%	15.8%	13.5%	11.3%		12.0%	Declined	
Households Living in Poverty <i>(CACI's 'PayCheck' Data)</i>			35.5%	33.7%	33.8%	35.6%	Declined	
WBO5 - Creating Jobs and Growth								
Employment figures <i>(ONS – Annual Population Survey) (NWBI)</i>	75.2%	73.7%	71.6%	71.7%	68.1%	69.6%	Improved	
Average Gross weekly pay <i>(ONS – Annual Survey of hours and earnings)</i>	£494.5	£517.8	£511.3	£536.2	£574.5	£566.9	Declined	
Number qualified to NVQ Level 4 or above <i>(Stats Wales) (NWBI)</i>	37.4%	37.8%	38.0%	41.4%	39.9%	37.7%	Declined	
People moderately or very satisfied with their jobs <i>(NSW) (NWBI)</i>	80.0%	82.5%		78.9%			Declined	
WBO6 - Affordable Homes								
Number of affordable homes in the County <i>(7.3.2.24)</i>	173	235	247	315	158	308	Improved	
WBO7 - Healthy Lives								
Adults who say their general health is Good or Very Good <i>(NSW)</i>		69.0%	66.0%	69.6%	69.7%	68.6%	Declined	
Adults who say they have a longstanding illness <i>(NSW)</i>		50.0%	53.0%	50.5%	51.2%	40.1%	Improved	
Adult mental well-being score <i>(NSW) (NWBI) (score out of 70)</i>	50.2		51.1			48.8	Declined	
Adults who have two or more healthy lifestyle behaviours <i>(NSW) (NWBI) (Not smoking, drinking < 14 units or lower, eating 5 portions fruit & veg the previous day, having a healthy body mass index, being physically active at least 150 minutes the previous week).</i>		91.8%	91.2%	87.6%		92.4%	Improved	

Details and explanation of performance for each of these success measures can be found under the relevant Well-being Objective in this report.

The Result column is based on the two most recent years results

Wellbeing Objectives and Success Measures	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Result
WBO8 - Community cohesion, resilience & safety							
% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect'.)	47.7%		51.6%		68.6%	68.0%	Declined
People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)	76.9%		76.1%		74.6%	66.7%	Declined
WBO9 - Older people to age well							
Agree there's a good Social Care Service available in the area (NSW)	56.2%		47.5%		66.0%		Improved
Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)	167 days	161 days	157 days	176 days	347days	259 days	Improved
People who are lonely (NSW)(NWBI)	17.1%	16.6%		17.3%		15.4%	Improved
WBO10 - Look after the environment							
Renewable energy generated (kWh)	670,400 kWh	937,330 kWh	979,071 kWh	997,480 kWh	1,059,364 kWh	TBC	
Council's Energy Consumption (kWh)			69,059,743 kWh	70,332,391 kWh	63,684,340 kWh		Improved
Rates of recycling (PAM/030)	66.23%	63.64%	58.95%	64.66%	66.08%	61.68%	Declined
WBO11 - Highways & Transport							
Road conditions (PAM/020) A Roads	4.3%	4.1%	5.2%	5.4%	4.1%	3.6%	Improved
(PAM/021) B Roads	3.5%	3.1%	4.2%	4.7%	3.4%	2.8%	Improved
(PAM/022) C Roads	11.6%	11.9%	12.5%	12.5%	12.0%	11.7%	Improved
Road casualties (5.5.2.21)	102	83	97	111	55	81	Declined
WBO12 - Promote Welsh Language & Culture							
Can speak Welsh (NSW)(NWBI)	40.1%	43.6%	37.8%	37.4%		41.6%	Improved
People attended arts events in Wales in last year (NSW)	69.3%	67.4%		68.3%			Improved
People visited historic places in Wales in last year (NSW)	63.8%	64.7%		68.7%			Improved
People visited museums in Wales in last year (NSW)	36.0%	34.6%		42.1%			Improved
WBO13 - Better Governance and use of Resources							
'Do it online' payments	29,020	34,494	39,321	46,044	53,454	56,582	Improved
People agree that they can access information about the Authority in the way they would like to. (NSW)		70.8%	72.4%	71.2%			Declined
People know how to find what services the Council provides (NSW)		71.9%	72.1%	74.6%			Improved
People agree they have an opportunity to participate in making decisions about the running of local authority services. (NSW)		11.4%		9.0%		35.5%	Improved
Staff sickness absence levels (PAM/001)	10.8 days	10.1 days	9.8 days	10.7 days	7.7 days	11.4 days	Declined
People agree that the Council asks for their views before setting its budget. (NSW)		8.0%	11.3%	9.9%			Declined

2021/22 National Survey for Wales

The following are results of the 2021/22 National Survey for Wales that are currently available at local authority level, but not all of these are attributable to the Councils performance.

Where the same question was asked in a previous survey, the table below shows whether we have improved our performance and our rank position.

In AR	Questions asked in the 2021/22 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st	
		Previous available result	2021/22 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results											
				Arrows start from our previous position											● ● to our 2021/22 position												
1 ✓	% Agree that they have an opportunity to participate in making decisions about the running of local authority services.	9.0	35.5	↑	18.0	→											→										
2 ✓	% Who feel able to influence decisions affecting their local areas (NWBI/23)	18.8	31.6	↑	14.6	→											→										
3	% Say they have access to good services and facilities (NWBI/24) <i>(within a 15 to 20 minute walk from home)</i>	91.0	85.2	↓	72.5	←											←										
4	% Satisfied with their ability to get to local services they need	79.6	85.2	↑	72.5	→											←										
5	% Satisfied that good services and facilities are available in their local area (15 to 20 minute walk from home).	64.4	65.8	↑	48.6	←											←										
6	% Satisfied with local area as a place to live (NWBI/26)	88.4	90.3	↑	68.5	←											←										
7 ✓	% of adults who can speak Welsh (NWBI/37)	37.4	41.6	↑	Below 8.2												→										
8	% of adults who speak Welsh daily and can speak more than just a few words (NWBI/36)	30.4	32.1	↑	Below 5.4												Same										
9	% of adults who can understand spoken Welsh	50.3	60.1	↑	12.2												→										
10	% of adults who can read Welsh	38.9	46.0	↑	Below 10.4												Same										
11	% of adults who can write Welsh	35.2	41.9	↑	Below 9.5												Same										
12 ✓	% of households with internet access*	92.7	91.5	↓	87.0	←											←										

In AR	Questions asked in the 2021/22 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st
		Previous available result	2021/22 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results										
					Arrows start from our previous position											● ● to our 2021/22 position										
13	% that used the internet (including Smart TV and handheld devices)	92.4	91.3	↓	89.4																					96.7
14	% that accomplished 5 digital skills in past 3 months**	73.1	72.0	↓	67.0																					83.7
15	% of people participating in any sport or physical activity	62.6	56.7	↓	43.4																					66.3
16	% of people feeling safe at home, walking in the local area, and when travelling (NWBI/25)	74.6	66.7	↓	46.6																					85.0
17	% of people feeling safe at home after dark	96.8	95.3	↓	90.5																					99.0
18	% of people feeling safe in local area after dark	84.4	80.7	↓	58.7																					89.9
19	% of people feeling safe on public transport after dark	82.5	76.2	↓	59.7																					89.9
20	% of people feeling safe travelling by car after dark	96.6	97.3	↑	95.1																					99.4
21	% of people who agree that there is good community cohesion in their local area (NWBI/27)	51.6	68.0	↑	38.9																					77.6
22	% of people felt that they belonged to their local area	84.6	81.5	↓	70.6																					89.4
23	% of people who are lonely (NWBI/30)	17.3	15.4	↑	17.8																					7.0
24	Average satisfaction score for the education system in Wales (scale of 0 to 10, where 0 is 'extremely bad' and 10 is 'extremely good')	6.0	6.9	↑	6.0																					7.2
25	% of people that have any plans to start an education or training course in the next three years	23.1	23.2	↑	16.9																					33.8
26	% of people that contacted their local councillor in the past 12 months. (i.e. with an enquiry, complaint or problem)	12.9	15.7	↑	10.0																					24.2
27	% of people agreed their local councillor worked closely with their community.	new question	38.8	new question	25.3																					58.1

In AR	Questions asked in the 2021/22 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
		Previous available result	2021/22 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
					Arrows start from our previous position												● ● to our 2021/22 position ■											
28	% of people with a good understanding of what their local councillor does for their local community.	new question	40.3	new question	32.6																						59.0	
29 ✓	% of people who say their general health was Good or Very Good	69.7	68.6	↓	64.1				Same																		79.3	
30 ✓	% of adults who say they have a longterm illness	51.2	40.1	↑	41.1		■			●																	26.9	
31 ✓	% of adults who have 2 or more healthy behaviours <small>not smoking / not drinking above weekly guidelines / eating five or more portions of fruit and vegetables the previous day / physically active for at least 150 minutes in the previous week / maintaining a healthy weight/body mass index</small>	87.6	92.4	↑	83.1					●				■													97.5	
32	% of adults who smoke	16.2	15.7	↑	19.8			■																			6.3	
33	% of adults who are a E-Cigarette user	6.7	6.4	↑	10.3						Same																0.9	
34	% of adults who drink more than 14 units	21.5	15.1	↑	23.3		●																				8.9	
35	% of adults who eat more than 5 portions of fruit and vegetable	21.7	33.5	↑	14.3										●												42.4	
36	% of adults who are active for more than 150 minutes a week	55.6	64.8	↑	38.3												●										69.5	
37	% of adults who are active for less than 30 minutes a week	27.6	21.7	↑	50.1																						17.3	
38	% of adults who are overweight or obese (BMI 25+)	63.6	68.2	↓	79.9				■																		50.0	
39	% of adults who are obese (BMI 30+)	28.2	28.4	↓	36.5					■	Same																17.9	
40 ✓	Adult Mental Well-being score (NWBI/29) <small>(Out of a maximum score of 70)</small>	51.1	48.8	↓	46.1																						51.6	
41 ✓	% of Households in material deprivation (NWBI/19)	11.3	12.0	↓	14.1																						7.1	

* Households with internet access - NOTE - The 2021/22 survey was based on a sample of 12,500 in Wales compared to a far smaller sample in 2020/21 of just 3,500, which may well have affected the result.
 ** 5 digital skills are 1. Being safe and legal online; 2. Problem solving; 3. Transacting; 4. Communicating; 5. Handling information and content)

Regulatory Reports 2021/22

Several regulatory reports were issued during the last twelve months.

- There are some local reports that are specific to Carmarthenshire, these are noted in **bold** below.
- National / Thematic reports are undertaken by regulators to look at all councils in Wales (in an integrated programme of work consulted and agreed upon with local government) to identify best practice.
 - Most of these reports contain recommendations. Sometimes the recommendations are for Welsh Government and / or local government or other stakeholders.
 - Not all recommendations contained in reports may apply to Carmarthenshire as in some instances we could be the area of best practice proposed, be already doing what is identified or it may be, just not be applicable.

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



August 2021	<u>Review of Planning Services Carmarthenshire County Council</u>
September 2021	<u>Review of Waste Services Carmarthenshire County Council</u>
September 2021	<u>Regenerating Town Centres</u>
September 2021	<u>A Picture of Public Services</u>
September 2021	<u>A picture of local government</u>
October 2021	<u>A Picture of Higher and Further Education</u>
October 2021	<u>A Picture of Schools</u>
September 2021	<u>Financial Sustainability of Local Government – COVID Impact, Recovery & Future Challenges</u>
November 2021	<u>Carmarthenshire County Council – Financial Sustainability Assessment</u>
November 2021	<u>WG Cosy homes programme</u>
December 2021	<u>Commissioning Care Homes for Older People</u>
January 2022	<u>Emergency Services in Wales Collaboration</u>
January 2022	<u>Annual Audit Summary</u>
April 2022	<u>Direct Payments</u>



November 2021	<u>Care Inspectorate Wales (CIW) Assurance Check 2021: Carmarthenshire County Council</u>
April 2022	<u>Direct Payments for Adult Social Care</u>
May 2022	<u>Carmarthenshire County Council In-house domiciliary care service</u> <u>Inspection Report</u>

May 2021	<u>Turning learners into users of the Welsh Language – Effective Practice</u>
May 2021	<u>Creating a digital platform for the Welsh for Adults sector</u>
June 2021	<u>How schools and colleges used RRRS and catch-up grants for post 16 learners</u>
July 2021	<u>Summary of findings from our national thematic reviews 2020/21-Thematic Report</u>
July 2021	<u>The teaching of Welsh history including, Black, Asian and Minority Ethnic history, identity and culture</u>
Oct 2021	<u>Developing pupils social and emotional skills</u>
December 2021	<u>Supporting Resources</u> <u>We don't tell our teachers-Experiences of peer-on-peer sexual harassment among secondary school pupils</u>
January 2022	<u>All-age schools in Wales - A report on the challenges and successes of establishing all-age schools</u>
February 2022	<u>Summary of engagement calls and visits to schools and PRUs-autumn 2021</u>
February 2022	<u>Welsh Immersion Education - Strategies and approaches to support 3 to 11-year-old learners</u>
March 2022	<u>The curriculum for Wales-How are regional consortia and local authorities supporting schools?</u>
April 2022	<u>We don't tell teachers, but schools need to know – a report for learners</u>
May 2022	<u>Effective practice- Placing children at the centre of learning</u>

DRAFT

Performance Assessment on the extent to which we are:

- we are exercising our functions effectively;
- are using resources economically, efficiently and effectively; and
- our governance is effective for securing the above.

Under the Local Government and Elections (Wales) Act 2021 we have a duty keep under review the extent to which we are fulfilling the above 'performance requirements'

Our self-assessment uses the Well-being Objectives set out in the body of this report to give a more holistic view of Council performance.

However, we have also examined performance in a departmental manner to ensure a comprehensive assessment.

Chief Executive's Department

Duty to Keep Performance Under Review	<p style="text-align: center;">How well are we doing and how do we know?</p> <p style="text-align: center;">How can we do better? (see bullet points)</p>
Performance Requirements	
<p>1. <i>exercising functions effectively</i></p>	<p><u>Administration and Legal including Democratic Services</u></p> <p>The service has performed well during this period despite significant challenges. Officers have continued to work closely with and support their client departments and elected members</p> <p>The level of complaints received about the service continues to be very low.</p> <ul style="list-style-type: none"> • Lack of capacity for S106 agreements. Additional staff resources have been secured to address this. • Develop participation and petition scheme for Democratic Services <p><u>ICT and Corporate Policy</u></p> <p>Our first Digital Transformation Strategy 2017-2020 set out the Council's strategic digital priorities and aspirations and ensured that when the COVID-19 pandemic struck, we as an authority and our service were in a very strong position to respond and recover. Annual Reporting of the Digital Transformation Strategy shows good progress.</p> <p>Our work with the PSB has progressed well and a Well-being Assessment has been produced. Key Council Annual Reports in Equalities, Welsh Language and the overall Council's progress on Corporate Strategy show good progress.</p> <ul style="list-style-type: none"> • IT resource and capacity is limited to meet increasing demand for transformation. • More can be done with improving our Security (Cyber) and Disaster Recovery. • Continue to improve the approach to embedding integrated quarterly performance monitoring.

exercising
functions
effectively
(continued)

People Management

COVID-19 continued to present challenges for our workforce during 2021. However, our employees continued to step up to deliver the best possible services, with almost a thousand employees prepared to retrain and step in and help their colleagues, doing very different jobs in a positive and highly supportive manner

Our staff are encouraged to develop, and we are accredited with Investors in People.



One of the post-pandemic legacies, and a significant risk for the service, has been the Division's capacity to manage increased vacancy volumes and demand for our services, which has been compounded by Brexit.

There have been significant Social Care and Teaching recruitment problems.

Platinum Corporate Health accreditation and accredited to Occupational Health and Standards SEQHS.

A June 2022 Audit Wales report found that:

The Council is improving the strategic planning for its workforce and is taking action to address staff capacity issues in key service areas but recognises that performance monitoring of workforce management needs strengthening.

Springing Forward Workforce Management- Carmarthenshire County Council

- Develop a new People Strategy; ensuring that Learning & Development priorities and programmes are fully aligned with corporate priorities and needs.
- The COVID-19 pandemic has accelerated a move to agile working and it is intended that this will inform how the Council manages its workforce in the future
- Agree a suite of People Management Performance Measures and strengthen the sustainability principle.

Regeneration Division

Carmarthenshire's economy has been significantly impacted by the COVID-19 pandemic and Brexit. To gain an informed understanding of the position in Carmarthenshire, we engaged with over 1,000 businesses to gather evidence on the impact of the pandemic on our businesses, unemployment and our rural and primary town economies. This assisted us to put in place a clear [Economic Recovery Plan](#) (we were first in Wales to do so) with an immediate priority focus on protecting jobs and supporting our small and medium enterprises (SMEs) to upscale. We are monitoring the action plan quarterly and it is on track.

- In each of the individual town centres, we will pass on the overseeing of the recovery to the stakeholders in the respective towns. Each of the plans highlight key issues and opportunities and provide a delivery framework of interventions specific to the town centres.

Business and Cabinet Support

The Business Unit continued to respond and contribute to the Authority's response to the pandemic in a pragmatic manner, ensuring all essential services to staff and Members were prioritised and provided, to ensure continuation of core services.

The Unit supported *all Gold Command meetings* for COVID-19 and major floodings. We have also supported the *Planning Assurance Board and Planning Intervention Board* who met weekly.

- As part of better ways of working, we will continue to work with business unit managers to further develop paperless processes and systems.
- Following the elections in May 2022, the Service is working with the incoming administration to develop a cabinet Vision Statement and agree member portfolios.

Electoral and Registrars

Both Electoral Services and Civil Registration are statutory services. The Registration Service includes the registration of births, deaths, stillbirths, marriages and civil partnerships, the provision of a certificate service and the provision of Citizenship Ceremonies. Electoral Services is responsible for the update and maintenance of the Register of Electors and the conduct of all elections relevant to Carmarthenshire. The work of the *Registration Service* has been under such continuous spotlight during the last year as we moved through the global pandemic. We successfully run elections.

- To determine if our opening times still meet customer trends and business needs by participating in relevant consultation with our customers, staff and key stakeholders to seek views that will help make a decision on service improvement.
- We will analyse our performance indicators, both internal and external.

Media and Marketing

The Media and Marketing service have again this year played a key role in supporting all divisions across the authority to effectively communicate in both Welsh and English relevant information to residents, businesses and stakeholders throughout the county ensuring consistency and relevancy across all communications

As well as additional external communications that has been required for us to publish, the team has delivered a wide range of additional internal communications to support staff who have had to change the way they work including a growing demand on simultaneous translation of all democratic virtual meetings.

The Hwb in Ammanford, Carmarthen and Llanelli offer pre-booked appointments and drop-in advice to an average 8,000 residents per month, as well as providing advice and access to training and employment support. This had to be taken forward in a different way during 2020/21 due to COVID19 restrictions and the establishments having to be closed. Customers have been able to contact online and telephone and virtual meetings have been held. The increasing use of Social Media has allowed open engagement and conversations with members of the public. In addition to this social media is an excellent tool for promoting council services.

We passed *the accessibility standard* for our website.

Key statistics for Council website 2021 / 2022:

- Pageviews: 6,144,228
- Sessions: 3,017,983

Key statistics for social media, email marketing and video:

- 19.3m Twitter reach
- 8.82m Facebook reach
- Published 3,259 posts
- Dealt with 4,055 'inbound' posts, enquiries via comments, written on our wall or sent as a direct message

	<ul style="list-style-type: none"> - 53.3k link clicks - Facebook: New followers – 1,201. Total followers: 20,451 - Twitter: New followers – 372. Total followers 11,151 - 443,141 emails sent to MyAccount, businesses and 3rd sector. 267,018 unique opens. - Video – 115,800 views <ul style="list-style-type: none"> • To deliver the Council’s key principle of One Council, One Vision, One Voice. Moving forward the service will be driven by the priorities, services and activity outlined in the corporate plans and we will use our resources and focus our energy to meet these priorities. • Identify other services where the first of point of contact enquiries could be dealt with by Contact Centre/ adopt a Hwb approach
<p>2 using <i>resources economically, efficiently and effectively;</i></p>	<p><u>Administration and Legal including Democratic Services</u></p> <p>Legal Services use management data to identify where the service has a lack of capacity and if necessary, work is outsourced.</p> <p>The service ensures decisions are taken through the democratic process in a timely manner. A new integrated impact assessment and committee report template is being development and will be rolled out in 2022.</p> <p>Regulatory reports on Scrutiny and Audit Committee effectiveness have been addressed.</p> <ul style="list-style-type: none"> • To develop a set of key performance indicators for the Legal Services and Land Charges service <p><u>ICT and Corporate Policy</u></p> <p>We produce an Annual Report on our Digital Transformation Strategy to ensure resources are being used effectively. ICT will underpin Better Ways of Working initiatives.</p> <p>Our Annual Reports on Equalities and Welsh Language Standards demonstrate good progress in these areas.</p> <p>Our Annual Report on our Corporate Strategy and Well-being Objectives had a certificate of compliance from our regulators Audit Wales.</p> <p>A Performance Management Framework was introduced, and we commissioned the WLGA to undertake a review of our Performance Requirements preparedness which identified areas for improvement.</p> <p>We developed a more integrated performance monitoring report adding a wider range of evidence to the process.</p> <p>We also improved engagement and assurance arrangements for Departmental and Divisional Business Plans.</p> <p>Internal Audit found our Performance arrangements Acceptable</p> <ul style="list-style-type: none"> • Scrutiny feedback requested more measures and SMARTER action planning • We want to make better use of data and information, and as a result we have set up a <i>Data Insight Team</i> to become a more data driven organisation. • We will address the recommendations of the WLGA review of our self-assessment arrangements. • We will improve engagement and consultation on our self- assessment arrangements.

- We will further develop our quarterly integrated performance monitoring arrangements and our engagement and assurance arrangements for business planning.

People Management

96 members of staff provide people management support to the entire organisation (in the region of 8,500 employees)

The Council Sickness figure at the end of 2021/22 of 11.4 FTE days is 3.7 days higher than last year and above the 2019/20 Welsh average of 11.2 FTE days (Authority 2019/20 performance was 10.74 FTE days). This is our highest sickness figure since 2008/09 (11.7 days) However, it is important to note that this has been impacted by COVID-19 related sickness absence, which accounted for 2 FTE days per employee during 2021/22

The causes of absence are monitored, and the impact and legacy of COVID-19 continues.

The Council continues to support its lowest paid employees and workers by continuing to pay the Real Living Wage supplement this supports our Tackling Poverty Well-being Objective.

- Develop a Transformation Strategy building on the Better Ways of Working Project to improve economic use of resources, Value for Money, productivity, working lives and customer focus.
- Further improve our recruitment processes via new integrated recruitment IT system. (IIP)
- We will evaluate the employee experience and undertake research to develop a Workforce Engagement Strategy that will underpin the new workforce strategy
- We will developing proactive more preventative solutions such as promoting good health and educating employees on healthy lifestyle choices.
- Further support and encourage Workforce Planning in Departments
- Develop performance measures

Regeneration Division

More than 1,100 jobs have already been created and over 700 jobs safeguarded We have awarded contracts to local businesses, providing skilled work opportunities in the local economy and safeguarding jobs

We have engaged with well-over 3,200 local businesses and provided 900 people with training support.

We have delivered over £66 million COVID-19 Business Recovery Funds on behalf of the Welsh Government

We have successfully delivered six jobs’ fairs in each of the primary towns, to support sectors experiencing acute recruitment challenges.

% of people in employment -	UK: 74.7%	Wales: 72.2%	Carmarthenshire: 68.6%
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Pentre Awel part-funded by the Swansea Bay City Deal - brings together business, research, education, community healthcare and modern leisure facilities all at one prime location along the Llanelli coastline. As well as improving health and well-being, the project will create almost 2,000 jobs.

- We will continue to focus on supporting 3,000 people into work, providing 2,000 additional homes, maximising the community benefit of development schemes and supporting businesses to take advantage of key grants
- Moving forward the RLSP will continue to work with Employers across the region to ensure that the RLSP inform Welsh Government what skills are required in the region and where WG funding needs to be allocated in order to fulfil the skills demands identified by employers

Business and Cabinet Support

Working on the forward work programme for Corporate Management Team ensuring reports are tabled at the appropriate timings and in line with the democratic committee cycle.

The Unit proactively supports managers within a number of functions, such as HR processes, financial regulations, procurement

- Produce a forward work programme for Corporate Management Team (CMT).

Electoral and Registration

Under the governance arrangements, Carmarthenshire Registration Service is committed to the service delivery standards developed by the General Register Office (GRO) and adheres to good practice guidance and the codes of practice. GRO guidance provides information on specific national standards the Local Authority must meet together with aspirational standards

Follow up discussions with the General Register Office Compliance Officers have confirmed that Carmarthenshire Registration Service continues to deliver services to an excellent level.

- To take all opportunities to engage, contribute and support the retention of the current easements continuing with regards death registration being enabled by telephone and electronic transmission of documents.
- To build upon and strengthen the partnerships established during the pandemic i.e. hospitals, Medical Examiners, Funeral Directors, Coroner, health board and our mass fatalities project group to ensure we meet our statutory duty and to support bereaved families through their registration journey.

Media and Marketing

The additional demand on customer services during the past 12 months has been dramatic. It has been challenging to deliver a service due to the increase in service demand. It has been inevitable that there has been an increase in waiting times and number of abandoned calls.

New processes and further discussions with specific services are taking place to reduce this as best we can. Recruitment has proved to be difficult, and we continue to look for additional staff to join the team to build resilience into the staffing structure.

The team also successfully trialled standby arrangement to assist with communication outside of normal working hours. This has been critical during recent events

	<ul style="list-style-type: none"> • The Media and Marketing team will restructure to ensure the service can deliver and achieve the communication and marketing needs of the Authority and build on the high-class service to its internal and external customers. • Pushout and enhance the ‘<i>claim what’s your service</i>’ and develop a consistent approach within the Council to ensure all services manage customers with financial and well-being concerns in the same manner to avoid confusion and to build confidence and clarity. • Develop New Social Media performance indicator
<p>3. <i>governance is effective for securing the above</i></p>	<p><u>Administration and Legal including Democratic Services</u></p> <p>The Corporate Governance Group ensures the Code of Governance is adhered to and produces an Annual Governance Statement as part of the Statement of Accounts.</p> <p>The Constitutional Review Working Group ensures the Constitution and its development.</p> <ul style="list-style-type: none"> • Previously the AGS outline the governance arrangements in place. This year we have questioned how good these arrangements are, how we know and how we can do better. We will review how this process has gone <p><u>ICT and Corporate Policy</u></p> <p>We have begun enhanced business plan challenge through Engagement and Assurance Process.</p> <p>A significant part our Annual Governance Statement (AGS) evaluates our Corporate Policy and Performance Management Arrangements</p> <p>Steering Groups for both Poverty and Rural Carmarthenshire give direction and oversight to key priorities.</p> <ul style="list-style-type: none"> • Continue to enhance business plan format and engagement and assurance. • Strengthen links between AGS and performance reporting - approach and content. • As the Corporate Strategy and Well-being Objectives are identified we will ensure the creation of appropriate steering groups/advisory panels to ensure direction and progress • Address Internal Audit findings on Performance Management. <p><u>People Management</u></p> <p>Our People Strategy Steering Group provides oversight of People Management Strategy.</p> <p>The Transformation Strategy will provide the key driver to ensure arrangements are delivered.</p> <p>The TIC programme Board Terms of Reference will be reviewed, and governance arrangements strengthened.</p> <p>A significant part our Annual Governance Statement (AGS) evaluates our People Management Function.</p> <p>The IIP accreditation provides Quality Assurance on our processes.</p> <p>Our annual equal pay audit does not suggest any evidence of discrimination within</p>

the pay structures

Frequent Internal Audit reviews

Significant role in supporting Corporate Safeguarding

Employee Well-being Annual Report to CMT every year

- Using existing governance arrangements (People Strategy Steering Group) we will need to review our workforce strategy in light of the pandemic to support the organisation to recover.
- We are starting to see a significant increase in the number of occupational health referrals, in particular referrals to our Well-being Support Services. To stem this increase we need to invest more time in developing proactive preventative solutions such as promoting good health and educating employees on healthy lifestyle choices.

Regeneration Division

A business, economy and community recovery group was established to coordinate development and delivery of actions aligned to our economic recovery and delivery plan (ERP) and an overarching advisory group, comprising key private sector industry leaders, was also established.

A dashboard was set up to monitor the delivery of our 'Economic Recovery Plan'

- For each of the individual town centres, we will manage the overseeing of the recovery plans passing responsibility to the stakeholders in the respective towns. Each of the plans highlight key issues and opportunities and provide a delivery framework of interventions specific to the town centres.

Business and Cabinet Support

CMT & Cabinet support feedback

Electoral and Registrars

The Council is committed to delivering the service in accordance with the Good Practice Guide with achievement to National Standard as a minimum. All Key Performance Indicators for both Statutory Standards and Operational Delivery Standards within the guide are measured. Achievement is reported to General Register Office (GRO) in the Annual Performance Report.

Electoral Services are required to comply with the National electoral register data matching test then analyse results and act upon those results. The Electoral Administration Act 2006 gave the Electoral Commission powers to set and monitor performance standards for electoral services.

- To discharge the Council's increasing statutory responsibilities, required by Local Government and Elections (Wales) Act 2021 and future proposed electoral reform, within the context of extraordinary financial constraints.

Media and Marketing

Profiled within AGS Para 2.3.2.4 *Ensuring External Communications* (under the principle of

Openness and engagement - *Ensuring openness and comprehensive stakeholder engagement*).

Duty to Consult	
<p><i>Consultation on assessment of performance?</i></p>	<p><u>ICT and Corporate Policy</u> Consultation as part of well-being assessment.</p> <p>Residents Survey undertaken.</p> <p>Complaint's feedback</p> <p>When available the Authority makes extensive use of the annual <i>National Survey for Wales</i> commissioned by Welsh Government. The results are used to help the Authority in its self-assessment of services and are included in our Annual Report. However, parts of this survey has been accepted by COVID-19 Pandemic and the same level of detail is not as available as in previous years</p> <p><u>People Management</u> Corporate Employee Relations Forum - last year, we doubled the amount of paid facilities time we offered to our recognised Trade Unions and have continued to consult regularly with Union colleagues on a range of policies and other areas</p> <p>Staff survey undertaken June-August 2022 with a section on performance.</p> <p><u>Regeneration Division</u> We engaged with over 1,000 businesses to gather evidence on the impact of the pandemic on our businesses</p> <p><u>Electoral and Registrars</u> The Registration Service regularly asks customers to complete satisfaction surveys so that we can understand what is working well and meeting expectation and what isn't working well and could be improved upon</p> <p>Elections worked collectively with the Association of Electoral Administrators, Electoral Commission, Cabinet Office and Welsh Government to deliver a safe and fair election in May 2021. An elections project group was established that ensured all elements of the election planning was controlled and shared by key players.</p> <p><u>Media and Marketing</u> Evidence suggests that there has been an increase in participation of online consultations. Specifically, when evaluating comparable consultations. For example, the Welsh in Education strategic plan consultation in 2017 received 21 completes whilst in 2021 the consultation received 854. Additionally, a recent Housing and regeneration masterplan received 2,522 completed surveys in comparison to 189 in a similar survey run in 2018. The increase in participation is attributed to the closer relationship developed with the Media and Marketing team ensuring that consultations are promoted on social media and corporate website and are sent to all key stakeholders. But we plan to resume full analysis when available</p>

Corporate Services Department

Duty to Keep Performance Under Review	<p style="text-align: center;">How well are we doing and how do we know?</p> <p style="text-align: center;">How can we do better?</p>
Performance Requirements	
<p>1. <i>exercising functions effectively</i></p>	<p>The review of the effectiveness of the system of Internal Control and Governance arrangements is informed by the work of the Internal Auditors on which the Authority gains assurance. Internal Audit is required to undertake its work in accordance with the standards as set out in the Public Sector Internal Audit Standards (PSIAS) established in 2013 are the agreed professional standards for Internal Audit in Local Government.</p> <p>The overall opinion is that the Authority has an ‘Acceptable’ control environment in operation. There are clear Governance arrangements with defined Management responsibilities and Committee Structures in place, Risk Management and the control framework is generally sound and operated reasonably consistently. The Authority has an established Constitution, has developed Policies and approved Financial Procedure Rules and Contract Procedure Rules that provide advice and guidance to all staff and members. Sufficient assurance work has been carried out to form a reasonable conclusion on the adequacy and effectiveness of the Authority’s internal control environment. Where weaknesses have been identified through reviews, Internal Audit have worked with management to agree appropriate corrective actions and a timescale for improvement.</p> <p>Strategic and Annual Audit Plans were presented to Governance and Audit Committee in the March meetings. Quarterly updates are provided on the work carried out and the Annual Report is presented every July. Actions to deliver recommendations made in 2018 Quality Assessment are complete.</p> <p>We could consider any improvements identified through the external assessment of Internal Audits arrangements. We are introducing new performance indicators for 2022/23 with the aim to assisting the service in becoming more efficient.</p>
<p>2. <i>using resources economically, efficiently and effectively;</i></p>	<p>The 2020/21 budget monitoring has probably been the most complicated ever due to value and all-pervasive impact of COVID-19 on services. We have claimed over £27 million from Welsh Government via hardship claims to support additional COVID-19 services and have also claimed £4.5 million relation to claims for loss of income. Corporate Services has risen to the challenge to support departmental spending decisions, the claims through the Welsh Government hardship scheme, as well as the identification of possible ineligible expenditure - this picture has evolved through the year with both changing nature of the pandemic as well as greater clarity over hardship scheme rules.</p> <p>We have continued to investigate and develop new ways of working which will result in delivering an even more efficient and effective service. We have been working closely with the Transform, Innovate and Change (TIC) team in their agreed 6 strategic areas of work (Income, Expenditure, Digital Transformation, Demands and waste, Service improvement, Supporting transformation & change in Schools and Supporting Better Ways of Working). As part of the Income strategic area our</p>

	<p>Debtors team have been working both with TIC and Legal looking at how well we recover debt. We are working closely with the Better ways of Working strategic area, for example on the E-Signatures project evaluating the potential of using Adobe and DocuSign to avoid the need for staff to travel into offices to add wet signatures into documents and the Invoices Project investigating the reduction of hard copy invoices with the Purchase Order Compliance Pilot which has commenced.</p>								
<p>3. <i>governance is effective for securing the above</i></p>	<p>The Corporate Governance arrangements of the Council are acceptable. It is important that a Governance Statement includes an evaluation and conclusion and provides a clear judgement on whether the governance arrangements outlined are fit for purpose. To enable this judgement our Internal Audit service conducted a review of our arrangements against the adopted standards.</p> <table border="1" data-bbox="384 562 1485 943"> <thead> <tr> <th colspan="2" data-bbox="384 562 1485 663">Findings of Carmarthenshire County Council Internal Audit review of AGS and Corporate Governance</th> </tr> <tr> <th data-bbox="384 663 628 734">Post Review Assurance Level</th> <th data-bbox="628 663 1485 734">Description for Assurance Level</th> </tr> </thead> <tbody> <tr> <td data-bbox="384 734 628 898">Acceptable</td> <td data-bbox="628 734 1485 898">Moderate controls, some areas of non-compliance to agreed controls Medium/Low risk of not meeting objectives Medium/Low risk of fraud, negligence, loss, damage to reputation</td> </tr> <tr> <td colspan="2" data-bbox="384 898 1485 943">Internal Audit found no fundamental control issues to be addressed as a high priority.</td> </tr> </tbody> </table> <p>The Governance and Audit Committee is a key component of Corporate Governance, providing a source of assurance about the Authority's arrangements for managing risk, maintaining an effective control environment, and reporting on financial as well as non-financial performance.</p> <p>The Authority has a Risk Management Steering Group which reports directly to Cabinet, Governance and Audit Committee and Chief Officers Team (CMT). The Risk Management Steering Group examines how Risk Management can be developed and ensures that Risk Management is embedded in decision making throughout the organisation. The Group meet quarterly and is supported by the work of its Subgroups i.e. Property & Liability Risks, Motor Fleet Risks and Contingency Planning Subgroups. TIC's December 2021 review concluded that <i>'The Terms of Reference of the Risk Management Steering Groups and its various sub-groups have recently been reviewed. This will allow the Strategic Group to adopt more of a strategic approach to its consideration of risk management issues, such as undertaking regular reviews of the Corporate Risk Register.'</i></p> <p>The Steering Group's role in allocating the £250k of risk management funding could be strengthened by introducing clearer criteria for how this funding is prioritised and spent on annual basis.</p>	Findings of Carmarthenshire County Council Internal Audit review of AGS and Corporate Governance		Post Review Assurance Level	Description for Assurance Level	Acceptable	Moderate controls, some areas of non-compliance to agreed controls Medium/Low risk of not meeting objectives Medium/Low risk of fraud, negligence, loss, damage to reputation	Internal Audit found no fundamental control issues to be addressed as a high priority.	
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<p>Duty to Consult</p>									
<p><i>Is there any consultation on your assessment of performance?</i></p>	<p>A mixed approach to ascertaining views on the 2022-25 budget took place. We invited residents, businesses and community and voluntary organisations to have a say on the draft budget so the Councillors can consider feedback before making a final decision. A series of departmental seminars for all County Councillors took place over a five-day period: 17th to 21st January 2022. All efficiencies across each department were considered in detail and feedback sought. Alongside councillor engagement public consultation took place via an online survey. The survey was</p>								

	administered electronically via the Council’s online consultation page on our website. Emails were also submitted, and social media was utilised to encourage residents to complete the online survey and some provided comments on Facebook and Twitter. The results of the consultations were considered and presented to Cabinet and County Council as part of the Budget Strategy Report.
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Communities Department

Duty to Keep Performance Under Review	How well are we doing and how do we know? How can we do better? (see bullet points)
Performance Requirements	
1 <i>exercising functions effectively</i>	<p>Adult Social Care & Commissioning</p> <p>Within Adult Social Care and Commissioning Services challenges have been significant with many care homes experiencing COVID-19 outbreaks with multiple homes experiencing acute workforce pressures. Additional resources have been provided by in-house services, via mutual aid and health. Enormous collective efforts together with our partner organisations who have worked extremely well together have focused on resident safety and the prevention of care home collapse.</p> <p>Feedback from the sector has been positive and relationships have improved with the sector as a result. This has been evidenced by an independent review carried out regarding maintaining dignity and respect in the care homes during the pandemic.</p> <p>The impact from the pandemic and the on-going demands are significant but there are some notable areas of progress:</p> <ol style="list-style-type: none"> 1. In relation to Safeguarding of Adults, Multi-agency forums have continued to meet virtually, and an additional regional forum was set up to have assurance that safeguarding processes were being followed during the pandemic. 2. The service received a positive report from CIW following an assurance visit in February 2021, which is quite remarkable during a pandemic. 3. The Director of Social Services Statutory report concludes that these functions are operating effectively. <p>Within Homes and Safer Communities:</p> <ul style="list-style-type: none"> • We responded to the COVID-19 crisis through our TTP (Test, Trace, Protect) team which has given confidence that we have up to date intelligence on what is happening in the County and that we can react quickly when circumstances change such as the emergence of new COVID-19 clusters or an outbreak in a Care Home etc. This is from an infection control as well as advice and enforcement perspective. • Our in-house care continues to receive really positive feedback from our regulator CIW as well as from the residents, family and professional surveys. We have also started to look at a significant care home investment

programme to ensure that the facilities and environment match the standard of care provided.

- Our Development and Investment team have continued to deliver, despite COVID-19, and we are continuing to deliver additional affordable homes and have a clear three-year delivery plan moving forward. This will link with wider corporate and departmental priorities such as Town Centres, Rural Ten Towns and key regeneration projects e.g. Pentre Awel, Tyisha, Brynmefys (Llanelli) and Wauniago House (Carmarthen). We have responded positively and proactively to UK and WG initiatives around resettlement programmes and were the first in Wales to house Afghan families in May 2021.
- Environmental Protection and Business and Consumer Affairs services have continued to deliver in what was a particularly challenging year for public protection. We have had to balance our response to COVID-19 whilst still maintaining core services as COVID-19 restrictions were lifted during the year. This was particularly challenging as expectations and demands increased. We are in a relatively strong position in terms of Food Standards and Hygiene, Animal Health and Proceeds of Crime (POCA). We have also been commended for our work around Financial Exploitation and have had notable successes around illegal dog breeding.
- Our housing management service continues to perform reasonably well (evidenced by the Tenant Survey carried out in the Autumn 2021). We are performing on a par with other housing organisations. We are also reasonably well placed in terms of our approach to the collection of current tenant income and have developed a strong pre-accommodation that helps to sustain tenancies. The team have currently been shortlisted for a national award, in conjunction with the Youth Service, as a result of the innovative approach being taken.
- Whilst we have done really well to respond quickly to the change in homelessness legislation as the result of COVID-19, we need to make sure we make this response sustainable for the long term. Processes and working practices, and performance itself (e.g. Homelessness Prevention PI bottom quartile), need to be reviewed in order that we can fully support those in most need, and staff themselves. The Public Services Own Initiative Report (September 2021) begins to outline some current issues that clearly need addressing. Our new approach and the creation of the Housing “Hwb” is already beginning to see positives.
- Internal Audit reports around procurement of repair works to temporary accommodation/social lettings agency.

Housing Property & Strategic Projects

Within Housing Property & Strategic Projects, COVID-19 significantly impacted on our services as non-essential maintenance was suspended. As a result, there is significant latent maintenance work and a backlog of enquiries which we are currently working through. Response times for essential maintenance that we have been able to undertake has continued to improve, although the average time to respond to non-essential work has worsened. The 4 Tys have also been demolished as a first phase of the physical regeneration of the area. We have now completed an early market engagement process which will input into our selection process for a partner developer and to prepare key sites for development. An Internal Audit report around procurement of repair works

contract management and Welsh Government Enable Funding for Independent Living improvements has been conducted.

Leisure

Many areas within Leisure continue to operate with restrictions including our Outdoor Education offer, Theatres, and Leisure classes in terms of occupancy levels. With many posts kept vacant and numerous staff re-deployed, it has been challenging to re-engineer our services through the multiple phases of lock-down, and as various restrictions were applied and lifted. The operating procedures, safe working practices and risk assessments around every location, activity and customer engagement has had to be re-written multiple times throughout the year, with our focus always being on maintaining public safety and confidence to ensure people return in the long term, and clubs and partner organisations survive and prosper into the future.

We have a very high accreditation for our Library service meeting all targets set by Welsh Government through the 'Welsh Public Library Standards'. Also establishing stronger links across the Communities Department, developing a greater focus on the prevention of ill-health, whilst collectively promoting general well-being and long-term sustainability for the Leisure, Housing, Health and Social Care teams.

From a public health perspective, despite Leisure being a very significant positive contributor to this agenda, we must influence and work in partnership to drive this issue forward with health sector partners. Despite it only being one national metric, around a third of our children and young people are classified as overweight or obese in the County, with the figure being one of the highest in Wales. This area must continue to be a focus for our work to change life-long habits and to intervene as early as we can.

Departmental Actions Moving Forward

Adult Social Care & Commissioning

Operational challenges have made it difficult to find the space and time to strategically plan for the future. Programme of works have been suspended and need to be resurrected.

There has been an increase in complexity and demand and in order to manage demand going forward, we have to ensure that we have a robust prevention strategy to provide advice, information, assistance, early intervention and timely response to those in crisis. This will allow us to, wherever possible, help people to maintain their independence for as long as possible, and prevent unnecessary admissions to hospital and residential care. Person centred practice will be at the heart of everything we do, as well as supporting carers to continue in their caring role. Getting this right must be our key focus for the next financial year. We will:

- develop a 10 Year Strategy for Social Care incorporating Children and Adult Services.
- develop and implement a Digital Transformation Strategy for the department.
- develop and deliver a Workforce Plan to recruit, retain and develop staff to ensure a sustainable workforce for the future.

- ensure we implement the new Domiciliary Framework which effectively addresses the lack of availability of domiciliary/home care to support vulnerable adults.
- re-model and grow a quality, sustainable and efficient in-house Home Care service alongside an effective private and micro enterprise sector.
- develop and implement a Prevention Strategy for Carmarthenshire which will include continuing to work in partnership with Delta Wellbeing in support of our residents.

Homes and Safer Communities

Within Homes and Safer Communities and Housing Property and Strategic Projects we will work to:

- Review of our prevention of homeless, homelessness case work and temporary accommodation services. This needs specific focus as a result of evidence from the re-structuring process, the Ombudsman Own Initiative report and Internal Audit report on procurement of some services. This review will focus on:
 - Working practices and processes; and
 - Improving performance
- Increase focus on Council House Void numbers and turnaround times
- Improve performance around Adaptations and DFG turnaround times
- Review of the New Homes Team to be undertaken February – April 2022
- Achieve the Moving Forward in Carmarthenshire Key Actions for the Division:
 - Review social housing arrangements in Station Road, Llanelli
 - Maintain the Carmarthenshire Home Standard for all Council owned properties
- Develop a pilot project in the Tyisha ward

Leisure Services

Within Leisure Services the following are the priorities:

- **10 Year Leisure Strategy:** The development of a 10-year future direction document for discussion, input, and endorsement by the new political administration for the County in early 2022/23
- **Income and membership/activity recovery:** With the effects of the COVID-19 pandemic changing lifestyles and habits, the service's greatest challenge will be to regain and exceed membership and income to pre-COVID-19 levels. Whilst government hardship funding has helped during periods of restricted opening, our 2022/23 business plan will be fully focussed on this income and engagement recovery process.
- **Capital Projects:** Completion/further development of ongoing capital projects at: Oriel Myrddin; Amman Valley; Abergwili Museum; Parc Howard; Pembrey Country Park; Llyn Llech Owain Country Park; Carmarthen Archives; Pentre Awel; Pendine Attractor and Museum of Land Speed; the National Museum store and 24/7 fitness suite elements of the successful Carmarthen Town Centre Levelling up bid;
- **A new Outdoor Education offer for the County:** Presenting a new model for a County-wide residential and non-residential Outdoor Education offer for comment and endorsement on the back of an asset appraisal of existing

	<p>infrastructure and ongoing COVID-19 related challenges for schools, whilst aligning with the new Donaldson curriculum.</p> <ul style="list-style-type: none"> • Increasing our Social Value: Further developing our work and influence on the health prevention agenda, demonstrating the impact and value of integrated and collaborative working as exemplified by schemes such as the National Exercise Referral scheme (NERS), and Mental Health exercise referral, and how these can mainstream leisure activity whilst reducing costs for core health services. • The following will also underpin all of our work going forward: <ul style="list-style-type: none"> - A Workforce development plan: re-visiting the draft Communities department workforce plan to create specific actions for the division, focussing on recruitment, retention, training, competencies, and coaching, with the aim of growing our own workforce and creating an attractive offer for young people. - Reducing waste and our Carbon Footprint: As part of the County Council's aim to become carbon neutral by 2030, we recognise the significant energy usage footprint that many of our large buildings carry and will continue to work to reduce and offset this footprint. • Developing our online offer: Our ability to broadcast products digitally and to connect sites and services with end users is also becoming more important than ever, including our links into the education and health sectors. This development allows more choice for users on how and where they can engage with our services and improve their well-being.
<p>2 <i>using resources economically, efficiently and effectively;</i></p>	<p>We ensure we are using Resources economically by:</p> <ul style="list-style-type: none"> • budget monitoring • undertaking cost modelling within Commissioning services • monitoring recruitment and retention, fortnightly. • Sickness monitoring, vacancies and waiting lists for assessments and care as part of the recruitment and retention meeting. • holding a robust recruitment marketing campaign for social care is underway to mitigate the short falls within the Department. • investing in new digital IT systems along with Wifi in Care Homes and frontline staff have been provided with electronic devices. <p>We ensure that we are using Resources efficiently by:</p> <ul style="list-style-type: none"> • having robust Performance Management Framework meetings to measure activity and budgets effectively, held on a monthly basis. • Risk management and business plan actions are monitored as part of this process. • produce a Director's Annual Report ensuring a self-assessment of Social Services functions. • have forward work programmes and action plans. • Regular communication within the Department working with our Marketing and Media Colleagues. <p>We ensure that we are using Resources effectively</p> <ul style="list-style-type: none"> • We undertake a consultation for the Welsh Government on Social Services functions and survey residents and service users in Care Homes and Home

	<p>Care under the CIW Regulation and Inspection Act. The residents within the Care Homes rated the overall quality of the service received within care homes as Great (this is calculated through a NPS metric)</p> <ul style="list-style-type: none"> • Within Leisure services we undertake a NPS Customer Satisfaction survey. • We survey 6,000 housing tenants as part of our grant conditions in respect of the Welsh Government MRA application and Grant which has shown that 77% of respondents were satisfied with the Service overall. • We undertake an annual staff survey within the department calculated through a NPS metric and his showed our overall score as Good. • We hold an Improvement Board regarding Housing Needs on a weekly basis. • We have CIW feedback and Wales Audit feedback and locally commissioned audit feedback.
<p>3 governance is effective for securing the above</p>	<p>The following ensure that we govern our services appropriately.</p> <ul style="list-style-type: none"> • We produce a Director’s Annual Report ensuring a self-assessment of Social Services functions which is audited by the Care Inspectorate Wales • We have a Corporate Safeguarding Board regulated by Wales Audit Office and Regional Safeguarding Board is regulated by CIW and Welsh Government where by a governance structure has oversight of policies and procedures. During 2021/22 Internal Audit reviewed Safeguarding in <ul style="list-style-type: none"> ○ Children’s Services – arrangements were found to be acceptable ○ and Adult Services – findings to be concluded • Performance Management Framework and scheduled dedicated Performance focused meetings • Integrated Executive Group along with the Health Board • Trade Union Meetings • Commissioning and Programme Group • Recruitment and Retention • SMT/DMT/CMT/Scrutiny/Full Cabinet/Website • Cabinet Member – Outstanding Team Award – • Supervision/Appraisals / 1 to 1s • Welsh Language Board • Llesiant Delta Wellbeing Board • National Meetings – ADSS Cymru/AWASH/Public Service Board • Regular meeting with Welsh Government, Hywel Dda Health Board and various bodies for relevant services such as Sport Wales for Leisure Services. • Corporate Governance Group • Business Planning and Risk Management • Provide regular reports to Scrutiny and Audit Committee.
<p>Duty to Consult</p>	
<p><i>Consultation on assessment of performance?</i></p>	<p>Regular consultation is undertaken with staff, service users and tenants. We undertake a consultation for the Welsh Government on Social Services functions and survey residents and service users in Care Homes and Home Care under the CIW Regulation and Inspection Act. Within Leisure services they undertake a NPS Customer Satisfaction survey. We regularly survey our tenants within our Housing Division. We monitor compliments and complaints within the department. Monthly meeting with CIW on our statutory function as well as Estyn linked with Children Services.</p>

Department of Education and Children's Services

<p>Duty to Keep Performance Under Review</p>	<p style="text-align: center;">How well are we doing and how do we know?</p> <p style="text-align: center;">How can we do better? (see bullet points)</p>
<p>Performance Requirements</p>	
<p>1. <i>exercising functions effectively</i></p>	<p>How well are we doing and how do we know?</p> <p>The Department's vision, priorities and Business Plan is co-constructed by a purposeful coalition of officers and headteachers and is usefully shared and debated with stakeholders e.g. Scrutiny Committee, Headteacher Groups, through staff and Governor briefings. We strive to ensure a golden thread through our business planning processes at all levels of our corporate 'wedding cake'.</p> <p>CCC has a well-established annual business cycle. Initiated every Autumn, it is drafted in deference to corporate priorities and departmental self-evaluation, ensuring a bottom up and top-down dynamic. Links to the budgetary process are made early on and the finalised version is subject to elected member scrutiny. Longer term planning is conditioned by the departmental plan to 2032 and is helpfully arranged under 20 specific 'purpose pieces'.</p> <p>The Department's Performance and Information Officer provides valuable assistance in ensuring that the Business Plan is aligned with corporate priorities and service level performance metrics. Quarterly reporting (PIMS system) ensures that officers are held to account in terms of progress and quality of service delivery with respect to priorities.</p> <p>Scrutiny reports are insightful and comprehensive and are effectively challenged, promoting active debate.</p> <p>A biennial Headteacher questionnaire provides important feedback and constructive suggestions for adapting and developing future service delivery. Pupils and parents are also consulted, and all information is cross-referenced and triangulated against corporate priorities, against information gleaned from focus groups such as several Head Teacher fora, unions, and officer staff groups. A notable feature of departmental structure are the eight Strategic Focus Groups:</p> <ul style="list-style-type: none"> • Teaching and Learning; • Leadership; • Sustainable Communities for Learning; • Cymraeg; • Well-being; • Digital Learning; • Supporting Vulnerable Learners Group; • Children and Families; <p>which provide important opportunities to implement key issues for schools. These groups are making a sound and evolving impact in terms of delivering on important issues identified at school level by Heads and the school improvement team, whilst</p>

also keeping an eye out for strategic developments at county, regional, national, and international levels.

Improvement planning is developing well and is currently focussed on arriving at a smaller number of key priorities. The Departmental data unit is being bolstered with a couple of important new posts to enhance our analysis and interpretation of data trends over time.

The Performance Information Management System (PIMS) is well established. SMART targets are monitored quarterly and require both qualitative and quantitative updates.

The Department's COVID-19 response is considered very laudable and has been praised by regulators. A Continuity of Learning plan was quickly put in place and enacted. Resources to support care hubs and well-being in schools was supplemented by external input from Prof. Barry Carpenter. In addition, the recovery curriculum, and the imperative to support vulnerable pupils' teaching and learning was assisted by Prof. Lee Elliot Major. Weekly (and sometimes daily) Health & Safety briefings provided vital support, which was augmented by weekly drop-in sessions on various topics pertaining to emergency response.

Each member of staff is afforded an annual Appraisal. These are structured opportunities to consider what is going well and whether there are any constraints or blockages with aspects of service delivery. The 'Recognise, Grow, Together' approach focusses on strengths and helps service areas to grow by exploring what has been done well and how people can work together to achieve our ideas.

Scrutiny is well-established in CCC and has been referenced above. There are opportunities for Heads of Service to meet our Portfolio holder. All main policy directives enter the corporate process and are discussed at DMT, CMT, Pre-Cabinet and cabinet with a number progressing to Scrutiny and full Council.

2012 inspection areas for development

Estyn thematic reports are tallied on a spreadsheet and are all assigned to the relevant strategic Group for implementation. Other regulators influence business planning in a very positive manner such as aspects of Children's Services and the Youth Justice Board.

There are demonstrable improvements to service delivery. The YSS has developed very well over the last five years as testified by now achieving a range of external rewards and earning national recognition. Similarly, the behaviour and engagement service has developed well.

Complaints and compliments are considered at DMT on a quarterly basis and the annual report is acted upon promptly. These reports are often insightful and prompt definitive action.

Service reviews have been completed for DMT with 3rd tier managers invited in to discuss performance.

There is a comprehensive Self Evaluation Report process which included 2 away days during summer 2022 and an on-going review and evaluation process.

Pupil Admissions – all statutory targets met and currently facilitating applications for

	<p>refugees along with all other admission applications to schools.</p> <p>School Organisation Code – All changes to schools that require a statutory consultation process under the School Organisation Code have been completed in line with the Code’s requirements.</p> <p>School Catering have adapted well to new ways of working and have continued to provide a hot meal service in all schools. The service continues to put food safety and allergens compliance as a high priority.</p> <p>How can we do better?</p> <ul style="list-style-type: none"> • We are currently undertaking a review of department Business Planning and Monitoring processes, one recommendation being to produce Business Plans in line with our Strategic Focus Groups rather than Divisional Business Plans. • Our Service Reviews state how each service can improve (too many examples to list) and we are using this list to inform our next round of Business Plans.
<p>2. using resources economically, efficiently and effectively;</p>	<p>How well are we doing and how do we know?</p> <p>The Council’s allocation of resources reflects the priority afforded to education services. The local authority spends above the indicator-based assessment for education services and has increased and protected schools’ budgets against a backdrop of financial pressures across the council. The local authority also has a significant capital programme in relation to schools both in terms of new school builds and investment in its existing schools’ estate. In 2021/22 Carmarthenshire delegated 87.9% of the education budget (excluding school transport) to schools which was above the Welsh average of 87.3%.</p> <p>The authority has a comprehensive range of service level agreements in place with nearly all schools buying in to all the SLAs.</p> <p>For the last 5 years the County Council has protected schools’ budgets and have not required schools to make efficiency savings.</p> <p>Over the last few years growth funding has been allocated to address pressures within schools. The local authority has established task and finish groups involving schools’ representatives to consider key pressures and how the formula can be adapted and growth funding utilised. For example, in 2022/23, following consultation with our Headteachers, supplementary funding in addition to honouring pay awards and inflation, £500k was allocated to support well-being and behaviour in our Secondary Schools, £500k to support ALN in primary schools, and £1 million into primary school formula funding to support the cost of maintaining current provision.</p> <p>The review of our investment programme in schools is expected to provide cabinet with advice and recommendations to address the budget pressures and challenges of provision in primary schools.</p> <p>The authority is aware of current financial risks and those on the horizon. They recognise that it will be necessary to respond to increasing challenges, including potential increases in costs relating to staff pay and pensions, energy and transport. Additional funding has been provided to schools on a regular basis to reflect demands. The Schools’ Formula Funding is regularly reviewed to ensure that the formula remains appropriate, given the changes in the provision of education services and the contextual challenges of individual schools. Adaptations have been made to address emerging pressures and new priorities e.g. review of ALN funding.</p>

The School Budget Forum, which is representative of the different sectors, has constructive discussions and helps inform decisions in regard to allocating resources. The local authority has arrangements in place to work with the schools in deficit and has intervened appropriately. Over the last few years, the number of schools in a deficit position has reduced from 47 in 2019 to 20 in 2022. Reserves have moved from a deficit £1.9m position in 2019 to £15.2m surplus in 2022. This is due to a robust process of holding schools to account, additional funding awarded to schools from the corporate budget and additional WG funding.

A significant amount of work has gone into understanding the current and projected financial position of Carmarthenshire schools.

During 2021/22:

- aggregate primary school balances increased by £3.2m (approximately 5% of formula funding),
- 19 primary schools had 'in-year' deficit of which 13 of these had 80 or fewer pupils, with an average overspend of 13% in year.

2022/23:

- 13 of the 20 schools (65%) which require a licenced deficit have below 80 pupils.
- The average licenced deficit forecast for these schools is 32% of their formula funding.

Schools have taken advantage of significant additional grant funding released during the pandemic. This has impacted positively on many school budgets this year and into next year:

- Additional Grant funding from Welsh Government, both during the year (e.g. Additional Learning, RRRS) as well as specific grants late in the financial year (e.g. ALN COVID-19 received in February, Caretaking & Cleaning grant funding)
- Reduced activities normally funding from non-capitation budgets e.g. school trips
- COVID-19 related absence cover have been claimable from Welsh Government hardship fund.

The authority has received appropriate plans from schools indicating how they will address deficits and use the additional balances.

The substantial grant funding received from Welsh Government and additional COVID-19 related funding has been welcomed and has been delegated to schools whilst also funding some core school improvement support services. Funding allocated to Partneriaeth, the regional consortium, is allocated to whomever is best placed to meet the grant conditions i.e. Partneriaeth or Local Authority. There are robust monitoring systems in place and regular internal audit of systems, processes and expenditure to ensure that the funding is used effectively to support learners. The Local Authority supports schools in securing external funding e.g. Taith and have taken advantage of European funding to provide support for vulnerable learners. The Youth Support Services have accessed substantial ESF funding to provide bespoke solutions to support young people and reduce NEETS.

The County Council secured substantial Welsh Government funding to support schools to address COVID-19 challenges. To enable schools to focus on teaching and learning key grants such as RRRS were delegated to schools whilst the County Council took the strategic decision to manage centrally key provisions such as additional cleaning, PPE and TTP.

	<p>Schools are well supported to maximise income generation and the Schools' TIC Officer has helped reduce costs and share best practice. The School Development Fund was introduced in 2018 and has provided seed funding for schools to implement value for money proposals.</p> <p>The local authority compares its costs and outcomes with those of other similar authorities, however comparisons are difficult due to issues such as number of schools, rurality, language and pupil numbers.</p> <p><u>We provide the Lead Officer role for the delivery of the procured Independent School and Community-Based Counselling Service to ensure service delivery maximises access and outcomes for children and young people experiencing emotional distress who want to seek support from an independent counsellor.</u></p> <p>Efficiency</p> <p>Realising the benefits of collaborative and partnership working, Carmarthenshire was instrumental in establishing Partneriaeth to provide services to schools across the new region. During Summer 2022 Estyn undertook a focus piece of work on the new regional arrangement noting</p> <p>Partneriaeth has a robust, transparent governance structure led by a Joint Committee consisting of the Leader of each County Council and Cabinet Members for Education. There are SLAs with councils to provide key services e.g. Finance, HR, Legal. The Strategic Boards support the JC to ensure that the regional service meets Local Authority requirements. A regular LA/Partneriaeth Quality Assurance Meeting allows Carmarthenshire officers to discuss local issues and challenges and address any concerns. Partneriaeth is audited via an SLA with Pembrokeshire County Council. Carmarthenshire work with a range of other local authorities/partners on a range of initiatives. Carmarthenshire, along with Swansea and Pembrokeshire established Partneriaeth, a new regional school improvement consortium to provide professional development opportunities for our schools.</p> <p>Across other service areas we work with partners in the South West and Mid Wales region ensuring best value for money and sharing effective practice e.g. CYSUR-Mid & West Wales Safeguarding Board Safeguarding children and ALN Transformation work.</p>
<p>3 <i>governance is effective for securing the above</i></p>	<p>How well are we doing and how do we know?</p> <p>Scrutiny Committee Safeguarding Board Admissions Forum – meets on a regular basis to oversee school admissions process to scrutinise admissions arrangements Corporate Programme and Project Governance Boards (e.g .MECP)</p> <p>How can we do better?</p> <ul style="list-style-type: none"> • Stronger communications with schools so that they understand their role in the admissions process.
<p>Duty to Consult</p>	
<p><i>Is there any consultation on your assessment of performance?</i></p>	<p>The department endeavours to consult with stakeholders through a variety of consultations. Some of these processes were disrupted during the period of the pandemic but as schools and Departmental services returned to a more normal way of working these processes have returned.</p> <p>As the end of summer term approached, we conducted separate surveys with Headteachers, pupils and parents to ascertain their views on the services we offer</p>

through schools and other departmental services, which in turn are reflected in our Service Evaluation Report.

Estyn carried out a number of school inspections throughout the academic year and their recommendations are taken on by the schools governing body and the School Improvement Team as part of their workplan.

Estyn Local Authority Link Inspector (LALI) virtual visits are conducted throughout the year, which gives Inspectors an opportunity to focus on current priorities, for example Self-evaluation and future priorities for improvement. There's also an opportunity for the LA to share any current issues. Likewise, Estyn can discuss inspection developments with school leaders. The link inspector can help us reflect on and refine their strengths and areas for improvement.

The Department has a rolling Programme of Internal Audit Reports, whereby Service Managers produce a report on their areas of responsibility and are invited to attend a DMT meeting which reviews and challenges the report. If deemed necessary the reports are forwarded to corporate committees, CMT, Pre-Cabinet, Scrutiny, etc, for further examination.



In November 2021, Care Inspectorate Wales published its Assurance Check 2021 letter on Carmarthenshire County Council

[211104-carmarthenshire-en.pdf \(careinspectorate.wales\)](#)

This was a very positive report

Children's Social Care Assurances

- *Approachable and supportive leaders*
- *Culture of co-production and personal outcomes being developed with people*
- *Clarity in operational methodology*
- *Strong multi-agency cooperation*
- *Positive integrated approach to a culture of prevention through joint working*
- *Low CLA population*
- *Makes a positive contribution to the well-being of people in the pandemic period*

Children's Social Care Risks - CIW identified no significant areas of risk:

The Assurance Check identified inconsistency for some care leavers in relation to their PAs

Next Steps *CIW identified strengths and areas for priority improvement and will review the progress of these areas through performance evaluation review meetings with the heads of service and director.*

CIW expect the areas of improvement identified to be included in the local authority's improvement plans.

Children's Education Assurances

- Leaders have a good understanding of issues in the authority including around schools causing concern
- Leaders maintained the good communication between departments throughout the pandemic to ensure that support for schools and other providers was available quickly
- A substantial number of primary schools have been removed from Estyn Review.
- Pre-inspection reports show that the authority generally knows its schools well
- LA is proactive in increasing Welsh medium provision in the primary sector

- LA officers appear to have suitable plans in place to deal with the issues regarding leadership of smaller schools, for example by federating or merging them
- The authority has supported schools and providers to understand and embed the new ALN act
- Effective scrutiny arrangements

Concerns

- There are a very few primary schools in a statutory category.
- With the local authority leaving ERW, there is uncertainty over some arrangements with Partneriaeth
- Recruiting headteachers to lead a few primary schools is causing concern
- Although the overall, the number of pupils who did not progress from year 10 to 11 in Carmarthenshire is slightly below the national average for the last two years, the rates of pupils who cannot be matched to a destination are high in a minority of schools over the last two years.
- Budget balances in schools

Environment Department

<p>Duty to Keep Performance Under Review</p>	<p style="text-align: center;">How well are we doing and how do we know?</p> <p style="text-align: center;">How can we do better? (see bullet points)</p>
<p>Performance Requirements</p>	
<p><i>1 exercising functions effectively</i></p>	<p>Place and Sustainability The Planning service was subject of an Audit Wales review in 2021/22 that found significant and long-standing performance issues in the planning service that needed to be urgently addressed to help support delivery of the Council’s ambitions. <i>The Council considered the findings and recommendations and prepared a detailed response and action plan which looks to address the issues identified.</i> There has been a turnaround in % planning applications determined in time.</p> <p>Net Zero Carbon - the Council declare a climate emergency and was the first in Wales to publish an Action Plan. Internal Audit reviews of Net Zero Carbon found High level systems and controls in place.</p> <p>Waste Waste was subject of an Audit Wales review in 2021/22 <i>It found that the Council has met its statutory recycling targets and has recently drafted a strategy to make its waste service more sustainable, but it has not finalised the strategy or got a clear plan for dealing with the large number of fly-tipping incidents in the county.</i> 8 recommendations have been addressed. <i>The Waste Strategy has now been approved. There needs to be a clear action focused plan on the agreed steps to recover county rates to 65% and then the steps to get to 70%.</i> Fly-tipping clearing performance is back to pre-COVID-19 levels despite a 33% increase in the number of incidents cleared.</p> <p>Highways and Transportation The Division produces an Annual Highways Asset Management Plan that</p>

	<p>is reported to Scrutiny. There is not a lot of Performance information available.</p> <p>Service Improvement We have successfully implemented a hub within Place & Sustainability to support the Development Management and Enforcement Officers. The collaboration between Cleaning Services and Education has been pivotal for Cleaning Service and Property Services in relation to COVID-19, PPE and Maintenance.</p> <p>How can we do better?</p> <ul style="list-style-type: none"> • Improve Business Planning • Improve SMART action planning and Performance Indicator suites • Introduce better data driven decision making • Improve access and use of performance dashboards • Prioritise improvement areas based on evidence • Ensure more integrating reporting of performance at department and corporate levels.
<p>2. <i>using resources economically, efficiently and effectively.</i></p>	<p><u>Economically</u></p> <ul style="list-style-type: none"> • The department has adapted to many years of budget reductions whilst maintaining services. • The Revenue Budget strategy is consulted on every year with Scrutiny. <p><u>Efficiency</u></p> <ul style="list-style-type: none"> • The department has strengthened its business planning and extending its PI suites. • The department is monitoring both departmental and divisional business plan content • The Director has increased the service challenge processes within the department. • Revenue and Capital Budgets are monitored by Scrutiny every quarter of the year. <p><u>Effectively</u></p> <ul style="list-style-type: none"> • 4,034 residents participated in engagement on the new waste strategy • Consultation on various schemes e.g. Sandy Road corridor 334 participants • Internal Audit of Ash Dieback, Departmental Expenditure, Flood Defence & Coastal Protection were found to be acceptable. <p>How can we do better?</p> <p><u>Economically</u></p> <ul style="list-style-type: none"> • There is a need to make better use of data and intelligence to help inform future workforce development requirements. Ensure that the service is able to further respond to the on-going recruitment and retention challenges especially within some of areas that compete with the private sector such as Planning, Property Design. <p><u>Efficiently</u></p> <ul style="list-style-type: none"> • The lack of identified capacity within the Department to support change and transformation objectives has been highlighted as a

	<p>significant area for us to focus upon, and this has the potential to impact on its ability to progress a number of key priorities such as service improvements that are critical moving forward.</p> <ul style="list-style-type: none"> • The Department will be reviewing its Performance Monitoring arrangements to ensure they align with the new Corporate Performance Monitoring Framework to establish a full picture of both Strategic and Operational performance. • We will develop and establish Outcome focused measures and Performance Indicators to support service improvement and identify gaps in our monitoring arrangements. <p><u>Effectively</u></p> <ul style="list-style-type: none"> • Development of our web content is key for our department moving forward. Our aim is improving the information available and to develop further web forms which integrate with back-office systems to eradicate the need for manual input and paper applications. We aim to add electronic payments to as many of our application processes and an end-to-end process where the customer receives updates on their enquiry/order/report as it progresses. We have identified some areas of web development that will be key to improving customer satisfaction and reducing failure demand such as planning applications.
<p>3. <i>governance is effective for securing the above</i></p>	<p>How well are we doing and how do we know?</p> <ul style="list-style-type: none"> • Revenue and Capital Budgets are reported quarterly to Scrutiny Committee • Departmental Business Plans are produced and reviewed every year. They are submitted to various scrutiny committees. • All outcomes are monitored through quarterly reports to DMT and Scrutiny committee. <p>The Governance and Audit Committee is a key component of Corporate Governance, providing a source of assurance about the Authority's arrangements for managing risk, maintaining an effective control environment, and reporting on financial as well as non-financial performance.</p> <p>The Authority has a Risk Management Steering Group which reports directly to Cabinet, Governance and Audit Committee and Chief Officers Team (CMT). The Risk Management Steering Group examines how Risk Management can be developed and ensures that Risk Management is embedded in decision making throughout the organisation. The Group meet quarterly and is supported by the work of its Subgroups i.e. Property & Liability Risks, Motor Fleet Risks and Contingency Planning Subgroups. TIC's December 2021 review concluded that <i>'The Terms of Reference of the Risk Management Steering Groups and its various sub-groups have recently been reviewed. This will allow the Strategic Group to adopt more of a strategic approach to its consideration of risk management issues, such as undertaking regular reviews of the Corporate Risk Register.'</i> The Steering Group's role in allocating the £250k of risk management funding could be strengthened by introducing clearer criteria for how this funding</p>

	<p>is prioritised and spent on annual basis</p> <p><u>Cabinet Advisory Panels</u></p> <ul style="list-style-type: none"> • Development of the Local Development Plan –To take political ownership of the LDP and ensure that the LDP process is managed in accordance with the Development Agreement. • Cross Party Advisory Panel on Climate Change – to be established. <p>How can we do better?</p> <ul style="list-style-type: none"> • Restructure to improve governance and compliance
Duty to Consult	
<i>Is there any consultation on your assessment of performance?</i>	<p><u>Highways and Transportation</u></p> <ul style="list-style-type: none"> • Our design teams work with a range of key clients and ensuring their designs meet the needs of clients and service users is a fundamental requirement. • Public engagement is a cornerstone of the development of our engineering projects. Developing schemes for highway improvements and traffic management changes involve public consultation. • Involving local communities and engaging with members of the public for Traffic Regulation Orders which change speed limits, alter parking provision or traffic management is a statutory duty which we undertake and manage on a significant scale. • The Division works closely with Town and Community Councils on a range of issues including the management of public lighting, the recent introduction of LED lighting, key consultation of traffic and highway improvements, development of PROW maintenance and management, and Traffic Regulation Orders for speed limit, parking and other traffic management improvements. • The Division actively support the promotion of events our partner organisations bring forward to promote places, activities and events in the County such as the Tour of Britain, Llanelli Pride, Christmas Markets and this also includes free parking offers. • The County Council is a partner in both the Llanelli and Carmarthen BID providing financial support and partnership working with a range of stakeholders and businesses. • The Division works with volunteer groups on issues such as the maintenance of Public Rights of Way in conjunction with Ramblers ‘Paths to Well-being’ officers were initiated • Our Passenger Transport Team continues to consult with service users and stakeholders and work regionally with Welsh Government/TfW and neighbouring Authorities to understand demand for public transport services in a changing post COVID-19 environment.

- Our Transport Planning Team also promote School Travel Plans in our schools to involve pupils in participating and encouraging health travel patterns and our Road Safety Teams reinforce this with kerbcraft and cycle training.
- During the COVID-19 pandemic the Highways & Transport Division introduced public realm changes to support the town centre recovery and undertook a widespread consultation exercise which had comments from 52 businesses and 286 members of the public which were incorporated within a review of measures

Place and Sustainability

- Facilitation of Carmarthenshire Nature Partnership
- Intelligence gathered by planning hwb can identify service improvements.
- Full public and focused consultation undertaken during the preparation of the LDP and other policy documents and planning interventions such as LDOs.
- Key stakeholder and other forums (including viability/developer forum).
- Facilitate, participate and lead on local, regional and national thematic groups.
- Establishment of schools climate action consultation group and implementation of the manifesto for NZC.
- Opportunities provided for the residents to engage with us during the process of a planning application.

Waste

- Our budget consultation work has been identified as best practice in Wales and we are building on this. We will be further developing the Council's consultation and engagement approaches during 2021.
- Our Consultation and Engagement on the Future Waste Strategy had over 4,000 responses and directly shaped our future service design.
- Recycling Participation Surveys (door to door) to recommence by Community Recycling Team once Covid- 19 restrictions allow with a view to increasing participation in the various recycling schemes. Outcomes to be incorporated into future waste services delivery.

Property Maintenance

- We consult on a regular basis with our internal customers. Consultation can include building maintenance, compliance and condition of buildings, and property design.

Service Development

- We are the lead support for Integrated Impact Assessments within our department, however we have limited resources.

The Council's response to the COVID-19 pandemic – unplanned transformation

In March 2020, Carmarthenshire County Council was about to enter one of the most challenging periods ever faced by local government. The impact of the worldwide COVID-19 pandemic presented a unique set of challenges for the whole country, and there was an acceptance that Councils would need to be at the heart of the local response to the crisis.

When in July 2020, the Council began to emerge from the immediate period of the crisis, there was a recognition that 'things would never quite be the same' and that we were already not the same organisation that we had been only five months earlier.

The Council was keen therefore to capture the learning from its response to the pandemic; what worked well/didn't work so well, and how this could potentially change 'what we do' and 'how we do', it in the future.

The emergence of the COVID-19 crisis meant that services had to adapt quickly to put in place alternative delivery arrangements for users and staff to ensure continuity of provision. This often required innovative and creative thinking and a multi-team approach to be adopted between services within the Council and with other public sector partners, and this experience can only benefit the way that we shape and deliver our services moving forward. Services have also demonstrated themselves to be extremely resilient and are now armed with more robust service continuity plans and a more mature approach to risk - this means that they can move with greater confidence and ambition in seeking ways of developing more purposeful services.

The move to more remote working and less reliance on face-to-face meetings and paper-based processes, alongside changing customer expectations and demands, will provide an opportunity for the Council to consider the type of services that it provides in future and how it delivers them. The pandemic may also have changed customer expectations of 'how' and 'when' they access services, and therefore the Council may need to consider adopting more flexible service delivery models e.g., 7 day/ 24 hr working.

However, there will also be a need to ensure that services continue to respond to customer needs and expectations. Alternative delivery models put in place as part of a response to a pandemic may not be what the customer wants during more normal circumstances. Co-production therefore should be a central feature of the Council's approach to reviewing and re-designing its services moving forward.

This is also now an opportunity to re-set or go back to basics in using some core principles that underpin service delivery. We do not always have to have extensive service remodelling or to spend significant amounts of money to deliver better services. Simple behavioural and process changes around the way we treat customers can result in dramatic improvements in service provision – it doesn't always require a big investment in staff and systems to achieve this.

The benefits of having a more flexible, dynamic, empowered workforce will now be equally as important to support our transformation programme, and to help the Council achieve its wider aims and objectives. The likelihood is that our staff recruitment challenges are likely to be with us for at least the medium term, and therefore there will need to be a greater focus on the development and retention of staff, which will be a priority of our Workforce Strategy moving forward. The Council is seeking to develop a more sustainable approach to meet its future workforce needs by adopting a 'grow your own' strategy. The Council is currently about to launch its 'Future Workforce' programme which will seek to increase graduate, apprenticeship and work experience opportunities.

There also needs to a considerable focus on the well-being agenda moving forward, including developing a sustainable approach to remote working and re-connecting the organisation to a whole generation of new starters who will have not met their colleagues at all on a face-to-face basis.

The following emerging priorities have been identified for the next phase of the Council's transformational journey

Emerging Priority	Transformation Aims
People	To oversee the development of a Workforce Strategy and delivery of key workforce priorities to enable the Council to become a more modern and responsive organisation and an 'Employer of Choice'.
Service Design & Improvement	To provide for a more sustainable and creative approach to the review, remodelling and improvement of Council services
Efficiencies and Value for Money	To continue to deliver financial savings through efficiencies or cost reductions and smarter ways of working.
Income & Commercialisation	To develop a more commercial approach to the delivery of Council services with a view to increasing the level of income generated.
Customers & Digital Transformation	To continue to make better use of technology to deliver smarter, efficient service processes and to deliver a better experience for customers
Buildings	To exploit the opportunities presented by a move to hybrid working to further rationalise the Council's accommodation portfolio and to modernise and improve the working environment within the remaining core buildings.
Net Zero Carbon	To support the Council in delivering transformational change in support of key NZC targets
Schools	To assist schools in identifying cost reductions and better ways of working and support the development of more sustainable school budgets and help protect front line academic provision.

Consultation on Performance Requirements

We consulted on our performance as a Council with residents, businesses, staff and Trade Unions. It is important that our self-assessment of performance is as realistic as possible and that we do not 'mark our own papers' but triangulate our assessment between performance data, regulatory findings and our customers views. The consultation periods on the surveys is now closed and responses are currently being analysed and will be reported in due course with proposals for improvement from the findings in order to influence our development work in terms of future business planning and organisational improvement.

Staff Consultation

The survey took place during the period from 27 June 2022 to 5 August 2022 and a total of 1,733 responses were received which equates to 22% of Carmarthenshire County Council staff.

In undertaking this survey staff were asked a series of 11 statements in direct relation to the Council's performance. These were worded in a way in which the respondent answered these questions from the perspective of their service area rather than the organisation as a whole.

Findings will be reported in due course.

Residents Consultation

The survey took place during the period from 23 June 2022 to 5 August 2022 and a total of 2,195 responses were received. In undertaking this survey residents were asked a series of 5 statements in direct relation to the Council's performance.

Findings will be reported in due course.

Business Consultation

The survey took place during the period from 26 August to 30 September and a total of 36 responses were received. In undertaking this business owners were asked a series of 8 statements in direct relation to the Council's performance.

Findings will be reported in due course.

Trade Unions

The survey took place during the period from 12 August to 23 September and a total of 5 responses were received.

A series of five statements were posed with a focus on the way that the Council uses its resources, its services and governance.

Findings will be reported in due course.



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



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



Tel: **01267 234567**
Email: **performance@carmarthenshire.gov.uk**



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

DETAILED PROGRESS COMMITMENTS AND TARGETS



Well-being Objective 1

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Supporting families			
We will implement & monitor the Corporate Parenting Strategy via Corporate Parenting Panel, ensuring the council fulfils its Corporate Parenting role & that our looked after children & care leavers have the opportunity to reach their full potential. (Ref 15001) MF5-40	✓	Corporate Parenting Panel has resumed meeting virtually since Nov 21. All Looked After children and care leavers have continued to be supported via the childcare teams and corporate parenting service. A number of care leavers are studying in colleges and universities and others participating in training. Outcomes are also monitored via the Multi-Agency Care Management Meetings (MALAC) and CYSUR Audit and Evaluation meetings that have continued to take place regularly to ensure the council fulfils its corporate parenting role and progress monitored as part of the corporate parenting strategy. Whilst the pandemic created challenges for children's services during 2021/22 outcomes being achieved for LAC and care leavers has remained very positive.	E&C
We will ensure the Council fully responds and delivers the Childcare Offer of 30 hours of free education and care for working parents in line with Welsh Government guidance. (Ref 15002) MF5-41	✓	Promotion of the Childcare Offer has continued with vigorous and multi-media advertising. During 2021/22 the number of enquiries to the webpage was 463, with 12,168 hits to the webpage. On average 500-600 children accessed the childcare offer each month during 2021/22. The new national digital service is planned to be rolled-out nationally in January 2023. Carmarthenshire is participating in a small pilot working with Ceredigion commencing September 2022.	E&C
We will continue to develop the Flying Start programme, reflecting the impact of COVID-19, promoting early intervention for disadvantaged families with children (0-3) living in specific deprived communities, ensuring good multi agency support to families. (Ref 15003) MF5-82	✓	Collaborative work has continued within Flying Start providing a holistic approach to communicate and engage with families, sharing ideas and resources. The Flying Start App has been integral in engaging families, keeping them informed and providing vital information. We have used mobile data devices to help families unable to download the app. The FS team met with WG to evaluate the success of the App, especially during COVID, with an aim of it being rolled out to other LA's. Challenges have continued due to ongoing Covid restrictions and lack of access to suitable venues for face-to-face delivery. Staffing issues due to covid and vacancies have also made it difficult to run full services. Language and Play (LAP) services have worked closely with the advisory teacher and educational psychologist has enabled them to offer bespoke support to individual childcare settings to support children's developing communication skills.	E&C

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We will continue to transform children's social work practice through a Relationship Based approach that incorporates systemic thinking and the principles of Signs of Safety. (Ref 15004)	✓	This approach is embedded in all childcare teams. Contributions from adult services has also offered a different perspective and contribution to action plans. Pod discussions are now taking place face-to-face again and staff value this peer support. Mandatory sessions for adult and children's social workers in their first year of practice will include systemic practice enabling workers the opportunity to develop their knowledge and skills in this area. Over 20 managers and senior social workers have also undertaken Foundation level training during 2021/22. In collaboration with 'Collective Space' practitioners have developed a training package which will be delivered on a regular basis in future in addition to more specialist risk assessment training.	E&C
We will continue effective management oversight and challenge of Assessments and Care and Support plans to ensure they are outcome focused, evidencing the voice of the child, and reflect the underpinning principles of the Social Services and Well-being Act (SSWBA) (Ref 15005)	✓	Assessments are audited monthly by senior managers and there continues to be good evidence of collaborative work with children, parents, and extended family via Family network meetings to develop care and support and safety plans. Feedback is given to practitioners on examples of good practice and areas for improvement. Covid restrictions, staff absence/sickness, recruitment difficulties as well as an increase in referrals to the department have all been additional challenges this year.	E&C
We will ensure the regional threshold and multi-agency child protection arrangements are working effectively. (Ref 15006)	✓	We have continued to follow regional threshold and multi-agency child protection arrangements ensuring early intervention and utilisation of preventative services to reduce the need for statutory involvement wherever possible. A regional development day was held in May where staff had the opportunity to consider guidance and share good practice across the region to ensure consistency. It enabled reflection and provided assurance that arrangements are working effectively across the region.	E&C
We continue to work towards addressing the childcare gaps identified in our Childcare Sufficiency Assessment (2017-22) whilst taking into account the impact of Covid-19 in order to ensure that the LA fulfils its statutory childcare sufficiency duty, and local parents/carers are supported to balance their working and caring responsibilities. (Ref 15009)	✓	Despite continued difficulties due to Covid-19 on-going support for prospective and existing childminders has been provided on an individual basis and via smaller groups. Eight childminder briefings have been delivered with 10 attendees to date. There have been six new registrations this year and another two imminent. There have been 10 de-registrations. Currently we have 101 registered childminders with a total of 779 childcare places. Significant grants from WG went towards the 'Summer of Fun' and 'Winter of Wellbeing' to support children and families as part of the covid recovery. Approx. 15,000 children and young people have benefitted from these free activities across the county from 0-25 year olds.	E&C
We will continue to extend and refine the Team Around the Family (TAF) approach across the county for 0-25 year olds, and will improve the interface between TAF, School Attendance and Safeguarding and focus on Elected Home Educated (EHE) children. (Ref 15013)	✓	Team Around the Family (TAF) are continuing to re-shape their service to meet future need. The TAF-in-Schools team has been amalgamated with the TAF Central team as part of the reshaping TAF to be a more efficient, place based, and community focused organisation. TAF are continuing developing links with the third sector, and work closely with	E&C

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		schools, Safeguarding and Attendance and Early Help team as part of the behaviour support agenda. The team have operated at a much reduced capacity (less than 50%) to meet the needs of families primarily through digital means. The first peer parent support group is in the early stages of development going forward into 2022/23.	
We will work in partnership with the Inclusion Service to develop the 'local offer' of support for disabled/autistic children and young people and their families. This will include the piloting of a proactive provision of information, advice and assistance to families. <i>(Ref 15014)</i>	✓	Work has been undertaken within our Early help team to develop a web based local offer of support. Joint discussions and decisions with Inclusion and web designers has taken place and work is near completion. It can be built upon and amended over time, working together to ensure important information, advice and guidance is included, plus sign-posting for specific services.	E&C
% of child assessments completed within statutory timescales <i>(PAM/028 - CH/006a/012)</i> 2020/21 Result - 93.6% (3,591÷3,835) 2021/22 Target - 93.9%	✗	Off Target and declined 2021/22 Result - 90.2% (3,876/4,298). The increase in referrals coupled with staff absence and COVID restrictions have increased pressures on the assessment teams that carry out the majority of the Assessments of Care and Support, undertaken through a combination of face to face and remote visits. A monthly sample audit of assessments has continued with feedback to practitioners on examples of good practice and areas for improvement. There continues to be good evidence in assessments of the views of children. As part of the assessment process social workers are speaking to both parents whether they are involved or not daily with the care of their child. Increasingly, assessments refer to the contribution that a family network meeting has made to the assessment in terms of identifying sources of support or family/friends who have devised a safety plan with the parent. Timescales are calculated at Authorised Date by senior managers; therefore, it is imperative that assessments are approved as soon as possible.	E&C
The average number of days a child is on the Child Protection Register. <i>(CH/035/036)</i> 2020/21 Result - 221.0 days (23,427÷106) 2021/22 Target – 237.7days	✗	Off Target and declined 2021/22 Result – 280.3 days (34,198/122). Recent times have proved very challenging due to the COVID pandemic. Families have faced difficulties in relation to safeguarding issues when under lockdown and having to adhere to restrictions. As a result, some children may have remained on the Child Protection Register for a longer period of time to ensure their safety under demanding circumstances. De-registrations are subject to multi-disciplinary case conferences. Limitations on staff undertaking direct visits during the year have also existed. Increased use of IT equipment and PPE have assisted staff to manage and undertake work to the best of their ability in line with Welsh Government guidance. We continue to use preventative services to reduce the number of children being subject to child protection plans. Prevention is key to practice. The childcare teams are supported in this work by the	E&C

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
	✗	Family Intervention Service, Integrated Family Support and Edge of Care Teams with intensive packages of support implemented in a variety of ways to keep children safe. Support services are offered to maintain safe care for children at home together with the emotional health and well-being team who provide psychological support to children working with childcare teams across Carmarthenshire. Systemic and Signs of Safety practices are in place.	
<p>% of children in care with 3 or more placements in the year. (PAM/029 - CH/043)</p> <p>2020/21 Result - 4.7% (7÷148 x 100)</p> <p>2021/22 Target - 7.9%</p>	✓	<p>On Target and Declined</p> <p>2020/21 Result - 6.6% (11/ 167).</p> <p>Of the 167 children looked as 31st March 2022, 11 children experienced 3 or more placement moves. This is a slightly higher result than last year of 4.7% with 7 of the 148 looked after children experiencing 3 or more placements. We continued to focus on maintaining placement stability with good placement support being offered across the service to achieve this.</p>	E&C
<p>The number of children re-registered on the Child Protection Register within 12 months. (CH/024)</p> <p>2020/21 Result - 11.4% (12÷105 x 100)</p> <p>2021/22 Target - 10.5%</p>	✓	<p>On Target and Improved</p> <p>2020/21 Result - 4.4% (6/136)</p> <p>Six of the 136 children on the Child Protection Register have been on the register before in the previous 12 months. This is half the number of the previous year. We continually use preventative services to reduce the need for children being subject to child protection plans.</p>	E&C
<p>The % of looked after children who experience a change of school during the year. This excludes transitional arrangements and moves associated with adoption or moves home. (CH/044)</p> <p>2020/21 Result - 3.1% (3/96 x 100)</p> <p>2021/22 Target - 4%</p>	✗	<p>Off Target and declined</p> <p>2021/22 Result - 6.7% (7/105).</p> <p>Despite not meeting the target, education stability of Looked After Children remains excellent, with figures historically being very low. The increase in numbers for this year can partly be attributed to sibling groups requiring a change of school. Stability is maintained wherever possible by ensuring a child remains in the same school, however, this is not always in the best interest of a child e.g., distance to travel or child's academic needs not being met. We continue to use preventive services and teams such as Integrated Family Support and Edge of Care to keep children at home with much success in many cases. The work of the Family Intervention and childcare teams is progressive in keeping children with their families. Support services are offered to maintain safe care for children at home together with the emotional health and well-being team who provide psychological support to children working with childcare teams across Carmarthenshire. We work and develop good family network meetings to ensure all options of care are considered within friends and family instead of foster care so that children can remain in their own school and environment.</p>	E&C
<p>The % of child attendance at an allocated Flying Start free childcare placement for eligible 2–3-year-olds to prepare for school readiness. (9.1.8.1)</p> <p>2020/21 Result - 38.9% (24,535/63,010)</p>	✗	<p>Off Target and improved</p> <p>2021/22 Result – 72.6% (49,498 / 68,189).</p> <p>Disappointed to have not reached this target We continue to work with families, but it has been</p>	E&C

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
2021/22 Target - 80%		difficult with positive COVID cases, this includes families and staff.	
<p>The % of unauthorised absence at an allocated Flying Start free childcare placement for eligible 2–3-year-olds to prepare for school readiness. (9.1.8.8)</p> <p>2020/21 Result - 1.58% (995/63,010)</p> <p>2021/22 Target - 2.75%</p>	✓	<p>On Target and improved</p> <p>2021/22 Result - 2.33% (1,591 / 68,189).</p> <p>Disappointed to have not reached this target We continue to work with families, but it has been difficult with positive COVID cases, this includes families and staff.</p>	E&C
B – Additional Learning Needs			
<p>We will ensure the Council fully responds and complies with the requirements of the Additional Learning Needs transformation programme which aims to transform expectations, experiences and outcomes for children and young people by developing a unified system for supporting learners with additional needs from 0 to 25 years of age. (Ref 15035) MF5-39</p>	✓	<p>We continue to support Welsh Government's Additional Learning Needs Transformation programme by supporting schools and a diverse range of stakeholders to implement all transformation plans with an ongoing schedule of work that is reviewed and updated regularly to capture updates from Welsh Government.</p>	E&C



Well-being Objective 2

Start Well - Help children live healthy lifestyles

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Increase physical activities for children			
We will continue to work towards addressing the gaps identified in our most recent Play Sufficiency Assessment whilst taking into account the impact of Covid-19 in order to ensure that local children and young people have access to wide and varied play opportunities and experiences <i>(Ref 15010)</i>	✓	The Welsh Government provided Carmarthenshire with £270,00 towards the Summer of Fun and £434,689 towards the Winter of Wellbeing to support children and families as part of their recovery from the pandemic and its restrictions. A significant package of support was provided to fund initiatives designed to help children, young people, families, and the services they use. Approximately 15,000 children and young people have benefitted from these activities across the county from 0-25 years old. The Play Streets Project funded via the WG Playworks Holiday Grant has also been utilised with 53 sessions delivered, plus 7 pop-up events (324 children benefitted; 62 adults engaging with support). We commissioned Pleydell Smithyman to complete the Play Sufficiency Assessment, Action Plan, and summary document to be submitted to WG by 30/6/22.	C&R
Pendine Outdoor Education centre – new service delivery model to be developed to include review of existing site, plus options for additional or alternative onsite and offsite provision, both residential and non-residential. <i>(Ref 15073)</i>	✓	Future options report in place. Interim arrangements looking at basic staffing provision and reduced capacity residential offer at Pendine from Easter 2022. Alternative non-residential and off-site (at school) offers developed as options too. Condition survey and site options paper being developed with property services to inform long term service offer later in 2022.	C&R
We shall increase the range of physical activity opportunities available for children and adults to increase ongoing participation rates. <i>(Ref 15076)</i>		Following the introduction of the Actif Strategy, existing programmes and activities have been mapped against its objectives and areas where additional need and opportunity were identified are continuously being addressed. This has resulted in an increase in the range, as per target. This includes growth of walking sports for adults and older adults countywide, expanding the cycle opportunities (e.g. `Back on your bike`), converting and upgrading spaces in leisure centres to offer a wider and enhanced programme, increasing partnerships to result in activities (including in community halls/hubs), etc.	C&R
Through the Healthy Schools Scheme we will continue to increase the level of physical activity by developing the Carmarthenshire Outdoor Schools Project, continue to hold our annual Pedometer Challenge and continue to embed the Food & Fitness Health topic within Schools. <i>(Ref 15102)</i>		As a result of COVID-19 restrictions, school closures, and having to re-direct our work as instructed by the National Lead of the Healthy Schools Scheme, as Officers we have been unable to develop CODS to its full potential. The scheme no longer have the capacity to Lead on the Carmarthenshire Outdoor Schools Scheme. As a result Louise Morgan who has recently been appointed as an Associate Education Support Advisor will take on the lead of CODS going forward with a focus on the links with the Health & Well-being AOLE (Areas of learning and experience). She has now produced an action plan in relation to moving the scheme forward.	E&C

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		<p>The scheme continues to work in partnership with the Active Young People (AYP) Team in promoting the projects that they are delivering in terms of increasing Physical Activity levels within the school.</p> <p>We'll continue to deliver Termly Cluster meetings in partnership with the AYP team.</p>	
<p>The % of children who can swim 25m aged 11 (3.4.2.1) 2020/21 Result - 58.3% (74/127) 2020/21 - Target - 65%</p>	✗	<p>2021/22 Result not available</p> <p>This is based on the 2020/21 academic year when no school swimming took place due to Covid-19 lockdown and subsequent facility closure, therefore there is no result available. School swimming resumed in September 2021 which will be included in 2022/23 financial year result.</p>	C&R
<p>The number of young people (0-16) accessing free swim sessions (3.4.2.2) 2020/21 - Result 0 2021/22 - Target 1,200</p>	✗	<p>2021/22 Result - 697</p> <p>This is an improvement on last year's figures but unfortunately, we have not met the target because of limited numbers allowed in pool due to covid-related restrictions. Also U8's needed an adult accompanying them further reducing the number of spaces available. Going forward, we now have increased capacity in free swimming sessions since covid restrictions have eased.</p>	C&R
<p>The number of attendances at Sporting Opportunities facilitated by Sport & Leisure Officers (3.4.2.8) 2020/21 Result - 56,791 2021/22 Target - 157,834</p>	✗	<p>2021/22 Result – 106,888</p> <p>This result is off target but is showing an improvement on last year.</p> <p>The main reason is that schools did not engage in our programmes as they have done previously. This is largely due to a lack of extra-curricular activity. Schools are slowly re-engaging with our programmes through their COVID-19 recovery and as weather improves, they are able to utilise outdoor spaces more.</p>	C&R
B – Address mental health and Adverse Childhood Experiences			
<p>Through the Healthy School Scheme, we will continue to support schools in their implementation of the Mental & Emotional Health and Well-being Health topic including Anti-bullying strategies and healthy coping mechanisms such as mindfulness and Speakr. (Ref 15105)</p>	✓	<p>Since Autumn 2021, the Lead Healthy Schools Officer has been supporting Hywel Dda's Implementation Lead for the Whole School Approach to Mental Health (WSA to MH) in relation to supporting the 8 Pilot schools who are completing Phase 1 of the Pilot Project. The Lead Officer has supported the Implementation Lead in setting up workshops and attended most of them in order to share good practice.</p> <p>The Lead Healthy Schools Officer is also an active member of the Task & Finish Group that has been established in order to produce an Anti-Bullying Toolkit for local schools. The toolkit will promote and support the Mental & Emotional Health of school pupils.</p> <p>Throughout the year the Scheme has raised awareness to a number of National Mental Health Campaigns via the Healthy Schools Network on HWB, the Healthy Schools Twitter Page, Termly Cluster meetings and Training events. The Scheme updated the National Health Campaigns calendar as it usually does on an annual basis, which was shared with schools via the Network and cluster meetings. The scheme also provided schools with a set of Educational and Generic resources that will have supported them in raising awareness to the campaigns. All resources shared are available on the Network for future use. In addition, the scheme signposted schools to useful websites such as Mentally Healthy Schools, Anna Freud National Centre</p>	E&C

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
		for Children and Families and the Charlie Waller Memorial website where further reputable resources could be accessed in relation to Mental & Emotional Health promotion. The scheme also used the Mental Health Campaigns as an opportunity to remind schools of the age-appropriate Directory of Support Lines and Self-Care apps that the scheme has produced. The Directories have been categorised into specific areas such as Anxiety, Bereavement and LGBTQ+ related issues providing a source of support to pupils.	
C – Promote healthy eating			
We shall continue to ensure that schools are abiding by the Healthy Eating in Schools (Wales) Measure 2009 and the Healthy Eating in Schools (Nutritional Standards & Requirements) (Wales) Regulations 2013. <i>(Ref 15103)</i>	✓	The Healthy Schools Scheme (HSS) is used as a platform to remind schools of the current Healthy Eating Regulations e.g. informing schools of obvious breaches to the Statutory Regulations such as rewarding pupils with unhealthy treats and provide schools with further statutory guidance. A Range of guidance documents have been shared with schools and all Schools which are focussing on Food & Fitness as a health topic in preparation for a Healthy Schools Award or schools working towards the National Quality Award are provided with support directly from officers.	E&C
We will increase the % of schools achieving phase 5 of the Healthy Schools Initiative <i>(8.3.1.6)</i> <i>2020/21 Result - 36% (40/111)</i> <i>2021/22 Target - 37%</i>	✘	2021/22 Result - 35% (39/110) 39 out of 110 schools have achieved Phase 5 of the Healthy Schools scheme. The scheme now runs in 110 schools (previously 111). One special school is not included in the calculation which affects the result and therefore the result is now below the previous year. Progress in the scheme has slowed during the pandemic, with schools having prioritised learning and delays in Healthy Schools Officers being able to undertake on-site inspections during restrictions.	E&C
D – Increase awareness of healthy lifestyles			
We will continue to promote and raise awareness to campaigns specific to healthy eating, physical activity and mental health and promote the School Health Research Network. <i>(Ref 15104)</i>	✓	In relation to the School Health Research Network Pupil Health & Well-being Survey, 11 out of the 12 Secondary Schools in Carmarthenshire registered with the Network and completed the Surveys. All 11 of these Secondary Schools also completed the School Environment Questionnaire. We raised awareness of a range of campaigns during the year including National Fitness Day; Outdoor Awareness Month; Outdoor Classroom Day; Bike to School Week; Walk to School Week and Active Million Minutes Campaign; World Mental Health Day; Children's Mental Health Week; Stress Awareness Month; Anti Bullying Week; The Big Lunch; Eat Like a Champ; BNF's Healthy Eating Week; National Obesity Awareness Week and Eating disorders week.	E&C
E – Flying Start programme			
Please see Step A of Well-being Objective one for actions and measures on Flying Start			
F – Early Years Transformation Programme			
We will continue to work in partnership with Health Board & other partners on WG 'Early Years Integration Pathfinder Programme' from segmented to integrated model, across boundaries. Undertake pilot in Cwm Gwendraeth,	✓	The Regional Maternity and Early Years Steering Group has met on a termly basis throughout the year and is chaired by Head of Children Services. The Steering Group discusses progress, challenges and barriers to integration and draws upon the experience of group	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>based on Flying Start model of multi-agency delivery in accordance with the plan submitted to WG. (Ref 15042)</p>		<p>members to advise on solutions. The Carmarthenshire Maternity and Early Years Operational Group has been established and meets on a regular basis throughout the year. Members of the Operational group filter into the CCG subgroups whereby actions specific to Early Years Transformation are worked towards. Following strict LA procurement regulations the company Panda were commissioned to work with the region to develop a Maternity and Early Years Strategy and their contract commenced in December 2022. Panda have been working with regional partners in developing a web based Regional Maternity and Early Years Strategy. The strategy is now in the final stages of development and the next steps will be consultation with key stakeholders and launching the Strategy. The Regional Maternity and Early Years Outcomes Framework continues to be developed. A set of population indicators have been agreed across the region and the data leads from each Local Authority are working in partnership in utilising the Gorwel data dashboard for storing both Qualitative and Quantitative data relevant for maternity and early Years.</p> <p>The Cwm Gwendraeth Integrated team is now firmly established within the area and systems have been developed to identify families in need as early as possible via the Midwifery and Health Visiting service. Families are referred to the Family Support Workers for 1:1 support and are sign-posted to the various groups that are available. Families are offered home safety sessions at 25 weeks of the pregnancy. Good working relationships have developed with third sector partners operating within the Cwm Gwendraeth area and beyond and some co-delivering of projects has occurred with Tumble Family Centre, Cymraeg I Blant and Mid and West Wales Fire and Rescue Service. The Cwm Gwendraeth Early Years webpage continues to be updated and is an information source for both families and professionals to find out the various services available along with advice and support.</p>	
<p>G – Impact of COVID-19 on the mental health and wellbeing of children and young people</p>			
<p>We will ensure that we have a through age approach to community support ensuring equal access to education, training, employment and community inclusion. This will include new models of service delivery to respond to Covid - 19 and the opportunities this presents to escalate our Learning Disability Transformation plan. (Ref 12540) (MF-37)</p>	x	<p>The proposal for our Supported employment project has been submitted to the new Regional Integration Fund and an expression of interest made to the DWP to be part of the Local Supported Employment initiative. This additional funding will provide capacity to re-establish this programme of work and a link to best practice in this area of work. To compliment the supported employment programme, we continue working with colleagues in education to develop enhanced options for school leavers and initial discussions have taken place with adult learning Wales to explore inclusive education and training for employability, enterprise and skills development as well as further development of our sensory curriculum. The supported employment project plan is yet to be finalised however the memorandum of understanding between ourselves, environment and CWM has been drafted and circulated for agreement. This will then</p>	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>allow us to progress the circular economy opportunities. Links have been made with Parc Yr Esgob with a view to establish work prep activities around grounds maintenance and increasing the number of volunteering opportunities. Discussions have taken place regarding the building requirements for a new enterprise hub to allow us to merge these activities across the county and we are now part of a developing regional initiative on micro enterprises.</p>	



Well-being Objective 3

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A – Improvement in pupil progress, wellbeing and outcomes			
<p>We will continue to take forward the Equity Strategy to ensure that every child and young person is valued and valued equally. (Ref 15030)</p>	✓	<p>All strategic focus groups include a focus on ensuring that learning provision across our schools meets the varying needs of all of our learners.</p> <p>The Equity and Wellbeing Pilot project is ongoing, having been disrupted by the impact of COVID. Our next step is to capture the learning from this project and to disseminate wider to other schools through the Curriculum clusters.</p> <p>In brief, Ysgol Burry Port, who has successfully embedded person-centred practices has focussed on the recovery curriculum and on the losses encountered by pupils and their families during the pandemic. The needs of individual pupils are addressed through a progressive curriculum as part of the school's universal provision; more targeted support is delivered in line with need.</p> <p>Family engagement remains a key focus for the Tymbll / Llechyfedach federation who highly value parental voice ensuring that views influence strategic policy. Laugharne schools continues to promote equity through the expressive arts, engaging with parents through projects such as the 'Lightbringers'; 'Creative habits of mind', Expressive arts skills and digital skills continue to develop positively as a result.</p>	E&C
<p>We will continue to research and develop a set of meaningful measures for pupil wellbeing. (Ref 15031)</p>	✓	<p>The wellbeing curriculum has been published and any assessment measures will now be published by Welsh Government following their accountability and assessment consultation. We will base a new suite of measures on these new WG measures when published.</p>	E&C
<p>Considering the impact of COVID 19, we will support our schools to ensure the wellbeing and progress of all learners, including those who are vulnerable, eligible for free school meals or looked after. (Ref 15033) MF5-28</p>	✓	<p>Officers from the Education and Children's services department continue to provide support to schools in line with local and national priorities, ensuring the wellbeing and progress of all learners, including those who are vulnerable, eligible for free school meals or looked after. Support and training provided continues to be extensive and variable depending on the needs of the learners and their schools, for example, the ELSA training, ensuring that staff are well equipped to address the emotional needs of pupils; Relationships and Sexual Education, delivered through our 'Healthy Schools Scheme' supporting school-based practitioners to effectively support and LGBTQ+ or transgender challenges that arise. A stakeholder groups has been arranged to ensure effective progress towards the recommendations outlined in the Estyn report 'I don't tell My Teacher', which addresses sexual harassment / bullying.</p>	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>The Partneriaeth learning offer provides an additional range of support and training, complementing the CCC offer. A challenge remains, ensuring that schools have the capacity to attend our professional development sessions. This is being addressed through ensuring repeat sessions at different times of the day and through recording the sessions.</p> <p>The ECS departmental Strategic Focus groups continue to address the needs of all pupils, including those who are most vulnerable, with officers from across the department collectively planning relevant support for schools. All support is informed by the intelligence gathered from our schools. Increasingly, dialogue with the 'Partneriaeth' is ensuring that we are more effectively aligned in relation to providing support for our schools, avoiding duplication and addressing 'gaps'. A link officer has been assigned to Carmarthen shire and this is ensuring mor efficient transfer of key messages etc.</p> <p>The Headteacher survey, issued in December 2021, notes that our schools feel that we know them and their priority areas for improvement well.</p>	
<p>We will access available funding from Welsh Government to implement the Recruit, recover, raise standards: the accelerating learning programme to ensure all learners affected by the pandemic and particularly the most vulnerable, who have been affected the most, catch up in their learning. (Ref 15036)</p>	✓	<p>All schools have accessed their delegated Recruit, Recover and Raise standards grant funding, including additional funding. School leaders have discussed the focus and impact of this funding with their Educational Support Adviser, focussing on the additional support and provision they are able to provide for our learners and their families, including those who are most vulnerable, utilising this grant.</p> <p>The focus of the grant remains firmly on addressing the key challenges ascertained through self -evaluation processes, responding to the voice of the learner and the input of staff. The additional funding provides greater flexibility supporting schools to address the needs of the most vulnerable learners, those who require additional support with English, Maths and digital skills and those who are in examination years. Schools remain frustrated that the grant monies are received separately, often with very little time to plan expenditure as effectively as possible due to the time available up to the end of the financial year. Receiving 1 substantial grant with clear terms and conditions would allow for more efficient and effective ways of working by all, schools and finance officers within the LA.</p> <p>Schools wishing to recruit additional staffing to support learners have found this challenging due to the COVID pandemic and the subsequent availability suitable personnel. However, school leaders continue to work innovatively, targeting this funding towards those learners requiring additional support due to the impact of the COVID pandemic.</p>	E&C
<p>We will work with other Local Authorities on developing a new school improvement partnership to meet our needs. (Ref 15039)</p>	✓	<p>Carmarthenshire, Pembrokeshire and Swansea Councils have formed a formal partnership, 'Partneriaeth', to deliver services to schools in the new region. There is a new Legal Agreement which outlines the role of the new Consortium, how the budget and</p>	E&C Tudalen 221

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
		business plan are to be developed and governance arrangements. The new Staffing Structure as agreed by the Joint Committee has been completed and a Lead Officer appointed. Initially the consortium will focus on delivery of high quality professional development to support curriculum reform and leadership. The work of the consortium is informed and monitored by regular meetings between key Local Authority and Partneriaeth officers. There are clearly defined roles and responsibilities between Local Authorities and Partneriaeth and who is best placed to lead on an initiative is identified. There is anew website and regular communication with schools. Early indications are that the new provision is far more focused and responsive to local needs.	
We will improve the Average Capped 9 score (best 9 exam results) for pupils in Year 11 (PAM/032) 2020/21-Result not available-19/20 AcademicYr 2021/22 No Target set - 19/20 Academic Yr	!	No results published for 2021/22 (2020/21 Academic Year) Due to the Covid-19 pandemic, students were unable to sit final exams in summer 2021 and instead their grades reflect predicted results based on coursework and mock examination results. Results by County were not published and would not be comparable to previous years if known. Summer exams 2022 are due to go ahead as scheduled. Results will be published later in the year. Comparison to previous years may not be applicable as some courses were truncated due to the pandemic.	E&C
We will increase the % of pupils achieving the Level 3 threshold (2 A Levels grade A-E) (5.0.2.3) 2020/21-Result not available-19/20 Academic Yr 2021/22 No Target set - 19/20 Academic Yr	!		E&C
B - Improving School Attendance - Making every day count			
The % of pupil attendance in primary schools (PAM/007) 2020/21 No result available-19/20Academic Yr 2021/22 - No Target set - 20/21 Academic Yr	!	No results published for 2021/22 (2020/21 Academic Year)	E&C
The % of authorised absence in primary schools (4.1.2.3) 2020/21 No result available- 19/20 Academic Yr 2021/22 - No Target set - 20/21 Academic Yr	!	These 2021/22 measures covers the Academic Year 2020/21. This includes a period that schools were closed due to the COVID pandemic (Oct - Dec 2020). Schools would also have had incidences when individuals or 'bubble groups' would have been sent home to self-isolate, which would have included distance learning. Welsh government have stated that they will not be undertaking the Pupil level attendance data collection or publishing a Statistical Release on school attendance data for this Academic Year. Any data produced from local systems would not be comparable to previous years.	E&C
The % of pupil attendance in secondary schools (PAM/008) 2020/21 No result available- 19/20 Academic Yr 2021/22 - No Target set - 20/21 Academic Yr	!		E&C
The % of authorised absence in secondary schools (4.1.2.2) 2020/21 No result available- 19/20 Academic Yr 2021/22 - No Target set - 20/21 Academic Yr	!		E&C
C - An excellent school in the right place			
We will continue to improve the condition, suitability and ICT resources within schools and ensure that all newly built schools have the latest digital technologies and infrastructures in place to deliver 21st century education. (Ref 14900) MF5-89	✓	All teachers now have a modern device suitable for remote teaching. Implementation of Audio Visual equipment continues and is on-going. The annual exercise to refresh equipment and to review the pupil: device ratios has commenced. This will achieve the continuing aim of all learners having the same level of access to devices.	P&R
We will continue to design and manage projects to deliver the Authority's Modernising Education Programme. (Ref 14973)	✓	Whilst we are in constant dialogue with scheme sponsors, programmes of scheme to be developed and delivered constantly change and some at very short notice. Additional schemes, not previously programmed enter the system, some with very tight timelines. Resource within the section is at a low ebb	E&C

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
		at the moment band there are difficulties in recruiting suitable staff into vacant posts. to deal with the changing requirements for delivery of projects. In the meantime, we will continue to deliver on an annual basis in line with the scheme sponsors requirements although we are awaiting the outcome of the MEP's latest programme inn approx. July 2022. We continue to work on numerous projects for the Education and Housing departments with a number of schemes recently committed, a number under construction, contracts let and others at various stages of design. However a delay in the completion of the MEP Review will potentially affect the delivery of the WG band B programme due to potential changes in prioritisation and lead in times to design , tender and deliver.	
We will invest on average £14 million per annum over the next 3 years in major school construction and modernisation projects. (Ref 14993) MF5-26	✓	We have recently completed projects at Ysgol Rhys Prichard, Ysgol Pum Heol and Ysgol Llangadog with on site progress at Ysgol y Castell and Ysgol Gorslas. Most recently, work on Ysgol Pembrey has commenced in January 2022.	E&C
We will consider the delivery of primary education provision in the Ammanford and Llandeilo areas. (Ref 14994) MF5-27	✓	We are currently considering options for the Ammanford and Llandeilo areas under Band B of the Modernising Education Programme.	E&C
We shall ensure the Council fully responds and complies with the requirements of the Welsh Government School Organisation Code to support the attainment of better educational outcomes with specific reference to requirements for rural schools. (Ref 14996) MF5-32	✓	We have recently completed a number of school re-organisation proposals and ensured that the progress complied with the School Organisation Code. We will also consider this if any requirements of the MEP review rely on school-reorganisation.	E&C
We shall consider options to utilise the Welsh Government Mutual Investment Model (MIM) to further develop the education infrastructure through capital investment. (Ref 14997) MF5-33	✓	As part of the MEP review we are considering all options available to progress under MIM. Following conclusion of the MEP review it is hoped that a suitable project will have been identified.	E&C
We will review the MEP, bearing in mind COVID-19 implications, and initiate a new programme. (Ref 14998)	✓	We are currently in the process of reviewing the MEP and taking into account all of the implications as a result of the Covid-19 pandemic and other departmental considerations.	E&C
We will reflect the impact of COVID on new school design e.g. access, materials used, creating flexible spaces, ventilation systems etc. (Ref 15000)	✓	We are currently revising the future schools brief, taking into account all the lessons learnt during the Covid-19 pandemic. This will include elements that worked well in both new and older, larger and smaller schools.	E&C
We will complete the Catchment Area Review and implement any policy changes required. (Ref 14999)	✘	To be undertaken as an integral part of the review of the Modernising Education Programme.	E&C
The % of schools graded as "Good" (Category A) or "Satisfactory" (Category B) for school building condition (4.3.1.8) 2020/21 - No result available 2020/21 - No target set	!	No results published for 2021/22 Due to the pandemic the school building survey was not carried out in 2021-22. However the Education and Childrens Services Department co-ordinated a significant Corporate response to ensure that all school buildings were COVID safe environments and suitable for pupils to continue their learning. a corporate risk bid for a dedicated team to undertake a rolling programme of condition surveys of buildings and Tudalen 223 schools has been submitted and approve. The school	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		building surveys have just restarted, and we will have a much better picture and a full set of results next year.	
D - Workforce development and succession planning			
<p>We will implement the agreed development plan for Teacher Centre (School Management System) to introduce further Local Authority functions including Free School Meals, Additional Learning Needs, Transport, Elective Home Education, Missing from Education and the Music Service. (Ref 14843) MF5-37</p>	✓	<p>As planned we have implemented and rolled out the New ALN module to track and record the new stages of the ALN Reform Bill. We have also agreed a development to the admissions system whereby schools will be able to see applications when made by parents. This will rollout in September 2022. As we are undertaking a major review of systems and the role of the Schools MIS and data team, further developments will follow.</p>	E&C
<p>We shall review current specialist behaviour support services in the County with a view to decentralise, bringing support services into mainstream provision by 2022. (Ref 15028) MF5-42</p>	✓	<p>The Four Phase Model for Behaviour Support Services has progressed this year with significant investment to increase capacity of the team to be able to provide a wider remit of support in mainstream schools. Phase 1 audit provided data which will allow the Behaviour Support Community Team to develop training packages and overall support plans to provide BESD support by mainstream staff. Phase 2 with the Behaviour Support Community Team is now ready to provide a new service delivery plan for the next academic year which will provide greater access to timely support for training needs and for individual learners. The conclusion of the consultation for the closure of Rhydygors School has now been completed and the school will close at the end of the 2021-22 academic year. A new PRU will be established and the process of providing an equitable service across all Phase 3 provisions (PRUs) is now in progress. Phase 4 integrating services and providing needs led services for long term needs and complex families is projected for next stages of development.</p>	E&C
<p>We shall review and encourage participation in governorship of schools. (Ref 15034) MF5-35</p>	✓	<p>During the past year, COVID has brought numerous challenges to existing school governors. We as a LA have supported with all aspects of remote governorship and the resultant pressures from COVID. Through this support we have strived to reassure and encourage existing governors to continue in their roles. We have also highlighted this support and guidance when promoting and encouraging participation in the governorship of schools to potential new governors.</p>	E&C
<p>We will continue to improve leadership at all levels across our schools and specialist settings. We will ensure that effective leadership leads to engaging learning experiences, ensuring the progress and development of all children, young people and staff. (Ref 15037)</p>	✓	<p>Educational support advisers work routinely alongside our headteachers, their senior leadership teams, teaching and support staff, ensuring that they have a robust understanding of the strengths of their schools and the areas in need of further focus or development. Support provided is tailored to the needs of the school and we ensure additional capacity for all schools requiring more regular input. The team monitors progress alongside senior leaders, ensuring suitable support; this has become increasingly possible as COVID 19 restrictions have eased. Focus areas have been updated in line with the NR:EI (National Resource: Evaluation and Improvement) and include; Leadership; Wellbeing, Equity and Inclusion; Learning and teaching and Curriculum.</p>	E&C

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
		<p>Reflective discussion include reference also to: Learner outcomes achieved throughout the year, as well as during summative assessments and examinations Resource management Progress achieved by schools in relation to their developmental priorities. Any other matters arising The department's collegiate approach to school improvement, as well as the strategic focus group approach has ensured a more efficient use of time and an improved focus on the challenges that schools are addressing, informing the services' professional learning programme. The work of the department has been updated this term, aligning to the ECS 10-year plan and to the outcomes of the headteacher's survey and the headteacher Wellbeing Charter consultations. A team of headteachers and officers are working collaboratively to revise our evaluation support strategy for schools taking into account the NR:EI, the new Estyn framework and the WG guidance on School Improvement. A forward work programme is being devised to ensure that all officers are kept routinely up to date with Estyn expectations.</p>	
<p>We will develop and use a more robust competency-based process to recruit school leaders. (Ref 15038)</p>	✓	<p style="text-align: center;">On Target</p> <p>A new Assessment Centre approach has been successfully implemented to appoint Headteachers. This has led to a confidence in the recruitment process to appoint high quality school leaders.</p>	E&C
<p>We will review all school pupil admission dates and age-ranges across the County. (Ref 13981) MF5-36</p>	✘	<p>The working group to review Primary Schools Admissions (Rising 4s) cross service Departmentally meet monthly to progress discussions specifically with regard to understanding the demand for nursery places across the County currently and projected.</p>	E&C
E - The development of Welsh for all Learners			
<p>We will increase the number of teachers and support staff who can confidently teach through the medium of Welsh. (Ref 15032) MF5-37</p>	✓	<p>This is an ongoing task to ensure availability of language training sessions at all levels. Training courses across all linguistic levels as well as for Gloywi Iaith are offered to all schools. Language audit gives detailed information for school staff language levels and so can be targeted for specific language courses. Up take has been slow. On line courses and Language learning coupled with Pedagogy in the Foundation Phase, are proving to be a positive way of implementing Welsh language learning. This is being rolled out within Llanelli schools and is a format that we will adhere to across all schools.</p>	E&C
F - Focus on skills demands and employability			
<p>The Music Service will continue to develop the reach of the service and to build on new curriculum initiatives e.g. Music Therapy. (Ref 14842) MF5-37</p>	✘	<p>Progress in this area has been delayed by COVID-19 and the effects of lockdown restrictions during the last 2 years. Work on the `new curriculum` and `curriculum initiatives` recommenced in September 2021. INSET was delivered at the start of January on Music Therapy and Therapeutic Music by practitioner Hannah McCarthy. New initiatives are being developed and further staff training was identified for March till end of Summer term. Excellent progress has been made with work started with external organisations such as the ABC of Opera and a local Music Therapist. This work should be able to continue and thrive next year.</p>	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We will continue with the design of the Carmarthenshire Curriculum in partnership with schools and other providers, framed within the national context. We will pursue opportunities to link corporate and economic strategy with the design of the new curriculum. (Ref 15016) MF5-34</p>	✓	<p>The Decolonising the curriculum project is currently being undertaken and school will give final feedback of their experiences with learners in the summer. The schools involved have been matched with academics from Swansea University who can support co-creation of curriculum experiences.</p> <p>With the publication of the Skills Barometer we have begun our own scoping exercise of the pathways and experiences offered in our schools and supported by us through an online survey https://forms.office.com/r/eYeD3zAs0T and face to face discussions. We will formulate a plan emanating from this.</p>	E&C
<p>We will dovetail local opportunities for curriculum enrichment and extension with the national architecture with a view towards developing a Carmarthenshire Learner Offer. (Ref 15017) MF5-37</p>	✓	<p>We have collaborated with the Carmarthen Museum in Abergwili, Oriol Myrddin and The Tywi Gateway Trust to co-create a curriculum experience involving learners from Bro Dinefwr and Bro Myrddin through a successful bid for 'Winter of Wellbeing' funding intended to use creative engagement for mental well being. Year 10 and Year 12 Learners from the respective schools with teachers created prompt cards for dialogic discussion on themes emerging from engagement with museum artefacts including Cynefin, Identity, Culture and Belonging and an artist Sarah Hopkins supported ideas from creative responses. Year 7 learners then came the following week to undertake the activities their peers had created. The whole process including a follow up evaluation dialogue in schools was filmed by a professional film maker. The process effectively reflecting the holistic ethos of the 4 purposes of the Curriculum for Wales. This reflects the need to remove the barrier between schools and the community in creating meaningful experiences that foster and challenge creative and critical thinking.</p> <p>We are scoping our current offer with a view to ensuring our Carmarthenshire Learner Offer/ Entitlement fosters the holistic development of the whole learner and the pedagogies and experiences to achieve this. We are working with 2 of the RLSP sectors at Yr Egin and Pentre Awel to achieve collaboration on experiences and pathways related to local business and industry.</p>	E&C
<p>We will continue to extend and develop the Seren More able and Talented Programme to pre-16 learners. (Ref 15022) MF5-37</p>	✓	<p>Schools have identified learners for the Seren Foundation programme. Extended opportunities have included the region piloting the foundation Seren award, where learners are able to access cross curricular learning opportunities in a University style environment. Both STEM (Science, Technology, Engineering and Mathematics) and AHSS (Arts, Humanities and Social Sciences) subjects are offered, with critical analysis of topics including anxiety disorders in youth, and free speech in the Media. Other opportunities have considered wider curriculum learning on Philosophical content, with an evening class engaging the Disney Pixar film 'Inside Out', A face to face Chinese life, language and Culture event in conjunction with UWTSD, and the Seren 'Star' Challenge accessing a wide choice of courses with recognition from the Open university. A choices theatre performance has also been written to develop</p>	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		high aspirations in our learners, and encourage the correct academic choices to support their goals. There are around 1900 students across the 3 counties that are identified as Seren foundation learners, in year groups 8-11. This is an increase of 31% from last year.	
<p>We will work with partners to develop further opportunities for vocational and employment learning pathways where applicable within the County. (Ref 15027) MF5-37</p>	✓	<p>We are awaiting a Steer from the cabinet as to when the existing and new councillors will be in a position to discuss the Post 16 Review as planned and support its progress during the Summer and Autumn Terms. Everything is in place to proceed but the timeline has to be agreed with the council.</p> <p>We are scoping our curriculum and career pathways to ensure we can support schools in providing the experiences and courses to meet the needs of learners as local and global citizens, and so we can ensure the skills and competences required by the 5 business and industry projects involved in the RLSP are being developed in schools. Also in an effort to support this work we have met with business and industry involved in the two RLSP projects based specifically in Llanelli; Yr Egin and Pentre Awel, to consider what experiences and pathways we can facilitate schools to develop relationships with the businesses/ industries to foster meaningful collaboration and mutual benefit. We are in the process of drafting a bid for RLSP funding for developing the capacity to support this project and lay the foundations for more meaningful Work Related Education. 4 secondary schools and the council's internal work experience lead are currently on inset led by School 21 in London, 'Real World Learning, who have pioneered more interactive and enquiry based work education. With the intention of creating a forum in the summer term for how schools might want to see what a more meaningful and purposeful work related education might look like and require for our context.</p>	E&C
G - Youth Engagement and Progression Framework to support vulnerable learners.			
<p>We will continue to reconfigure services in support of vulnerable learners and consider the impact of COVID-19 on them, within the remit of the designated 3rd Tier Manager as part of a more coherent structure. (Ref 14837) MF5-37</p>	✓	<p>The Supporting Vulnerable Learners Strategic Focus Group is continuing to work to support learners and the meetings provide the opportunity for all officers and colleagues responsible for an identified vulnerable group to raise issues or concerns to work together.</p> <p>The Four Phase Model staffing structure has now been finalised and consulting with colleagues in HR and Finance to plan recruitment and discuss final budget implications to move the full model forward for the next academic and financial year. Finalising work with ALN to ensure all documentation and processes align within the structure.</p>	E&C
<p>We will continue to develop and deliver the six elements of the Youth Engagement and Progression Framework - together with the Vulnerability Assessment Profile as a means of effectively engaging those children and young people that are NEET/at risk of NEET. (Ref 15018) MF5-37</p>	✓	<p>The Youth Engagement and Progressions Framework continues to be implemented in line with Welsh Government Guidance. The review of the framework is yet to be published- it is anticipated at any time, and of course the Youth Support Service will implement the new framework which is anticipated to include new considerations around youth homelessness prevention and mental/emotional health.</p>	E&C
<p>We will implement the Actions identified in the self-assessment of the Youth</p>	✓	<p>The self assessment against the Participation Standards has been completed. A strategy for the Youth Support</p>	<p>Tudalen 227 E&C</p>

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
Support Services against the National Participation Standards to Increase participation which will contribute to improved service outcomes in terms of more effectively engaging those children and young people that are NEET. (Ref 15019) MF5-37		Service in relation to participation and engagement is being finalised. The strategy will set out service wide priorities as well as team priorities.	
We will work to divert children and young people away from the criminal justice system. (Ref 15024) MF5-37	✓	Diversion of children via Bureau continues and has been re-established on a face to face basis in line with risk assessments and safer working practices. The Youth Justice Management Board received data from Bureau and oversees the delivery. Delivery requires a close working partnership between the Youth Justice Team, the Police and other youth justice agencies.	E&C
We will work to prevent offending and re-offending of children and young people. (Ref 15025) MF5-37	✓	Prevention work which is offered to children at risk of offending, is well-imbedded in the service delivery Youth Justice Team. The work is reported to Welsh Government and the Police and Crime Commissioner on a half yearly basis.	E&C
The % of Year 11 leavers Not in Education, Employment or Training (NEETs) (PAM/009) 2020/21 Result - 1.8% (32/1,818) -19/20 Academic Yr 2021/22 Target - 1.5% - 20/21 Academic Yr	✓	2021/22 Result 2.7% (18 / 678) (2020/21 Academic Year) The result of 1.1 (21 out of 1885 pupils) is an improvement on last years result of 1.8% (32 out of 1818). The result ranked 5th in Wales, an improvement from 15th last year, and below the Welsh average of 1.6%. Work will continue to address leavers not in education, employment or training with a particular focus on continuing the work undertaken on the projects previously funded by the EU.	E&C
The % of Year 13 leavers Not in Education, Employment or Training (NEETs) (5.1.0.2) 2020/21 Result - 3.5% (23/652) - 19/20 Academic Yr 2021/22 Target - 3.0- 19/20 Academic Yr	✓	2021/22 Result 2.7% (18 / 678) (2020/21 Academic Year) The result of 2.7% (18 out of 678) is an improvement on the previous years' result of 3.5%. The result ranked 15 th in Wales, down from 9 th the previous year, and above the Welsh average of 2.3%. Partnership work by schools, Youth Support Service staff and external agencies including Careers Wales was undertaken to deliver the Youth Engagement and Progression Framework in Carmarthenshire. The Youth Support Service have staff identified to support young people in all secondary schools and in Post 16 community outreach settings. The Cynnydd project also brings an additional £2.2M of ESF funding to support young people at risk of becoming NEET in the period 2016-2020, with funding now extended to 2022. Work continues to identify replacement funding for ESF projects, and we are liaising closely with WG on this matter.	E&C
H - Plan and deliver Externally Funded projects			
We will ensure continuation of planning and delivery of the local elements of the European Social Fund (ESF) projects. (Ref 15020) MF5-37	✓	Meetings are underway to explore alternative funding sources to replace Cam Nesa and Cynnydd-style interventions as EU funding ends. The DMT report did not result in alternative funding so Shared Prosperity Fund (SPF) and Youth Endowment Fund are options to consider. The Corporate External Funding group is updating us on SPF developments. Timescales are unclear at the moment. Managers in the YSS are working together to develop funding bids. The Chair of the	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		Education and Children Scrutiny Committee wrote to Welsh Government to raise concerns about the delivery of NEET work into the future. WG responded that they are still awaiting the UK Government's plans to replace EU funding.	
<p>We will continue to develop flexible learning opportunities, including on-line and blended learning, to meet the needs of learners not currently engaging Essential Skills and English for Speakers of Other Languages (ESOL) provision. (Ref 15023) MF5-37</p>	✓	<p>Many existing learners who are continuing their courses are re-enrolled, however some learners have not returned due to COVID fears and are unable to access digitally at low skill levels. Face to face ESOL classes are almost full, but small numbers allowed in classrooms mean overall learner enrolments are down. Some on-line only classes continue, but most are a blend. GCSE recruitment is down on last year. Some GCSE resits in November have seen learners improve their grades and achieve what they needed to progress. New engagement activities are running and the team are exploring new ideas to engage with learners who have not previously attended essential skills classes. A new Centre Officer has been appointed in Llanelli, where there is a need to increase learner numbers. Space continues to be an issue there and alternative venues for new classes are being explored.</p> <p>CPD in Mental Health and Wellbeing in collaboration with 5 other authorities supports the staff to recognise and support learners.</p> <p>Additional Grant funding from WG is being used to invest in additional digital equipment to enable flexible learning and broaden the digital literacy curriculum. Funds are also being invested in outdoor spaces for learning and engagement activities to bring in new learners. Further funding is available for marketing and engagement activities this academic year and the post of development worker had been approved. This post will be critical in recruiting and engaging new learners.</p>	E&C



Well-being Objective 4

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Review of our approach to Tackling Poverty			
We will develop a county Tackling Poverty Plan to respond to the current challenges faced by residents and communities. (Ref 14905)	x	A draft action plan was considered by Tackling Poverty Advisory Panel at February 2022 meeting. This was agreed in principle for final development and presentation for formal approval following local elections in May 2022. The Plan will be finalised and presented for formal approval during Q1 and 2 of 2022-23.	P&R
B - Preventing Poverty			
We will continue to implement our homelessness strategy, with increased focus on "front of house" universal preventative activities as well as more targeted approaches for those groups at higher risk of homelessness. (Ref 14699) MF5-50	✓	The Front of House 'Housing Hwb' which is the first point of contact for Homelessness Prevention has been implemented and new priorities have been identified around Homeless Prevention as part of the Housing Support Programme Strategy which replaces the Homelessness Strategy.	C&R
The percentage of households successfully prevented from becoming homeless (PAM/012) 2020/21 Result - 46.4% (175/377) / 2021/22 Target - 50.0%	✓	<p>2021/22 result - 50.5% (219/434).</p> <p>As a result of reviewing operational practices (listed below), we have adopted a new approach to withdrawn cases, better reflecting the positive outcomes for applicants. We have ensured that staff are reminded of the appropriate sections to end our duties, so we can better capture this successful preventative work we are achieving. Development of a Power Business Intelligence (BI) Dashboard will allow us to better manage and analyse cases within each duty. The impact of applying our new way of working during the year shows an improvement from stand-alone Quarter 1 performance of 43.16% to 52.73% in the last quarter of the year, this giving a cumulative annual result of 50.5%.</p> <ul style="list-style-type: none"> Reviewing our first point of contact service and developing a Housing Hwb to provide early homelessness prevention advice and assistance. Analysing who presents to us, from where and why, in order to identify what support we need to provide and what training staff may need to be competent and comfortable with responding to challenging people and cases. Implementing a re-structure and reviewing our practices to ensure resources are in the right place to respond to the increased casework. Reviewing how we utilise the existing legislation and allocations policy to help prevent homelessness as quickly as we can, looking to other Councils for best practice. Further develop and automate the Power Business Intelligence Dashboard to enable to team leaders to regularly monitor performance. Continue to monitor and ensure staff utilise the appropriate duty for prevention 	C&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<p>We will continue to develop and deliver the early intervention support services (0-25) for disadvantaged children, young people and families in line with the Family Support Strategy, utilising opportunities for integrating services across the Children and Communities Grant and flexible funding opportunities with the Housing Support Grant. (Ref 15007)</p>	✓	<p>Families First Projects have continued to provide a broad range of virtual and face-to-face support in a variety of locations. Projects continue to face challenges including Covid related staff sickness, families contracting Covid. As restrictions ease projects are reporting an increase in referrals. Projects have also benefitted from additional WG grants which has helped meet demand for support. CCG Early Help funding £230K; Child Development Fund (CDF) £200K; Parenting Funding £51K). In most cases support has been provided on a one-to-one basis due to covid restrictions. As projects have increased their face-to-face support, there has been an increase in the number of families stepping down from Children's Services into preventative services which will now help alleviate some pressures in statutory services.</p>	E&C
<p>We will improve Average Capped 9 score for pupils in year 11 of pupils eligible for Free School Meals (4.1.2.4) 2020/21 No Result available-19/20 Academic Yr/ 2021/22 No Target set - 20/21 Academic Yr</p>	!	<p>No results published for 2021/22 (2020/21 Academic Year) Due to the Covid-19 pandemic, students were unable to sit final exams in summer 2021 and instead their grades reflect predicted results based on coursework and mock examination results. Results by County were not published and would not be comparable to previous years if known. Summer exams 2022 are due to go ahead as scheduled. Results will be published later in the year. Comparison to previous years may not be applicable as some courses were truncated due to the pandemic.</p>	E&C
C - Helping people into work			
<p>We will continue with recruitment programmes, together with graduate and apprentice appointments, to fill ongoing vacancies. Support construction apprentice programmes and develop further in-sourcing arrangements, subject to appropriate business cases. (Ref 14975)</p>	✓	<p>During 2021/22 we continued to support the training of several trades apprentices in conjunction with local construction / electrical firms to ensure they are provided a wide range of experience to ensure they can fulfil the practical requirements or their course. We are seeking to recruit a further 13 new maintenance technicians to expand our in-house team and reduce reliance on external contractors. We will be further looking at additional insourcing following a review of our New Homes Team to help in reducing turnaround times of empty homes.</p>	P&R
<p>We shall ensure that adults feel more positive with improved confidence about seeking work after receiving employability support through Communities 4 Work and Communities 4 Work Plus programmes. (EconD/020) 2020/21 Result - 100% (381/381) 2021/22 - Target - 100%</p>	✓	<p>2021/22 Result - 100% (561/561). The number adults receiving employability support during 2021/22 is back to pre-COVID figures. All 561 (100%) adults felt more positive with improved confidence about seeking work.</p>	C&R
<p>We shall ensure that a high number of residents feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus programmes. (EconD/021) 2020/21 Result - 100% (304/304) 2021/22 - Target - 100%</p>	✓	<p>2021/22 Result - 100% (478/478). All 478 of the adults that received digital inclusion support through Communities 4 Work and Communities 4 Work Plus programmes felt more confident in using a computer and gained IT skills.</p>	C&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
<p>The number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes. <i>(EconD/022)</i></p> <p>2020/21 Result - 96 2021/22 Target - 200</p>	✓	<p>2021/22 Result - 271</p> <p>The target has been exceeded with 271 accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes during 2021/22.</p>	C&R
D - Improving the lives of those living in poverty			
<p>We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County. <i>(Ref 14006)</i></p> <p><i>MF5-80</i></p>	✓	<p>Richard Newton Consulting was commissioned to undertake a review of Carmarthenshire Association of Voluntary Services (CAVS) on behalf of the Authority to inform the future role of CAVS in supporting the sector in post COVID 19 recovery. The final report has been finalised and findings presented to the CAVS Board of Trustees at the end of April 2022. We will work closely with CAVS to jointly deliver on the findings of the review.</p>	P&R
<p>We will continue to maximise the draw-down of funding from external sources via the new funding programmes. <i>(Ref 14919)</i></p>	✓	<p>The 4 ARFOR 1 local authorities, including Carmarthenshire, were successful in securing £11m for a successor ARFOR 2 Programme from Welsh Government, focusing upon the economy and the Welsh language. Following securing £37m from the Levelling Up Fund and £2.97m from the Community Renewal Fund, we are now awaiting the launch of UK Government's Shared Prosperity Fund (SPT). The pre-guidance for the SPF has already been issued.</p>	C&R
<p>We will continue to promote the County's tourism potential via the Celtic Routes project. <i>(Ref 14920)</i></p>	✓	<p>During 2021/22, we have undertaken a number of promotional activities to help promote the areas' tourism offer. Our campaign has focused on capturing the attention of journalists and travel influencers via bespoke invitations and unique itineraries based on our Celtic history. We continue to promote the beauty of the region via our social media pages including Facebook, Twitter and Instagram. We have produced a TV advert which was aired on ITV, S4C as well as Sky Regional and ITV hub. We have further developed our website to help promote the offer that Celtic Routes has for visitors. A brand film is currently being produced which will create a compelling reason to visit the area.</p> <p>Our focus is also on developing the legacy of Celtic Routes by further enhancing the visitor experience working closely with the tourism sector. This will be achieved through the development of thematic networks involving tourism businesses to co-design and develop new products and experiences aligned to the Celtic Routes themes; namely: Celtic Adventure; Celtic Culture & Heritage; Celtic Land and Sea; Celtic People and Places. Events have been held with tourism businesses in early 2022 to take this aspect forward.</p>	C&R
<p>We will contribute to tackling poverty within Carmarthenshire by supporting families to claim all the financial support they are entitled to. <i>(Ref 15056)</i></p>	✓	<p>We have continued to contribute to tackling poverty within Carmarthenshire by supporting families to claim all the financial support they are entitled to. The non domestic rate team have administered four grants on behalf of Welsh Government, insuring that £78 million has been distributed to the Carmarthenshire business community to support businesses during these challenging times. Since November 2021 we have administered the winter fuel support scheme and processed 9,480 cases and paid out £3,409,200. We have</p>	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>paid out £397,584 of discretionary housing payments and up to mid-March received 10,754 self-isolation support payments applications and paid out over £4 million. We are processing the cost of living payments to approximately 63,000 Carmarthenshire households with the value of around £9.5 million to support residents of Carmarthenshire during these challenging times. Whilst processing claims and dealing with customer enquires housing benefit staff are often able to identify if people need to be referred for more detailed benefit maximisation advice, personal budgeting or debt advice. They will refer individuals for support or signpost for grants and benefits.</p>	
<p>The average number of days taken to process new Housing/Council Tax Benefit claims. (6.6.1.2)</p> <p><i>2020/21 Result - 11.57 days</i> <i>/2021/22 Target - 17.0 days</i></p>	✓	<p>2021/22 result 16.05 days.</p> <p>On Target but has declined on the previous year</p> <p>Whilst the result at 16.05 days is below performance for 2020/21 it is above the target set at 17 days which is significantly below the DWP expected speed of processing for new housing benefit claims at 30 days. We experienced a 7% increase in caseload due to an increase in the number of Universal credit claimants because of COVID-19. We also processed over 11,000 self-isolation support payments worth £4.9million, and almost 9,500 winter fuel payments totalling £1.7m. These were in the main delivered from within existing resources and impacted on processing times with staff being deployed to process these grant payments.</p>	P&R
<p>The average number of days taken to process notifications of changes of circumstances in Housing/Council Tax Benefit claims (6.6.1.3)</p> <p><i>2020/21 Result - 2.87 days</i> <i>/2021/22 Target - 5.5 days</i></p>	✓	<p>2021/22 result 3.42 days.</p> <p>On Target but has declined on the previous year.</p> <p>Whilst the result at 3.42 days is below performance for 2020/21 it is on target of below 4 days which is significantly better than the DWP expected speed of processing changes to housing benefit claims at 17 days.</p>	P&R
<p>We will retain the high % of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check (6.6.1.9)</p> <p><i>2020/21 Result - 96.92% (567/585)</i> <i>/2021/22 Target - 95%</i></p>	✓	<p>2021/22 result 97.55% (517/530).</p> <p>The target of 95% accuracy has been exceed and an improvement on the previous year.</p>	P&R



Well-being Objective 5

Live Well - Create more jobs and growth throughout the county

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	Progress Comment	Scrutiny
A - Regionally, by coordinating and delivering the Swansea Bay City Deal – Pentre Awel		
<p>As part of the City Deal we will deliver a whole-site project plan for Pentre Awel, to include design and build, service/business planning, public engagement and securing private sector financing to ensure benefits maximisation and ongoing sustainability. (Ref 12985) MF5-72a</p>	<p>2021/22 was a year of significant progress for Pentre Awel across each of its developable Zones. Three tender exercises, totalling over £75m, were placed via regional and national frameworks to secure key contractor and consultant appointments for Zones 1 and 3. Following a 10 week tender through the SWWRCF, Bouygues UK were appointed as the preferred contractor in October 2021 to deliver Zone 1 of the scheme. The Zone 1 tender reflected the Council's ambitions to deliver transformational social and economic change: it evaluated using a 60% quality / 40% price scoring methodology (a departure from standard practice which favours the most economically advantageous tender) and assigned community benefits criteria 35% of the quality score - which is the highest weighting the Authority has assigned to community benefits in a tender exercise. This will form a blueprint for council tendered projects moving forward.</p> <p>A number of key milestones:</p> <ul style="list-style-type: none"> • In March 22, Cabinet and Full Council approval was secured to progress the project to the construction stage upon CCC's acceptance of final build costs. • Bouygues and CCC agreed a Guaranteed Maximum Price of £87m for the Zone 1 works. • The inaugural Community Benefits Stakeholder Group meeting was held in March 22, comprising representation from BYUK, further and higher education, RLSP employability programmes, Hywel Dda, corporate procurement and community groups. • A Meet the Buyer event was held at Parc Y Scarlets March 22 and attracted c. 140 suppliers. Following an extensive promotional campaign, nearly two-thirds of suppliers were from the South-West (Swansea Bay City Deal) region. Around 50 suppliers were Carmarthenshire-based businesses, with almost 30 based in Llanelli. It provided an opportunity for local businesses to learn more about the work packages available (e.g. from Carpentry to painting and decorating and steelwork) and to engage directly with Bouygues in order that they can be supported to bid for applicable packages of work • We entered into a strategic partnership with Cardiff University, with Cardiff University now the lead academic partner on research, innovation & business • The design development of Zone 3 progressed in accordance with programme and cost requirements. 	<p>C&R</p>
<p>We will continue to provide significant procurement support and advice to the Swansea Bay City Region Carmarthenshire led projects. (Ref 14943)</p>	<p>The Tender to appoint a Principal Contractor for Pentre Awel Zone 1 was awarded at the end of September 21, via Lot 6 of the Southwest Wales Regional Contractors Framework to Bouygues. The project is valued in the region of £66 million and is the largest construction procurement delivered in Carmarthenshire.</p> <p>A Meet the Buyer event was organised by Bouygues at the end of March 2022 in Parc Y Scarlets where they met with prospective second and third tier contractors and explained the work packages</p>	<p>P&R</p>

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>they would be advertising to deliver Zone 1.</p> <p>Since the evaluation for the Pentre Awel Zone 3 Lead Consultant Commission in October 2021 and the successful consultant being appointed in November 2021, the Procurement Team continues to provide support to officers in relation to any procurement or contractual enquiries.</p> <p>Discussions are on-going with the Digital Programme Manager for Swansea Bay City Deal for support on 3 procurement exercises to deliver for the City Deal Digital programme. These are: Gigabit Rural Connectivity; Gigabit Urban Connectivity and Gigabit Network</p>	
B - Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal & rural Carmarthenshire			
<p>We will deliver the Carmarthen, Ammanford & Rural transformational plan and deliver initiatives and projects via Carms Rural Enterprise Fund: property Development Funds projects including Pendine attractor; Margaret Street road widening; Carmarthen wetlands and Jacksons Lane development; Business Account Management, Start Ups and Incubation. (Ref 13162) MF5-73c</p>	✓	<p>Pendine Attractor Project - Following the main contractor going into administration a new contractor was appointed to undertake initial remedial works to the site and complete the build programme. Work progressed well on site with the securing of the Hostel roof and on the museum roof. Internal works progressed at pace with the external landscaping nearing completion. It is anticipated that project completion will be in August 2022.</p> <p>Carmarthen Wetlands / Y Morfa works commenced in January 2020 and works have been completed.</p> <p>Provided ongoing business support to area businesses with regards to post Covid 19 restart & recovery and new funding streams.</p> <p>Jackson`s Lane Kiosk project – work commenced in March 2020 and are scheduled for on site commencement later in the summer 22.</p> <p>Contractor works progressed well on Llandeilo market hall project with the external shell of the building nearing completion.</p> <p>Carregamman Car Park Greening scheme with some planting and canopy replacement to be completed by end of April 2022.</p>	C&R
<p>We will deliver the Cross Hands Growth Zone and bring forward developments at Cross Hands East Phase 2; Strategic Employment Site. (Ref 13164) MF5-73d</p>	✓	<p>Infrastructure works at the Cross Hands Strategic Employment Site continued throughout the year with the creation of phase two site access and plot formation. Sectional completion of works was achieved in September 2021 with seasonal landscaping throughout the winter months. Preferred contractor Andrew Scott Ltd progressed with the design development of office, industrial and hybrid premises at Plot 3 Cross Hands. RIBA Stage 3 works were completed and a reserved matters planning application approval was secured in December 2021. Agreements were reached with the Active Building Centre ABC (providing capital funding to the project) with a view to uplifting the buildings energy performance and its carbon credentials. Design development and costing continued with a view to agreeing cost and a construction programme with an onsite commencement proposed for Spring 2022. Works to construct an office building on plot 7 with an estimated completion early 2023.</p>	C&R
<p>We will develop Local Employment Sites across the County as part Transformations: strategic regeneration plan for Carmarthenshire. (Ref 13165) MF5-73e</p>	✓	<p>We have continued to engage with colleagues in the Forward Planning department and monitored the progress of the regeneration land submissions as part of the ongoing LDP review to understand the future development opportunities available. Phase 2 infrastructure works to the Cross Hands East Strategic Employment Site were completed September 2021. Final snagging works and seasonal landscaping works during some of the winter months were undertaken. The development has created new market ready development sites with supporting infrastructure with a marketing plan now developed with Welsh Government JV partners. Further initiatives within the County have aligned with the authority's recovery plan. Capital funds were released requesting expressions of interest from applicants for the Property Development Grant. This funding has the potential to support new developments upon sites across the County</p>	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We will Deliver Transformational town centre developments in Llanelli. (Ref 13167) MF5-73a</p>	✓	<p>Strategic Targeted Regeneration Projects (TRI) in Llanelli town centre:</p> <ul style="list-style-type: none"> * The Market Street North Project was subject to a public enquiry in October 2021. Officers from various departments within the authority together with external specialist consultants were present to represent the development. Awaited outcome from the Planning Inspectorate expected in April 2021. * Construction works at the former YMCA made good progress, exterior demolitions of the old extension and major interior adjustments including removal of the existing roof completed. Programme completion is expected early 2023. * The Llanelli Goods Shed project completed end of February 22 with occupation of the building as a community hub expected June 22. * The Y Linc project has secured initial Welsh Government (WG) grant, due to acquisition by another third party there is a requirement to adjust the project. This will be progressed with WG through a revised application. * The Crown buildings project has secured in principle approval of grant and has secured a revised approval by the Local Planning Authority. Ongoing discussions are taking place in relation to security for the project, a request has been made for loan funding to support the project. * A public consultation exercise was held December 21 for the Llanelli Town Centre Recovery Plan. The report has been through the Cabinet approval process and is being built into the delivery of the team. 	C&R
<p>We will further develop the Carmarthenshire Coastal Belt at Llanelli, Burry Port and Pembrey. (Ref 13168) MF5-73C</p>	✓	<p>Following involvement from WG Joint Venture partners there was a requirement to postpone release of the sites at Burry Port while resolving the position on the request from WG Ministers for an additional level of affordable homes on site exceeding the current LDP allocation of 20%. Design parameters and scoring criteria have been produced to channel interests to a high level of design quality. Much of the preparation works for the tender release have been put on hold temporarily. Conscious of the implications of the delay seeking to go through the S73 application process to protect the outline planning applications on the residential and commercial leisure sites, we have until November 2022 to submit reserved matters applications. Following agreement with WG the sites will be released to the market through a tender exercise with a view of selecting a preferred developer subject to the conclusion of the tender exercise. An outline planning application for residential development at North Dock has been approved and will progress through a similar tender exercise following the resolution of position at Burry Port.</p>	C&R
<p>We will deliver phase 2 of the development of Glanamman Workshops to provide improved workshop availability. (Ref 13170) MF5-10</p>	✓	<p>Work progressed really well after delays during 21/22 and the project was completed with the building handed over during March 2022, ready for letting, and entering the 12 months maintenance period. Delays that occurred related to: During the demolition phase, additional Asbestos Containing Materials (ACM) was identified which was not initially picked up on Refurbishment & Demolition Survey (R&D) due to its location; Further delays were incurred during Western Power Distribution(WPD) relocating substation.</p>	P&R
<p>We will continue to deliver a Property Development Fund (new and existing) worth £11 million (£3.4 million from the Council and circa £7.5 million private sector investment). (Ref 14011) MF5-73f</p>	✓	<p>Work remains ongoing on final two projects supported under the original funding allocations. It is anticipated that the eight projects supported under the original capital funding allocations will result: in a total investment into the Carmarthenshire economy of £11.76m; the provision of 94,400sq ft of additional employment space; with the potential to accommodate 212 jobs. The fund has reopened to applications in February 22 for the new funding allocation and applications will be considered in June 22</p>	C&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
<p>We will provide support to start up and established businesses wherever possible, with a particular focus on helping our SME's to upscale. (Ref 14894) MF5-78</p>	✓	<p>In September 21 the Regional Learning and Skills Partnership held Jobs Fairs at our primary town centres in Carmarthen, Ammanford and Llanelli to support businesses in the Transport and Logistics; Hospitality and Health and Social Care sectors.</p> <p>Detailed application documents including Terms and Conditions for both the Business Start up Grant and the Business Growth were launched early January 2022. The detail was released to the enquiry list and the launch of the funding was promoted along with the suite of funding support offered by the County Council. By EOY 230 business had engaged with the process - EOI's received for the Start-up Fund - 70. EOI's received for Growth & Recovery Fund - 160. With EOI's then being invited to full application.</p> <p>10 businesses were supported through the pop-up shop in Llanelli during December 2021 and a further 30 businesses in the former Debenhams in Carmarthen. A further pop-up shop through the 100% Sir Gar initiative supported 15 businesses during February half term.</p>	C&R
<p>We will deliver employment support through the Workways + programme. (Ref 14918)</p>	✓	<p>The Workways project continued to support both long term and short term unemployed within Carmarthenshire. The following outputs were achieved:</p> <p>65 people supported into work, 32 people achieved qualifications and 31 people supported into volunteering work.</p> <p>Jobs Fairs were held in Ammanford, Carmarthen and Llanelli during the year to support people into work, with some jobs offered to individuals attending the fairs, with a number of other jobs being followed up after the events.</p>	C&R
<p>We will continue to implement the Local Development Order for Llanelli Town Centre as part of a co-ordinated strategic approach to regeneration within the town centre, together with other Town Centres and appropriate regeneration opportunities. Preparing and adopting these in accordance with regulatory provisions. (Ref 15202)</p>	✓	<p>The Carmarthen and Ammanford Town Centre LDOs were adopted following Council and Welsh Government Approval. An LDO for the Cross Hands East Strategic Employment Site has commenced the preparation of an evidence pack and the development of pre-conditions. These will support the content of the LDO and its implementation.</p> <p>The Llanelli Town Centre LDO ended following the expiration of its operational period. We will continue to monitor the potential and need for any future interventions within the Llanelli town centre.</p>	C&R
<p>We will aim to create 648 more jobs with Regeneration Assistance. (EconD/001)</p> <p>2020/21 - Result - 266 / 2021/22 - Target 648</p>	✘	<p>2021/22 result - 601 jobs created</p> <p>Off target but an improvement with 600.5 jobs created as a result of the following initiatives: Kickstart, Bureau, Business Engagement, Transformational Commercial Property Development Fund, Pendine Attractor, Business Start Up and Growth Fund, Llandeilo Market Hall, Y Morfa Wetlands, Leader and Carmarthenshire Rural Enterprise Fund. There was a delay in the launch of Grant funding due to legalities and clarification to state aid requirements following Brexit, therefore any shortfall will be realised during 2022/23.</p>	C&R
<p>We will aim to accommodate 86 jobs with Regeneration Assistance. (EconD/002)</p> <p>2020/21 Result - 63 / 2021/22 Target - 86</p>	✘	<p>2021/22 result - 12 jobs accommodated</p> <p>This measure is off target and less than the previous year with only 12 Jobs being accommodated during 2021/22 from the development of Glanamman workshops phase 2. Third Party completion of projects supported by Property Development Fund and Ammanford Regeneration development Fund have been delayed and will now complete on site during 2022/23.</p>	C&R
<p>We will aim to place 418 people into jobs. (EconD/003)</p> <p>2020/21 Result - 119 / 2021/22 Target - 418</p>	✓	<p>2021/22 result - 430 individuals placed into jobs during 2021/22 with Regeneration assistance which is an increase on the previous years and pre-COVID figures.</p>	C&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We will aim to place 1,117 people into volunteering. (EconD/005) 2020/21 Result - 1,441 / 2021/22 Target - 1117	✗	2021/22 result – 931 people were helped into volunteering Not quite met our target and lower than last year when the number of volunteers increased dramatically during the COVID-19 lockdown via the Community Development team. This year's figure is closer to pre-COVID figures.	C&R
Level of Private Sector Investment / external funding secured £6,325,568 (EconD/008) 2020/21 Result - £6,819,854 / 2021/22 Target - £9,792,346	✓	2021/22 result - £10,428,528 of Private Sector Investment was secured This has well exceeded the target of £9.8m.	C&R
C - Developing the rural economy with a focus on the 10 Towns Initiative			
We will continue to deliver the Rural Enterprise Fund (new and existing) worth £6.3 million (£2.2 million from the Council and circa £4.1 million private sector investment). (Ref 14012) MF5-73g	✓	From original funding allocations 21 projects have fully completed and are open for business resulting in a total investment to date into the rural economy of £4.854m with a view to creating 157.5 jobs over the next three years. Work has commenced on a further 3 schemes. 5 projects have been approved at stage 1 of the application process and are working up their detailed stage 2 applications. New funding allocation opened in February 2022 with applications to be considered in June 22	C&R
We shall consider opportunities to work with other local authorities and partners to establish a Rural Deal to focus on rural regeneration and continue to deliver support through the Leader programme. (Ref 14893) MF5-77	✓	We have worked closely with the WLGA, Ynys Mon, Ceredigion and Gwynedd local authorities to secure £11m for an ARFOR 2 Programme from April 2022 to March 2025. This will allow us to undertake projects in rural areas, whilst strengthening the use of the Welsh language We worked with the WLGA to formulate and publish a Rural Action Plan, emanating from the Rural Vision. Continued to lobby Welsh Government for the continuation of the LEADER / RDP Programme and for funding for the rural areas; worked alongside WLGA on this.	C&R
We will monitor progress with the recommendations of the Moving Rural Carmarthenshire Forward report through the Rural Affairs Advisory Panel & consider any new issues as they arise. (Ref 14717) MF5-76	✓	Rural Affairs Advisory Panel did not re-convene until December 2021, with monitoring of progress against recommendations to be taken forward through the Panel. A full update on all 55 recommendations was prepared and actions arising will now be embedded as part of business planning arrangements for 2022-23	P&R
We will establish regeneration initiatives to focus on the development of the rural market towns in the County via the 10 Towns initiative. (Ref 13175) MF5-73b	✓	Construction has progressed well with the Llandeilo Market Hall project with a view to achieving project completion in October 2022. `Ten Towns` Growth plans have now been completed for all the ten towns. Growth plan teams including recently appointed Officers are now focusing on the delivery phase of the plans, working on the submission of detailed project applications for the £1m capital Recovery grants pot having submitted EOI's previously.	C&R
We will consider options for ensuring the most effective use of the Council farm estate to support affordable farming initiatives and maximising development /diversification opportunities, particularly in relation to regeneration of renewal energy. (Ref 13174) MF5-14.	✓	Sites have been put forward for consideration for renewable energy initiatives with opportunities identified. Feasibility work being undertaken on all Farms in relation to The Water Resources (Control of Agricultural Pollution) (Wales) Regulations 2021. 7 reports had been received by EOY with a further 9 in the process of being drafted. Instructions have been sent to carry out the final reports.	C&R
D - Strengthen the foundational economy and community resilience.			
We will continue to support the early engagement of Local Businesses and have due regard	✓	Supplier engagement continued throughout 2021/22 with online meetings due to the Covid-19 pandemic and suppliers being very receptive to this change. We have continued to work closely with Business Wales to adapt our processes for Tender support and	P&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
to the effect of our procurement on the local economy. (Ref 14947)		engagement and this has ensured a coordinated approach. In 2021/2022, 63 first point of contact (1-2-1) meetings were held with our supplier engagement officer and suppliers who made contact as they were interested in engaging and working with us. 7 Live Tender Webinars were held virtually via Teams during the year with a total of 164 suppliers in attendance. The aim of these sessions was to inform prospective tenderers of the forthcoming tendering opportunities and the requirements of these services / goods. These sessions included Domiciliary Care, Cleaning Materials and Workwear and Verge Mowing and Strimming tenders. A Meet the Buyer Event was organised by the main contractor, Bouygues for Pentre Awel Zone 1 Development & was held at Parc y Scarlets, Llanelli on March 30th 2022. A total 107 suppliers/ contractors attended the event throughout the day with Procurement & Community Benefits Officers representing CPU at the event. We developed and launched a 'Supplier Guide' for current & potential contractors, suppliers & providers. This is now available electronically & appears on the Procurement page of the Councils website. Internally, the Supplier Engagement Protocol was updated & incorporates guidance regarding various pro-active supplier engagement initiatives.	
We will ensure that a high percentage of undisputed invoices are paid within 30 days to help local businesses cash-flow (CFH/006) 2020/21 Result - 97.3% (296,465÷304,817) /2021/22 Target - 93.5%	✓	2021/22 Result – 97.3%. (332,912/342,048) This is on target; we have retained our best ever performance of last year. Prompt payment is essential for businesses especially at a continued time of uncertainty due to the pandemic and increased costs.	C&R
The % of trading standards inspections for high risk businesses conducted. (PPN/001i) 2020/21 Result - 1% (2/180) / 2021/22 Target - 100%	✘	2021/22 Result - 99%. (172/174) Only just missed the target as the trading standards team did not start focusing on high-risk businesses until September 2021 due to the ongoing support for the Covid Enforcement Team. Despite incredible effort by officers, we were unable to complete all due inspections by 31st March 2022, however the two outstanding inspections were carried out in the first two weeks of April 2022.	E&PP
The % of animal health inspections for high risk businesses conducted (PPN/001iii) 2020/21 Result - 12% (64/546) / 2021/22 Target - 6%	✘	2021/22 Result - 94%. (151/161) During 2021/22 the team have been working to complete all high risk inspections identified at the beginning of the year. However, unfortunately, and despite officers' best efforts, due to site closures and COVID-19 the team have been unable to meet the 100% target for 21/22. The remaining 10 inspections were completed during April 2022.	E&PP
E - Developing learning, skills, employability and encouraging a spirit of entrepreneurship.			
We will deliver the £30million Skills and Talent Initiative to ensure the County fully benefits from the opportunities that will be created through the £1.3 billion investment through the Swansea Bay City Deal. (Ref 13176) MFS-72b	✓	The Skills and Talent Business Case was approved by Carmarthenshire, Neath & Port Talbot, Pembrokeshire and Swansea County Councils, prior to submission to the Welsh and UK Government during 2021. During early 2022, the Skills & Talent project was approved by both UK & Welsh Governments, with a new Project Manager who commenced prior to Christmas.	C&R
F - Ensuring clear business support plans to support any implications from Brexit			
We will investigate and monitor the impact of Brexit on the economy of Carmarthenshire via the Brexit Risk and Opportunities Register. (Ref 14015) MFS-84	✓	The Brexit Task Group reviewed and assessed the level of Risk and Opportunity Registers on a regular basis, based on local intelligence (we continued to monitor the impacts of Brexit upon SMEs, communities and people), and also updates from the Welsh Government throughout the year. In January all risks were re-assessed and either	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		terminated or tolerated. Each department will now take on responsibility for tolerated risks which are appropriate to them.	
G - Supporting local and digital economic growth			
<p>Work with partners to address issues in terms of superfast broadband access and mobile phone signal across the County and in particular in rural areas. <i>(Ref 14892) MF5-74</i></p>	✓	<p>A "Carmarthenshire Connectivity" event was held for elected members and senior officers in the last quarter, updating them on progress and ongoing work to enhance broadband and mobile connectivity across Carmarthenshire.</p> <p>90.1% of Carmarthenshire's business and residential premises now have access to Superfast Broadband (30mbps) or above.</p> <p>42.6% of premises have access to Gigabit capable Broadband.</p> <p>Significant Commercial Investment in Gigabit fibre build is ongoing at Cross Hands, Llangennech, Burry Port, Llanelli, and Carmarthen.</p> <p>Superfast Cymru 2 Investment is secured to connect 3300 of Carmarthenshire's worst served rural premises. 4 new Mobile masts currently being planned for some of Carmarthenshire's most rural areas as part of the mobile industries new Shared Rural Network Investment. These new masts will be shared by multiple operators.</p> <p>Up to 10 Gigabit Voucher Scheme Community Projects currently ongoing and at various stages across the County.</p> <p>24 Public Sector Sites being upgraded to full fibre to improve provision of and access to public services with a further 100 + planned for next year. These fibre spines being built to public sector assets will significantly enhance connectivity options for premises in and around those public sector assets.</p> <p>Web presence on Carmarthenshire's website is being continuously updated to provide clear and accessible advice, guidance and support for citizens and businesses in obtaining better connectivity. Officers playing a leading role as part of Welsh Governments Digital Infrastructure Barrier Busting Group to facilitate and encourage investment in Digital Connectivity across Wales.</p>	P&R
<p>We will develop and deliver a County wide tourism plan to focus more on the strategic objective of generating more year-round business by developing and promoting campaigns that provide a clear reason to visit Carmarthenshire. <i>(Ref 14924)</i></p>	✓	<p>2021/22 has been a strange and complicated year for activities the County Council has sought to support the tourism sector as part of the economic recovery plan. A bit stop start – seeking to find a workable set of actions that would not annoy residents as lockdown restrictions were partially still in place and sensitiveness high. An important role has been the communication to the 1,300 different accommodation providers of the varying different regulations and financial support us and others were making available, providing the sector with a trusted and available local source of guidance.</p> <p>Updating our corporate website and then using the established communication systems has been highly successful.</p> <p>With Welsh Government financial support, the marketing campaign we delivered has been one of the most successful. Our sales "pitch" was to present the County as an attractive and quality rural destination over the Autumn Winter. Actions included social media (organic posts and advertising), radio advertising, public relations targeting the mass UK publications, and digital messaging on bus shelters and roadside billboard signage. The Cwtch Trail had an excellent pick up with UK media including a 2-page article in Bella Magazine and feature in the Guardian whilst we maximised our hosting of the Sky Film production Save our Cinema with social media clips and where to go trail leading to another 2-page feature in Best Magazine worth £36,000. In total, over 10million people got to know about us!</p> <p>Continued additions have been made to the official visitor website Discover Carmarthenshire including further new content on a number of the rural town locations. New content on the latter included promotional videos that were then supported by social</p>	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>media boosted posts.</p> <p>During March 2022 alone, there were 86,339 unique page views and 29,753 visits with the home page being the most popular as this is the landing page for most of the promotional activity. The Facebook account has risen again to over 17,227 followers as the planned weekly set of campaign actions have started to make an impact. The posts on walking {walking Wednesday} and rural towns {places to explore} are being boosted in designated target audiences as we utilise the data this platform can provide, lowering waste and improving responses (the recent post on Newcastle Emlyn gained 600 likes) and we can react quickly to national campaigns such as the Sunday Times newspaper making Llandeilo best place to live in Wales with posts of our own including images and videos.</p>	
<p>We shall contribute towards the Council's Economic Recovery plan: capital investment schemes (Pendine, Oriel Myrddin and Pentrawel). (Ref 15070)</p>	✓	<p>Pendine Attractor project has had challenges with storm damage to Museum roof, however, scheme is now progressing well with new contractor on site, and due to be completed by late Summer 2022; Oriel Myrddin project progressing with £1m external funding secured from ACW, and design and construction programme in place to hopefully start on site mid 2022. Legal work progressed well with Trust moving to CIO; Main contractor appointed for Pentre Awel works including new Leisure facility. See more detailed PIMS actions updates for each project too.</p>	C&R
<p>We will continue to lead the £55 million investment in Digital Infrastructure across Carmarthenshire and the wider Swansea Bay City Region. (Ref 14921)</p>	✓	<p>The Programme Business Case, timelines and financial spend forecast was realigned during Q4 21/22 to reflect the current situation due to post covid delays. This was conducted in collaboration with all relevant local and regional senior stakeholders via Carmarthenshire and City Deal change control processes. This has put the Programme in a strong position to continue delivering its objectives, benefits, and outcomes for the Region. Individual Project procurements are now moving to delivery as planned. Individual Project resources to be hosted within the 4 Local Authorities of the Region are currently being recruited.</p>	C&R
H – Continuing our recruitment of graduates and apprentices			
<p>Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees. (PAM/044)</p> <p>2020/21 Result - 27.0% (170/6,302)</p> <p>2021/22 Target - 20%</p>	✓	<p>2021/22 result 20% (126/6,292)</p> <p>The result is on target although the number of apprentices is lower than the previous year. The number of Apprentices has been affected by a number of factors including Covid and issues around working from home. The move to delivering management qualification through Further Education funding rather than via the apprenticeship route has improved the learning experience for managers but has impacted on this measure. There are a number of initiatives in place which prioritise apprenticeships that will address this measure. A Care Academi launched in the spring 2022 with an to ongoing recruitment of apprentices through the scheme . A proposal has been developed to secure funding for Our Future Workforce (previously Work Ready), to include corporate funding to support the recruitment of apprentices as well as a support structure for departments to fund additional roles.</p>	P&R



Well-being Objective 6

Live Well - Increase the availability of rented and affordable homes

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
A - Affordable Homes Delivery Plan			
We shall increase the number of affordable homes in the County by delivering the affordable homes plan (7.3.2.24) 2020/21 Result - 158 / 2021/22 Target - 273	✓	2021/22 result - 308 308 additional affordable homes were delivered during 2021/22. So far, we have delivered 1,437 additional affordable homes since 2016.	C&R
The number of additional affordable housing units delivered per 10,000 households. (PAM/036) 2020/21 Result - 11 (94/82,190) / 2020/21 Target - 20	✓	2021/22 result - 37 (308 x 82,897 x 10,000) This Result reflects our Affordable homes delivery performance and includes Simple Lettings sign-ups, Empty Properties restored, New Builds both by the authority and RSL, Buying private sector homes and Contribution by developers (S.106).	C&R
The number of new additional properties managed by our internal social lettings agency. (7.3.2.25) 2020/21 Result - 30 / 2021/22 Target - 45	✗	2021/22 result - 9 The supply of affordable properties has become increasingly difficult because landlords and agents are marketing and letting their properties at rates that are considerably above the Local Housing Allowance levels. A thriving housing market is making it increasingly difficult to influence and we are therefore faced with a very difficult challenge in attracting new landlords to expand our portfolio of properties. Landlords are also selling properties in a buoyant housing market and their inability to refinance against current mortgage criteria for 'buy to let' and we are therefore reliant on accidental landlords to bring properties forward rather than investment landlords. Lastly, further regulation by way of the Renting Homes Act (due to be implemented in July 2022) has encouraged more landlords to exit the private rented market which not only lowers the supply of affordable housing but increases the pressures on homelessness services.	C&R
We will deliver our Housing & Regeneration Delivery Plan providing at least 900 additional Council and affordable homes over the next 5-10 years, assisting in regenerating our town centres and ten towns initiative in rural areas. 1st phase to March 2022. (Ref 14700) MF5-45	✓	The new housing regeneration and development delivery plan has been developed utilising the information obtained following the public consultation undertaken in the summer 2021 which received over 2500 responses. The new plan sets our vision to support the delivery of over 2000 homes for rent and sale over the next 5 years. The plan is based on meeting housing need and stimulating economic growth across the County creating jobs, building strong sustainable communities and growing the green economy. The plan was approved by Council in March 2022. The first three council new build sites were completed and let in 2021/22 creating 31 new homes for local people including individuals with complex needs. A further 96	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		homes will be completed and let in the first quarter of 2022/23.	
We will deliver the Swansea Bay City Deal programme to develop 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents. <i>(Ref 13185) MF5-46</i>	✓	The City Deal Business case has been submitted to Welsh Government for approval by the region. In Carmarthenshire we continue to deliver programmes that meet the City Deal principles of 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents. Our programmes include developing low carbon new build homes and retrofitting our existing stock. We are working closely with the Welsh School of Architecture, Active Building Centre to deliver our own retrofit pilot projects across our housing stock and monitoring the energy performance of our new build homes. The Active Building Centre is also monitoring our tenants use of the new technologies in their homes to understand how our tenants are maximising from the energy benefits promoting health and well being and mitigating fuel poverty.	C&R
We will implement a transformational master plan for the Tyisha ward which will address the concerns of residents and provide a sustainable future from a housing, environment, community safety and economic regeneration perspective. <i>(Ref 14702) MF5 51 & 47</i>	✓	The Transforming Tyisha Master Plan and supporting documentation has been finalised. New objectives and tasks have been set for delivery over the next 5 years+. Early Market Engagement with potential development partners concluded in December 2021 and submissions are being reviewed to inform the future selection process. Demolition of the 4 Tys has completed to provide one of the future redevelopment sites.	C&R
We will develop a decarbonisation and affordable warmth strategy which will create greener, more energy efficient homes, help grow the local green economy promote affordable warmth for our tenants and ensure we support the local and national decarbonisation agenda. <i>(Ref 14951) MF5 48</i>	✓	A draft decarbonisation and affordable warmth strategy has been developed supporting the Council's net zero carbon principles. The strategy is based on the evidence obtained from a series of pilot projects that we have developed in partnership with Swansea and Cardiff Universities. The strategy will require political sign off by the new administration before being fully implemented.	C&R
We will further develop relationships with internal and potential external customers to encourage collaboration and commercial opportunities to make best use of Carmarthenshire's property-related Frameworks and operational teams. <i>(Ref 14972)</i>	✓	We have continued to explore opportunities with both internal and external clients. One example was the establishment of the Schools Handyvan Service which was rolled out at the end of 2021 and is operating successfully. Since the disaggregation of the Housing Responsive Maintenance function to Communities we are looking to expand our in-house team in the new financial year with the recruitment of an additional 13 new maintenance technicians. We will continue to collaborate in the new financial year on a similar basis as and when opportunities arise.	P&R
We will complete the review of Maintenance Operational teams to ensure effective and prioritised in-house delivery of Housing repairs. <i>(Ref 14976)</i>	✓	We are continuing to review operational teams to ensure effectiveness and efficiency. The introduction of the Total Connect IT system will facilitate a more detailed resource deployment arrangement to further improve efficiency of the in-house team. Opportunities to insource further have been explored and we are actively recruiting trade operatives following approval to recruit 13 new Maintenance Technicians within the	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		Communities Department in late March 2022, following disaggregation of the functions in January 2022 . There is, however, a significant skills shortage for a range of trades which is being experienced by our Framework contractors and is evident in the low number of applications we have received for vacancies throughout the year. Wages being offered within the industry have been increasing steadily in the private sector over the last year which has also impacted on our ability to recruit.	
We shall continue the roll out the Housing Repairs Review new working model to deliver a more timely, flexible, and efficient multi-skilled repairs service and finalise an implementation plan for extending the service countywide, including appropriate multi-skilling training for all our responsive/preventative maintenance operatives. (Ref 14977)	✓	This year has seen the Property maintenance function being disaggregated between Environment and Communities which was finalised in January 2022. This has allowed the new Housing Property and Strategic Projects Division in communities to refocus on the delivery of housing repairs to our customers. Recruitment of 13 additional operatives is imminent to rebalance our trades teams throughout the county and reduce our reliance on contractors. Further major improvements in keeping with the recommendations of the original Housing Repairs Review will be achieved later in the year with the introduction of our new IT system Total Connect. This will provide a much improved service to our customers with online repairs reporting, appointment booking and email/SMS updates for jobs reported as well as improving the operational efficiency of our in house team.	C&R
We will contribute to delivering the Authority's Affordable Homes Delivery Plan and Swansea Bay City Deal 'Homes as Power Stations' programme to help generate sustainable and affordable homes and address fuel poverty for our residents by developing new homes with innovative technologies to limit energy usage. (Ref 14980)	✓	Whilst we continue to develop and deliver a number of schemes active on site and others in the course of obtaining planning and/or grant approvals, others have or are due to be handed over shortly for occupation e.g. Glanmor Terrace, Burry Port, Gwynfryn, Ammanford, Garreglwyd Pembre, whilst Maespiode in Llandybie was handed over earlier this year. In addition, the first phase of the Dylan site has been handed over and the remainder are scheduled to be handed over in August 2022. Other schemes are on site such as Wauniago, Carmarthen and others are either in the course of being tendered or will be shortly. These will be subsequently tendered to a programme to be agreed with the scheme sponsoring department. We continue to implement a number of new and refurbishment/upgrade schemes in line with the Authority's ambitions to meet its Net Zero Carbon (NZC) requirements. We are constantly looking for energy performance improvements and technologies that will not only generate affordable energy from natural sources but will also reduce the cost of energy in use for the tenants.	C&R
Through the re-structure we will ensure that we set ourselves up for the post COVID world in terms of housing services, ensuring that we maximise income in terms of rents, and that we continue to	✓	A new structure has now been implemented that will provide continued focus on maximising rental income. We have undertaken a comprehensive Tenant Survey with nearly 2,000 being received. These responses will be analysed, and an action plan being developed to build on the strengths identified as well as areas for	C&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
<p>deliver high levels of tenant satisfaction. (Ref 15094)</p>		<p>further improvement. Headline overall satisfaction levels are 75% for quality of home and 82% for quality of the neighbourhood. This survey will now form the basis of the work for our new Community Engagement team.</p>	
<p>We will deliver a sustainable plan for Council House Voids that will reduce their number and quicken turnaround times when properties are vacant. (Ref 15095)</p>	✓	<p>Management of Voids has transferred to the Housing Property & Strategic Projects Division. A review of the Voids process is underway in the final quarter of 2021/22 and identified improvements will be developed as part of the new Division's Business Plan for 2022/23 onwards.</p>	C&R
<p>The % of empty private properties brought back into use (PAM/013) 2020/21 Result - 6.88% (162/2,354) /2021/22 Target - 7.80% This measure includes all previously empty properties and not only affordable homes.</p>	✘	<p>2021/22 result - 6.00% (132/2,200) The pandemic continued to affect and present challenges in returning empty properties to use resulting in a reduction of outturn during the financial year. Intermittent inspections and action relating to empty properties meant that there were less in the pipeline particularly for the first part of the year as well as other factors like the availability of contractors, supply of materials and inclement weather conditions influenced the work programme. We have invested a significant amount of resources into the Valleys Taskforce Empty Property Grant scheme, preparing grant schemes which is externally funded by WG, by preparing 104 applications which amount to £2.7million of improvement works (net cost), which may attract an approximate grant allowance of £2million (assuming £20,000 allocated per surveyed property) to the County. The benefit of this scheme, however, will not be realised until the next financial year with the funding being committed and rolled forward.</p>	C&R
<p>The number of new homes created as a result of bringing empty properties back into use (PAM/045) 2020/21 Result - 0 additional dwellings / 2020/21 Target - 7</p>	✓	<p>2021/22 result - 12 This measure accounts for the number of additional dwellings created when an empty property is sub-divided into additional dwellings in an effort to bring a property back into use. 132 empty properties were brought back into use during 2020/21, with 12 new homes created.</p>	C&R
<p>We will reduce the average number of days taken to complete council house repairs. (PAM/037) 2020/21 Result - 10.5 days / 2021/22 Target - 14 days)</p>	✘	<p>2021/22 result - 15.1 days (377,374/24,938) Off Target and declined. During Covid there were significant periods where there was a corporate decision to only undertake urgent and Health & Safety works. Once normal service resumed, end to end times were significantly increased. Post-Covid and Post-Brexit there has also been a significant reduction in contractor capacity, which has led to difficulty procuring works via existing framework arrangements. We are working with contractors to identify ways to increase capacity and will be preparing a new minor works framework prior to expiry of the current framework in August 2023.</p>	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		We are continuing to target the backlog, which is gradually reducing, by packaging work together by work type and geographically to make delivery more efficient.	
<p>We will continue to ensure that all council houses meet the Welsh Housing Quality Standard (WHQS) (PAM/038)</p> <p>2020/21 Result - 100% (9,162/9,162) / 2021/22 Target - 100%</p>	✓	<p>2021/22 result - 100% (9,148/9,148)</p> <p>All of our council houses meet the Welsh Housing Quality Standard (WHQS)</p>	COMM
<p>The % of rent lost due to properties being empty. (PAM/039)</p> <p>2020/21 Result - 4.3% £2,006,723 ÷ £46,798,181) / 2021/22 Target - 4.0%</p>	✓	<p>2021/22 result - 3.9% (£1,880,887 / £47,469,606)</p> <p>This result is on target and has improved on previous year, but we continue to suffer from a lack of contractor capacity. Recommendations and improvement areas arising from the voids review will be taken forward as part of the 2022-23 business plan with a focus on reducing turnaround times.</p>	COMM



Well-being Objective 7

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Eat and breathe healthily			
<p>We will work with community organisations to improve access to the network of footpaths and bridleways across the County. (Ref 14966) MF5-68</p>	✓	<p>“A Rights of Way Improvement Plan has been put in place and regular liaison with the Local Access Forum is continuing to take place. Work is also ongoing with the assistance of the Ramblers Association to grow a volunteer network to assist with the inspection of PROW and potentially undertake minor works, discussions have also taken place with BHS to extend this to volunteers from the equine community. A Public facing extension of the Countryside Access Management System has now been developed and adopted within the Countryside Unit, and now is being trialled with volunteers and seems to be working well, eventually it will enable public reporting and volunteer surveys to be input. Additional liaison with the Town and Community Council forum to discuss the PROW hierarchy which has been developed is ongoing, the CAMS extensions and a landowner responsibility brochure is almost complete. This year the Countryside Maintenance Team have resolved 626 issues on the PROW network, these issues were spread throughout 64 parishes within the county, and totalling just over 316km’s of the network was improved.”</p>	C&R
<p>We will continue to ensure we meet regulatory requirements to high standards in terms of environmental health functions e.g. food standards and hygiene. (Ref 15098)</p>	✓	<p>The Food, Safety and Health team has continued to undertake duties in relation to Food and Feed Safety and whilst ensuring new food businesses are registered, the team has been proactive in surveillance of food businesses across the authority, with the objective of gaining an accurate picture of the everchanging local food business landscape. With Food activities being carried out in accordance with the Food Standards Agency’s ‘COVID-19 Local Authority Recovery Plan’ –2021-2022 saw the following work being completed by the team : 443 joint Food Hygiene and Standards Inspections, 201 feed inspections, over 270 new food business registrations processed, 1326 service requests dealt with and over 30 personal and premises skin piercing registrations being processed. 10 Food Hygiene notices and 4 Health and Safety notices have been issued as a result of non-conformances found during inspections and investigations. We continue to provide advice and support to food businesses in export of food, with 30 Export Health Certificates having been issued. 491 Infectious disease cases (non-Covid) have been investigated during this period, with an outbreak of Legionella and an Incident of VTEC Ecoli also having been investigated. Officers have taken part in 2 Multi Agency raid where Smokies (illegally produced meat) were found and removed from the food chain with investigations ongoing. Official Control monitoring of shellfish harvesting areas continues on a monthly basis and the food hygiene, food standards and feed sampling programme has been delivered throughout the year with 127 samples having been undertaken during the year. This includes routine and project</p>	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		sampling having being undertaken at Carmarthenshire food businesses	
We will develop a pro-action Air Quality Delivery Plan, in conjunction with other Council Divisions and key partners. (Ref 15099)	✓	An Air Quality Delivery Plan has been developed and agreed by the AQ Action Steering Group.	E&PP
We will prepare an integrated Green Infrastructure Strategy to build on the national and local policies incl. Revised LDP and content of the Green Infrastructure Assessment. (Ref 15201)	✓	The Green and Blue Infrastructure Strategy has been prepared with the final draft approved pending translation. Its preparation has been informed by engagement and will be published in due course.	C&R
We shall ensure that a very high percentage of food establishments meet food hygiene standards (PAM/023) 2020/21 Result - 98.02% (1,827/1,864) /2021/22 Target - 90%	✓	<p style="text-align: center;">2021/22 Result - 99.31% (1,012/2,026)</p> This result is on target and improved on the previous year.	E&PP
The percentage of Food Business establishments inspected that were liable to a programmed inspection as per the Food Standards Agency Recovery Plan. (PPN/002) 2020/21 New Measure / 2020/21 Target - 100%	✓	<p style="text-align: center;">2021/22 Result - 100% (407/407)</p> All the food business establishments inspections as per the Food Standards Agency Recovery Plan were completed during the year.	E&PP
B - Physical Activity			
We shall invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village - Pentre Awel. (Ref 12602) MF5-61	✓	A main contractor Buoygues has been appointed with detailed design conversations progressing well for Leisure aspects. Working positively with Health colleagues to finalise design of Hydrotherapy pool. Operational links with CSG and UWTSD continue to be strengthened with representation on Wellness hub sub-groups. Board and Sub groups meetings ongoing. Groups now looking at integrated use of spaces and draft operating timetables. Revenue business modelling being refined. Wider site management options being explored with corporate property. Green spaces sub group also established to fully explore options for non built areas of site.	C&R
We will implement the Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes. 1- Education, Development & Training; 2-Infrastructure and Facilities; 3-Marketing & Branding; 4-Tourism and 5 – Events. (Ref 13195). (Part of MF5-1)	✓	Highways are delivering the following schemes using Tfw Active Travel Funding: Llanelli Masterplan Construction of the bridge over the A484 and adjacent shared use paths to begin in January 2022 with works estimated to last 6 months. Funding bids going in for FY 22/23 to include another active travel compliant bridge over the Railway line to replace Black Bridge. Improved access and connectivity into Trostre Retail park, upgrade of PROW link to NCN network and safe crossing point from Yspitty Road in Bynea. Other schemes progressed include A484 to Box Roundabout, Exchange Row crossing improvements and active travel enhancements in the Felinfoel area. St Clears Masterplan Currently focusing on the rerouting of the Riverside Path (under construction) to bring the NCN off road and connect upper and lower St Clears.	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>Other schemes being progressed through the WelTAG process for construction in future years including connections to the proposed railway station.</p> <p>Ammanford/Cross Hands Masterplan Currently focusing on the Active Travel measures adjacent to the ELR (under construction) with other schemes being progressed through the WelTAG process for construction in future years.</p> <p>Carmarthen Masterplan A range schemes being progressed through the WelTAG process for construction in future years including proposed measures on St Clears Rd bidding for construction funding for 22/23.</p> <p>Also progressing WelTAG studies for Llandovery and Tumble Masterplans as well as routes within the Gwendraeth and Teifi Valleys and the Cardi Bach route.</p> <p>In addition, the following supporting measures have been funded by various WG funding streams:</p> <p>Brompton Bike Hire Docks at Carmarthen Bus Station, Llanelli Train Station and Burry Port Multi Model Interchange (mix of standard and electric Bromptons as part of a membership hire scheme).</p> <p>EBike Charging capacity to charge 10 bikes at: Beacon, Eastgate, St Catherine's Walk, Amman Valley LC, Carmarthen LC, Llandovery LC, Pembrey CP, Pendine. (approximately 60% sites complete). Cycle Parking – being installed at various sites across the county.</p> <p>Women`s Tour of Britain professional cycle race to be hosted in County on Friday, 10th June 2022.</p>	
<p>We will develop Ammanford Leisure Centre facilities with upgrades to internal wet-side changing facilities (phase 1 - completed); and improvements to parking infrastructure and external sports facilities linked to wider school site masterplan (phase 2). (Ref 14705) MF5-62 part</p>	✓	<p>The next phase of the masterplan has been agreed with the school for the development of a new floodlit, 3G all weather pitch and enhanced Athletics provision. Funding bids submitted to FAW levelling up pot and SportWales collaboration fund with positive indications of support from latter. School also having ongoing positive dialogue with Education on access, play, parking and traffic flow improvements for site. New 3G pitch and enhanced Athletics facilities to be developed during Autumn/Winter 2022</p>	C&R
<p>Will ensure best use is made of school facilities to support wider community activity. (Ref 14995) MF5-30</p>	✓	<p>A number of school projects have recently been completed and will promote use of facilities to the wider community. We are also revising the future schools design brief to include a more community focussed element.</p>	E&C
<p>We will recover of memberships and user numbers at Leisure facilities to pre-covid levels and beyond by 31/3/22. (Ref 15068)</p>	✓	<p>Industry seeing gradual recovery on gym / leisure centre income increases. Aiming to get back to pre-pandemic levels as close as possible to 1/4/22. Some ongoing variables in above assumptions as seasonality and any further WG restrictions continue to play a big part in leisure income profiles. Gym membership current at about 75% pre-pandemic levels, with aquatics income over 80%. A number of mitigation measures are in place / planned, including Active Anywhere online platform to stream classes and activities in all sorts of locations e.g. people's homes; community halls;</p>	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		care homes; surgeries; hospital physio support (linking with excellent National exercise referral scheme); schools (pilot of 18 schools recently completed and huge potential to roll this out across Wales as a paid for extra-curricular service to generate new income and help address obesity challenges – USP being we deliver all this bi-lingually); and this will continue as part of our better value, hybrid offer moving forward.	
We shall continue with the development of site masterplans including Amman Valley Leisure Centre, and Llandoverly Leisure Centre. (Ref 15075)	✓	Llandoverly site masterplan works completed, with creation of new fitness and multi purpose rooms to compliment the existing 20m pool, turning the facility into a new Leisure Centre for the area. Outdoor multi-use courts also being incorporated into community offer, working closely with Ysgol Gynradd Rhys Pritchard; At Amman Valley, the internal wet-side re-furbishment works have been completed with new village change and DDA compliant toilet and shower facilities. The masterplan for outdoor sports facilities on the AV comprehensive school site, including replacement all weather pitch and upgraded running has been agreed with the school. Internal and external funding secured to deliver new 3G pitch and enhanced Athletics offer during Autumn / Winter 2022. Discussions are also ongoing with colleagues in Regeneration around potential additional leisure facilities as part of the town regeneration plans. Further detail within action WBO7/B Part MMF5-62	C&R
The number of visits to leisure centres per 1,000 population (PAM 017) 2020/21 Result - 734 /2021/22 Target - 4,489	✓	2021/22 Result - 4,598 (873,882/190,073) This result is on target and greatly improved on last year. The last quarter of the year showed continued improvement in attendances, supported in part through the increased capacity as restrictions are relaxed, and through Welsh Government funding initiatives such as 'winter of wellbeing', which provided multiple free spaces for predominantly young people in facilities. Learn to swim programmes have recovered to over 80% of pre covid levels with Memberships at 75%. Overall results are ahead of forecast, and we expected this steady recovery to continue into the next year.	C&R
The % of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme (3.4.2.6) 2020/21 Result - 0% /2021/21 Target - 50%	x	2021/22 Result - 40.4% (203/503) The end of year result is off target. This is largely due to the prominence of COVID during the year. As a result, we struggled to get individuals into our leisure centres to undertake initial assessments. Towards the end of the financial year things improved and we expect this to continue going forward. Recruiting additional NERS Instructors had been an issue during the year, with only appointing three new officers at the end of the financial year after three rounds of recruiting. This will now allow us to increase the number of initial assessments we offer each week.	SC&H
The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041) 2020/21 Result - 0% /2021/21 Target - 55%	x	2021/22 Result - 30.2% The result is off target largely due to NERS not being operational for the first half of the year due to COVID. This improved towards the end of the financial year, and we expect this to continue going forward. A full service review has taken place, with three new officers recruited at the end of the	SC&H

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		financial year with a new computerised referral process to be adopted during 2022/23 which will ease the admin re provision.	
The percentage of National Exercise Referral clients whose health had improved on completion of the exercise programme (PAM/042) 2020/21 Result 68.4% (104/152) /2021/22 Target - 70%	x	2021/22 Result – No result available This measure is reported for the previous financial year due to the timeliness of data, therefore this would be based on clients attending the exercise programme during 2020/21 and whether their health had improved. This was a period when NERS was not operational due to COVID, as a result no data has been collected against this measure.	SC&H
C - Mental Health			
We will continue to work with partners to transform mental health and learning disability services. We will promote independence, early intervention and prevention and ensure that support and services are accessible. (Ref 14698) MF5-57	✓	The Health Board have decided to pause meetings on the single point of referral due to a recent announcement from Welsh Government about additional funding to extend 111 for mental health. Potentially this could mean our single point of contact intentions are unnecessary and could be stood down as an action at that point. A transportation scheme delivered by St John's to alleviate pressure on mainstream ambulance services and improve conveyance arrangements for people in mental distress is now fully operational and we are making use of the facility.	SC&H
We will continue to deliver the Country park site masterplans at Pembrey Country Park, Millenium Coastal Path, Llyn Llech Owain and Mynydd Mawr. (Ref 14958) MF5-67	✓	A new improved area outside yr Orsaf at Pembrey County Park has been completed by April 22. A Masterplan is being drawn up for Mynydd Mawr Woodland Park to include newly define paths network (with grant).	C&R
We will deliver a £2million programme to re-develop Burry Port Harbour. (Ref 13201) MF5-69	✓	Harbour wall repairs have been completed. Liaising with BPTC to manage issue with coastal erosion and exposure of remnants of old BP Power station East of Harbour. Mitigation measures in place with ongoing monitoring and work to develop a long term management plan for issue. Meetings held with RNLi and The Marine Group to work collaboratively.	C&R
We shall develop the digital and creative skills of local communities by appointing 2x Maker Space apprentices to further develop and promote creative and innovative workspaces at our Libraries. (Ref 15071)	✓	The Maker Space Apprentices based in Ammanford and Carmarthen are just coming up to eighteen months in post. Both have successfully completed and passed all modules of their college course to date. They continue to produce innovative Makerspace content for social media and face to face events. The Apprentices have been instrumental in delivering face to face workshops and sessions at weekends which utilise the full range of Maker equipment available in Carmarthenshire Libraries. During the last quarter they have also had more experience of customer facing activity which includes delivering public engagement events on the new self service technologies available across our libraries.	C&R
We shall develop 24/7 access concept for Libraries, including remote locker solutions at rural hubs. (Ref 15072)	✓	Remote Locker solutions are now installed and available at Whitland, Brynamman and Newcastle Emlyn Libraries. The public have been supported to use this technology via a number of drop in support sessions delivered by our Digital Officer and Apprentices. Smallest Branch book vending machines are currently being piloted at Newcastle Emlyn Library which has now launched as Carmarthenshire Libraries first fully self service Library . The Open+ system which will allow access to Carmarthen Library beyond staffed hours is installed and ready for testing.	C&R
The number of library visits per 1,000 population (LCL/001) 2020/21 Result - 1,716 (323,926/188,771/ 2021/22	x	2021/22 - 1,614 (306,826/190,073) Unfortunately, we didn't meet our target and visiting figures (physical and virtual) are lower than in 2020/21. Physical visitor figures are gradually increasing as COVID-19	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<i>Target - 1,716</i>		restrictions ease. During Q4 over 1,200 school children visited our libraries as part of our Winter of Wellbeing activities. Children took part in craft sessions, poetry and drama workshops, keep fit classes, magic shows & music/ rhyme sessions. Customers also continue to utilise our free digital resources, with customers benefitting from our range of digital e-books, e-audiobooks, newspapers, magazines & training apps.	
<i>The % of Quality Indicators achieved by the library service. (PAM/040)</i> 2020/21 Result - 86.1% /2021/22 Target - 93.8%	✓	2021/22 Result - 100% All relevant quality indicator targets were achieved giving a result of 100%. This is based on actual results for 2020/21 as final confirmed results for 2021/22 will not be available until Nov/ Dec 2022.	C&R
D – Substance Misuse			
We shall draft the Mental Health/ Substance misuse pathway and seek agreement by regional partners to develop and provide training programme to reflect the new approach <i>(Ref 15184)</i>	x	The Area Planning Board continue to hold quarterly co-occurring meetings. The pathway work is complex as it involves many agencies. However, the work regarding Alcohol Related Brain Damage has progressed well with the successful Fulfilled Lives service supporting people with complex needs to remain living independently within the community, and avoiding residential placements. There is still some work to do regarding the ARBD pathway especially relating to identifying responsibility for cognitive assessments and this work will continue to be monitored within the ARBD working group, also chaired by the Area Planning Board. There are additional working groups relating to Harm Reduction, and Treatment and Recovery, so there is scope to develop pathways further.	E&PP



Well-being Objective 8

Live Well/Age Well - Support community cohesion, resilience, and safety

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Develop and implement how we provide information, advice, and assistance			
We will develop the Information Advice and Assistance (IAA) service by enhancing the Multi-Disciplinary Team, to ensure that as many individuals as possible are supported to achieve preventative outcomes. (Ref 14694) <i>MF5-52a</i>	✓	Joint working of the Information Advice and Assistance team and the professional Multi Disciplinary Team together with increasing knowledge of the community is proving to make the service to the community as robust as possible. As referral numbers to community services is rising the success of the IAA service resolving the less complex referrals with preventative interventions is maintaining the numbers of referrals directed to the assessment teams consequently preventing the demand having a negative impact on assessment waiting times. We are still working on integrating community Physiotherapy into the IAA Multi Disciplinary Team as part of the ongoing developments.	SC&H
We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families and develop a smarter approach to digital communication. We will continue to develop the Family Information Service and support links to the Welsh Government Dewis website. (Ref 15011)	✓	Family Information Service (FIS) has kept families and professionals up-to-date by providing information and advice via a variety of methods. There have been 1866 enquiries to FIS website. FIS social media channels are continuing to grow and are an excellent means of communication. As well as 37,363 website hits engagement via Facebook reached 31,247 and Twitter 33.4K. This year has continued to have its challenges with covid affecting a large number of families as well as Childcare Settings and Staff. FIS have provided continuous covid guidance and information to families and childcare settings as well as providing advice and support in respect of various WG grants such as the 'child development fund' which provides additional developmental support to children and families in greatest need and disadvantage especially due to covid to ensure needs are identified early before they escalate. During the year 178 families benefited from CDF with 187 children being supported.	E&C
We shall develop online service platforms e.g. membership Apps'; Online fitness classes; broadcasting of Theatre productions to Care Homes. (Ref 15069)	✓	Active Anywhere online platform is now in place to stream classes and activities to all sorts of locations e.g. people's homes; community halls; care homes; surgeries; hospital physio support (linking with excellent National exercise referral scheme); schools (pilot of 18 schools recently completed and huge potential to roll this out across Wales as a paid for extra-curricular service to generate new income and help address obesity challenges – USP being we deliver all this bi-lingually); and this will continue as part of our better value, hybrid offer moving forward. Evaluating usage and take-up for next phase of roll-out plan. Theatre shows and productions also broadcast into Care Homes over Christmas period, with further scope to expand this streamed service to many other locations in future.	C&R
We shall establish Delta Connect as a primary prevented telecare service within the county. Develop with the health boards intervention with telecare/telehealth. (Ref 15091)	✓	The number of Carmarthenshire Connect customers has now exceeded our target with 2,781 residents having received the service. Delta Connect continues to expand its offer to Carmarthenshire residents, and the rapid response service is now well established with many of the customers benefitting. Delta is continuing to work with the Health Board	SC&H

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		to develop its overall approach to telehealth with a number of pilots ongoing to support those with chronic health conditions to better manage those conditions at home.	
We will develop a formal agreement between the Local Authority and Health Board, outlining collective responsibilities whilst agreeing a new staffing structure in Integrated Services to support our approach to develop strong communities, help people help themselves and provide support when is needed. (Ref 15101)	✓	Work is continuing to review the existing Section 33 agreement between the Health Board and the Council. The first priority is to secure the new structure, and then finalisation of the agreements will follow.	SC&H
B – Greater community cohesion			
We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County. (Ref 14695) MF5-60	✓	The regional dementia strategy is now in its final draft and waiting official sign off from the regional partners. The regional Dementia Steering Group is meeting regularly and progressing all aspects of the dementia funding workstreams. A regional Dementia Strategy Coordinator is currently being recruited to and will be in post shortly. We are working towards the re opening of day services to include dementia clients, and it is anticipated that the Services will reopen in late April 2022.	SC&H
We will support and advise community groups and organisations to re-introduce when appropriate the organising of community events being held in Carmarthenshire from agricultural shows, festivals and carnivals to exhibitions, concerts and performances. (Ref 14895) MF5-85	✓	<p>The relaxation of Covid-19 restrictions has led to a surge in enquiries from a wide range of event organisers – community ones seeking to re-establish annual events cancelled due to the Pandemic as well as more commercial ones seeking to create new brands or those seeking to start the building up again of previous ones such as the Half Marathon.</p> <p>We aim to provide specific advise and contacts to all enquiries and have continued to use our newsletters, press releases, social media posts and updates to the corporate website to inform event organisers of the current scenario as well as providing a new Event Management Plan template to organisers that will allow them to create and deliver safer and more effective events. The “what’s on” listing on the official visitor website Discover Carmarthenshire.com was made live again and immediately became a vibrant mix of internal and external events, activities and festivals with our staff ensuring the listings are of quality and then promoted to the wider audiences on a weekly basis through a planned campaign of boosted social media posts</p> <p>Our experience and knowledge were utilised through the events safety advisory group (E-SAG) that has met every 3 weeks, joining other council sections and external partners to offer guidance to those seeking to deliver quality events in the County. There are already over 40 events listed at this group for note and discussion with many already been invited to attend to outline their plans. As well as events, we have also brought some major TV/Film on-location schedule to the group, with this improved communication allowing smoother visit of the production companies – this ranges from mainstream TV production “The Light” (economic impact of £750k) to smaller regional adverts</p> <p>A debrief of the Llanelli Christmas Carnival and light switch-on outlined a very positive response to the County Council from partners and participants. Investment is being made on replacing of electrical fittings as well as the anchor bolts that hold many of the festive lighting across the streets in Cowell and Stepney Street.</p>	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
To support the Learning Disability Strategy we will continue to implement the Accommodation Plan (2019-24), to ensure people have a range of housing options to meet their needs. (Ref 15081)	✓	An accommodation plan has been developed to provide an evidence-based approach to commissioning accommodation with support for adults with a range of care and support needs. The plan sets out the accommodation needs of those individuals who have a learning disability over the next 2 years and, informs our future programme of work in relation to new developments.	SC&H
We shall continue to develop a more strategic approach to strengthen and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers. (Ref 15083)	✓	A Re-commissioning programme of work is ongoing. A provider event was held on 4th April 2022 to consult on the new community model, the event was well attended and well received. We will also be finalising the housing support programme strategy which will inform our strategic priorities moving forward.	SC&H
C - Impact of COVID-19 on the mental health and well-being of our population & community resilience			
We shall continued with Town & Community Councils and other community organisations to support Community Sport clubs and County-wide plans for focus sports of Athletics; Cycling; Aquatics and Triathlon. (Ref 13105) MFS-71 part	✓	Summer of fun and Winter of Well-being initiatives successfully delivered via funding from WG to key wards across the County. Numerous workshops and session held with community clubs across the County to support club recovery and development plans, linked to SportWales funding streams. Dialogue ongoing with T&C councils and local sports clubs. Sports Personality event held March 2022 to recognise achievement and in particular volunteering across the sector.	C&R
We will work as part of the multi- agency Tyisha Steering Group to develop community facilities to improve outcomes for children and families, focusing on preventative and early intervention services with a strong community focus according to the Children First principles in the Tyisha and Glanymor wards. (Ref 15012)	✓	A feasibility study is being undertaken within Tyisha for the establishment of a Community Hub this will followed with a development of a business plan. Asset Based Community Development Training has been planned for residents, officers, and local groups. A great deal of community-based activities have taken place throughout the year to develop positive community relationships such as litter picking, play events and sessions, creative play sessions for parents and gardening projects.	E&C
Development of new town centre Health and fitness facilities, linked to town centre regeneration plans. (Ref 15077)	✓	Plans for a town centre fitness facility and multi- purpose exercise space have been supported via the Regeneration division led `levelling up` bid, submitted on the 18th June 2021. Detailed plans are being further developed now to deliver this aspiration for Spring 2024.	C&R
We will continue to provide support for the care & support sectors to mitigate Covid risks and ensure robust contingency planning arrangements are in place. (Ref 15078)	✓	The Carers Resilience Project continues to support carers to maintain their wellbeing and to protect caring relationships. The project has offered support around contingency planning and has helped Carers to access important equipment to help manage the risks associated with COVID.	SC&H
D - Support Safer Communities			
We will ensure the Council fulfils its duties relating to the current Contest Strategy (counter terrorism) and respond to any duties as they arise. (Ref 15064)	✓	A partnership delivery plan is being developed in response to the new Contest Cymru Delivery Framework to identify local priorities and objectives to deliver on the four areas of Contest (Prevent, Protect, Prepare & Pursue). This will enable the Council to continue to fulfil its duties to counter the threat from terrorism. We have participated in a Prevent performance process to benchmark our activity against a scoring matrix to assess our delivery as a local authority against requirements of the Prevent Duty. This assessment will assist in the development of the delivery plan, as good practice and successes have been identified, and areas for improvement.	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>The Council formally responded to the Home Office consultation on the proposed Protect duty which will aim to help protect public venues and spaces from terrorist attacks. The Duty will be introduced in 2022 and will impact on the management of council-owned publicly accessible locations which meet the criteria. The Government published its response in January to the consultation which summarised the feedback received and will continue to engage key stakeholders and other government departments to further develop the legislation. A multi-agency Protective Security Preparedness Group for the county has been established to begin the initial work on the proposed Duty.</p>	
<p>We will work with departments to ensure compliance with the new corporate CCTV policy. (Ref 15065)</p>	✓	<p>A corporate CCTV Policy was approved in June 2021 to ensure effective governance arrangements were in place for the Council's use and management of its public space CCTV camera systems, in accordance with the Protection of Freedoms Act (POFA) 2012. It was also important to embed a consistent approach across the Council in relation to all aspects of its CCTV systems. Discussions have taken place with departmental CCTV leads to raise awareness of the new Council policy. A new CCTV lead officer post was recruited to, fixed term for a year, and the postholder began work on 22 November. This role aims to provide specialist advice and support to Council departments to ensure compliance with our statutory responsibilities and the implementation of the CCTV Policy.</p>	E&PP
<p>We will work with departments to deliver the White Ribbon campaign action plan. (Ref 15066)</p>	✓	<p>The Council were notified of its success in achieving White Ribbon status on 30 June 2021. The White Ribbon Campaign approved the action plan submitted which had been devised in partnership with departments. A Steering Group was established to drive forward progress on activity identified in the action plan in collaboration with all relevant departments. The Group held its inaugural meeting in October with departmental representatives and the meeting's focus was to plan arrangements to mark 'White Ribbon Day' on 25 November. This included encouraging all staff to make the White Ribbon promise - "I promise to never commit, excuse or remain silent about male violence against women" and raising awareness of domestic abuse including with a message in all payslips with the link to the White Ribbon website. Local services available to help victims and survivors were also promoted and the White Ribbon flag flown at County Hall and Town Halls in Llanelli and Ammanford, with County Hall lit up on the evening of 25 November. The Group will continue to meet regularly to further advance the work identified in the action plan and will provide an annual update to the White Ribbon Campaign in the summer.</p>	E&PP
<p>We will ensure progress against the Safer Communities Partnership Action Plan. (Ref 15067)</p>	✓	<p>Work is ongoing in collaboration with community safety partners to target the Safer Communities Partnership's priorities of Class A drugs and County Lines, Violent Crime including Violence Against Women, Domestic Abuse and Sexual Violence, Counter-Terrorism, Cyber Crime, Child Sexual Exploitation and Community Cohesion. Key work in the period has included the continuation of close partnership working to tackle the drug, alcohol and anti-social behaviour issues in Tyisha with proactive action being taken. An action plan has been developed which focuses on increasing visibility and presence locally by partners, encouraging the reporting of</p>	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>incidents and crime, improving waste and fly tipping, targeting anti-social behaviour and giving young people more opportunities. Weekly community cohesion tension monitoring meetings continue to discuss any issues of interest from across the county. There has been targeted partnership action involving the Police, Council and other partners for County Lines Intensification Weeks during the year resulting in effective proactive work. Outcomes have included extensive awareness raising of cuckooing including targeted safeguarding support to vulnerable individuals, execution of a number of drug warrants and positive enforcement action being taken, such as a Closure Protection Notice. Funding was awarded from the Home Office Safer Streets funding for a project in Llanelli by the Llanelli Multi-Cultural Network, in partnership with St Pauls Family Centre and Llanelli Community Partnership. This successful project worked with people from black, Asian and minority ethnic communities to help make them feel safer including by giving a better understanding of crime prevention measures and knowing how to report crime. Work has continued with national colleagues to introduce a new process in Wales to deliver safeguarding reviews, including those which involve a domestic homicide. Guidance is being developed and a national repository and hub are to be introduced to ensure that learning is shared from these reviews.</p>	
<p>We shall implement measures to respond to operational and strategic imperatives associated with safeguarding including deprivation of liberty safeguards (DoLs) Liberty Protection Standards (LPS) and violence against women, Domestic Abuse and Sexual Violence Act (VAWDASV). (Ref 15092)</p>	✓	<p>The safeguarding team routinely review practice and procedures to ensure compliance with statutory duties and guidance. A recent team review has identified no compliance concerns. The LPS consultation has now been launched and Carmarthenshire Council will consider its content and respond within timescale. All of the DoLS assessments have been allocated resulting in a significant reduction in the accrued backlog. We are currently awaiting further funding from WG to enable us to sustain this position. The regional VAWDASV strategy is currently being refreshed to reflect current priorities and changes in legislation.</p>	SC&H
<p>We will continue to be pro-active in the trading standards field (e.g. financial exploitation, licensing, POCA, COVID enforcement) ensuring we do as much as is possible to protect the public. (Ref 15100)</p>	✓	<p>During 2021/22 we have conducted 3783 (642 Q4) Covid enforcement visits which has resulted in 9 notices being issued. Of the 9 notices, 5 were terminated prior to the expiry date as the business showed immediate remediation and compliance meant we could terminate the notice before expiry. 14 Proceeds of crime (POCA) cases are currently at various stages of the court system, a further two cases have reached financial hearings, allocation of monies awaited from home office for two cases concluded from Q3 PIMS update. We have received 2811 (650 in Q4) Trading standards consumer protection, advocacy and support enquires and referrals, 1809 (413 in Q4) of which required further investigation and 77 Financial exploitation (FESS) referrals requiring further action by the team. Due to an increase in complaints received alleging the underage sales of 'E-cigarettes' and connected products, the department embarked on a survey to visit all retailers of such premises as an initial exercise to inform and advise prior to a potential test purchasing survey. This was also a means of updating the database regarding the codes allocated to relevant premises that sell these products. There have been 153 visits carried out. In addition to this the Trading Standards Team have been</p>	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>carrying out campaign visits to all firework establishments. There have been 38 visits carried out. Licensing have processed 875 taxi and private hire applications, 72 knowledge and safeguarding tests for drivers, 258 licensed premises applications, 108 personal licence applications and 287 temporary event notices.</p>	
<p>We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days <i>(THS/009)</i> 2020/21 Result - 11.37 days (7,962/700) / 2021/22 Target - 4 days</p>	x	<p>2021/22 Result - 9.22 days (12,108 / 1,313) Despite being off target the result has improved on the previous year, but not back to pre-Covid levels yet. High winds and repairs to one of the Mobile Elevating Work Platforms in the later part of the year impacted on repairs therefore increased the average number of days.</p>	E&PP



Well-being Objective 9

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Improved population health and wellbeing			
We will take account of and ensure a Carmarthenshire specific response to the pending Welsh Government Strategy for an ageing society: age friendly Wales. (Ref 14910)	✓	Welsh Government have published the Age friendly Wales: our strategy for an ageing society and have provided funding for Local Authorities in Wales to progress with the World Health Organisation, Age-friendly Communities framework. During 2022-23, this work will be progressed by undertaking detailed mapping work, engagement with our communities and by supporting older people back into their communities.	SC&H
We will continue to play an active role in the Regional Partnership Board and work with partners across the wider West Wales Care Partnership to support further integration and transformation of care and support in the County. (Ref 14952) MF5 52b&c	✓	Carmarthenshire County Council have continued to play an active role in the Regional partnership Board, working with partners across the wider West Wales Care partnership participating fully in the oversight and delivery of the regional programme. We have lead on several workstreams to transform health and care services in West Wales.	SC&H
B – Better quality and more accessible health and social care services.			
We will maintain a strong and sustainable in-house domiciliary provision for Council and support the commissioning team in developing a new framework including the redevelopment of the reablement services. (Ref 13225) MF5-55	✓	We supported the commissioning team in developing a new Commissioning framework which launched at the end of March 2022 and goes live from April 2022. Maintaining a strong and sustainable in-house domiciliary provision and recruitment and retention remains a challenge across the entire sector, but the in house service has sustained its position and market share aided by a robust recruitment and marketing drive. Redevelopment of the reablement services Reablement Team continue to work with HDUHB in the development of a new integrated Intermediate Care Multi-Disciplinary Triage Team (ICMDT). The proof of concept pilot phase is concluded, and the model has evidenced good practice, which will be rolled out in 2022/23.	SC&H
We will deliver an investment programme for Care Homes and Sheltered Housing Schemes that meets the future needs of older people in the County. (Ref 14703) MF5-54	✓	The investment programme to remodel our sheltered schemes has begun and all works are now completed on the Llys yr Ysgol Sheltered Scheme in Saron. Modelling work is ongoing, with defining our future offer for older persons accommodation in our Sheltered Schemes and Council owned Care Homes. New models of older person mixed tenure accommodation solutions are also being developed in the Council's Pentre Awel development in Llanelli. Work is currently underway to design 144 assisted living retirement units within the development. Our new investment plan includes all council care homes and sheltered schemes and aligns the programme with the new Rebalancing Care Fund and the Housing with Care Fund.	SC&H

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We will develop an overall recovery model to redesign support and services during and after the Covid-19 pandemic. This will include how we safely restart day services/develop day opportunities as well as bed-based reablement. (Ref 14953) MF5-53</p>	✓	<p>The reopening plan for the Day Services for Older People has been agreed and the services are on target to reopen the last week of April. This is subject to all risk assessment controls being in place and also contingent on any changing situation with Covid. Ty Pili-Pala is now operational as a 14 bedded step down unit offering bed based reablement. Funding is being secured under the Regional Integrated Fund to continue the scheme.</p>	SC&H
<p>We shall continue to provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need. (Ref 14955) MF5-55</p>	✓	<p>Examples of the work achieved are the launch of the young carers ID card, Community Inclusion Project – supporting carers to access a range of activities. Carers Home Improvement and Wellbeing project – providing support with home improvements. Community Carers group project - which provides opportunities for carers to maintain their wellbeing and access a break from their caring role. Progress against agreed priorities will be captured in the Regional Carers annual report to Welsh Government. New Priorities have been agreed for 2022 – 2023 which will form part of the business / action plan moving forward.</p>	SC&H
<p>We will work with partners to ensure that people remain socially connected, particularly through the use of virtual support such as the Connect project, in order to reduce loneliness, tackle inequalities and poverty. (Ref 14956) MF5-59</p>	✓	<p>CONNECT participants have exceeded our target of 2585, actual number of connections to date are 3037(cumulative) exceeded by 17%.</p>	SC&H
<p>We shall review and update our Public Convenience Strategy as necessary. (Ref 14987)</p>	✓	<p>A continuous review is undertaken of current public convenience premises to include any changes to opening times and types of facilities available. Suitable additional premises are also added to the list of available toilets, for example, new buildings / toilet facilities, and appropriate office facilities as and when they become available. An interim report on the Local Toilets Strategy was published and approved in the 4th quarter of 21/22. A formal review of the strategy will be undertaken within a year of each ordinary election. The next election date in Wales is Thursday 5th May 2022. Therefore, the latest date for review of Carmarthenshire's Local Toilets Strategy will be the 4th May 2023.</p>	E&PP
<p>The development of Market Stability Reports is a regulatory requirement under the Social Service and Wellbeing (Wales) Act 2014. This involves an assessment of both sufficiency of supply and stability of all regulated services. (Ref 15079)</p>	✓	<p>This work has been undertaken within the West Wales Care Partnership and involved a extensive programme of engagement with care providers, commissioners, and local people across West Wales. The information collated has contributed to the development of a Market Stability Report. The report is finalised and will be published in June 2022.</p>	SC&H
<p>We shall implement the review of Social Care Direct Payments, including the decommissioning of contracted service and development of in house service. (Ref 15080)</p>	✓	<p>The Tupe transfer of staff took place 1/4/21. The new service will be considered in line with the commissioning re-structure.</p>	SC&H
<p>Recommissioning of Community Support (Domiciliary Care) –we will re tender domiciliary care to put a new framework contract in place. (Ref 15082)</p>	✓	<p>A re-commissioning and tender exercise was completed in November 2021. The new Framework contract was awarded in January 2022. During January and March 2022, we have been working with providers to transition from the old contract over to</p>	SC&H

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		the new contract. New services have commenced April 2022.	
We will ensure an effective and efficient contract management to ensure care & support providers comply with their duty to provide quality, reliable and safe services while securing value for money. (Ref 15084)	✓	Our work continues to ensure quality services. Contract monitoring officers are undertaking proactive monitoring and reactive monitoring and where necessary, performance issues are being address through our provider performance arrangements / protocol.	SC&H
We will reshape our approach to supporting patients home from hospital in a safe and timely way by making sure that a) the processes are in place to support this and b) we have the mechanisms in place to monitor delays and issues that prevent this from happening. (Ref 15090)	✓	Our intermediate care multi-disciplinary team is now in place to support safe discharge from hospital, admission avoidance as well as respond to crisis in the community. We have an interim Senior Manager in post responsible for this team, and will soon be appointing substantively to the post. We are tracking all patients in hospital who are ready to leave, and work as a multi-disciplinary team to plan for discharge. Any issues preventing discharge are escalated to a twice weekly hospital panel where they are worked through. The multi-disciplinary team continues to meet twice daily to support admission avoidance and expedite discharge. Whilst the mechanisms are progressing well to support this action, we are still compromised currently by the lack of available care across the system. However, having the team in place allows us to take all opportunities possible to maximise the resources available and help people remain safe and independent outside of hospital.	SC&H
Adult Social Care will collaborate with colleagues in Commissioning, Housing and the Health Board to develop a range of supported accommodation. (Ref 15093)	✓	Since the last report a number of new schemes within the Council housing are stock are opening/ about to open. Additionally, we have recommenced meetings with an Independent sector Provider to de-register a further 8 residential beds in the Ammanford locality. This type of work will continue to be a priority in subsequent financial years.	SC&H
We will ensure we let Care Homes voids as efficiently as possible in a post COVID world. (Ref 15096)	✓	Care Homes provided (and continue to provide) Short Term stays for individuals assessed for Packages of Care that were/are not available due to a staffing crisis.	SC&H
We shall review the Transport & Facilities services in-line with the alternative offer for Day Care in Carmarthenshire. (Ref 15088)	✗	The transport team have been working with service managers to look at the best way to reintroduce the transport service in the most economical way. The centre's will reopen at the end of April. work should be completed by the end of Quarter 1 22/23.	SC&H
We will continue to reduce the number of calendar days taken to deliver a Disabled Facilities Grant (DFG) (PAM/015) 2020/21 Result - 347 days (29,188/347) /2021/22 Target - 326 days	✓	2021/22 Result - 259 days (31,621/122) Delivering Disabled Facilities Grant adaptations during the last couple of years has been challenging due to COVID-19 restrictions with delays and the ability to complete ongoing site work. Our average number of days to complete these adaptations pre-COVID was 176 days, and well below the Welsh average of 204 days. This greatly increased during 2020/21 to 347 days and above the Welsh average of 261 days. This disruption created a backlog with a continued high number of days during 2021/22, but as the backlog is being addressed during the year, the average number of days has improved significantly to 259 days.	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
Number of people waiting in hospital for domiciliary care <i>(ASC/001)</i> <i>New measure for 2021/22 – No target set</i>	!	<p style="text-align: center;">2021/22 Result - 59 people</p> There were 59 people waiting in hospital for domiciliary care at the end of 2021/22. Increase in numbers waiting from previous quarter linked to slower rate in new packages of care being picked up over the last few weeks.	SC&H
C - Higher value health and social care.			
No actions or measures monitored for this step during 2020/21			
D - A motivated and sustainable health and social care workforce			
We will implement phase 1 and phase 2 of the new structure for Integrated Services. <i>(Ref 15089)</i>	✓	The role profiles have now all being drafted and are currently being evaluated for grading by both the Local Authority and Health Board. Once they are graded, we will be in a position to commence consultation with the Senior Management Team.	SC&H



Well-being Objective 10

Healthy & Safe Environment -

Look after the environment now and for the future

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Address requirements of the Environment (Wales) Act 2016			
We will implement the tree strategy to improve the environment and mitigate the effects of air and noise pollution in our more populated areas (This applies primarily to trees on land owned or managed by CCC, but could equally well apply to other land e.g. land managed by other members of the Public Service Board, and Town and Community Councils). (Ref 14822) MF5-23	x	A Draft Strategy has been prepared and is currently undergoing consultation with other authority departments. Consideration is being given to the development of an action plan to support the strategy as a second phase of work. Progress has been somewhat delayed due to other work priorities, but a revised programme plan for delivery has been developed with CMT consideration in early summer. Comments on the draft strategy have been invited from other relevant divisions. Alongside the strategy an Action Plan will be developed.	E&PP
We will work towards ensuring that CCC meets its Biodiversity and Ecosystem Resilience Duty under Section 6 of the Environment (Wales) Act: planning what actions it will deliver and reporting on outcomes achieved to WG. Evidencing links between this work and the requirements of the Well-being of Future Generations (Wales) Act 2015. (Ref 15193)	✓	CCC's 2020-2023 Environment Act Forward Plan went to CMT in March 2022, and to Scrutiny in July 2022. The plan sets out the actions that CCC are taking deliver this duty and includes target dates for delivery of all actions. All officers responsible for the delivery of the actions set out in the plan have been made aware of this responsibility and the need to report on the actions.	E&PP
We will work towards ensuring that CCC regularly updates its Environment Act Forward Plan as required by the legislation. (Ref 15194)	✓		E&PP
Ensure staff across CCC at all levels are aware of the need to deliver CCC's Environment Act Forward Plan and their role in doing this. (Ref 15195)	✓		E&PP
We will ensure that CCC's own development projects deliver biodiversity enhancements, ecological mitigation and compensation, as per the legislation and policy. (Ref 15196)	✓	CCC's Project ecologist works on CCC development e.g. Gwenllian School, Kidwelly, and the re-routing of the cycle way in Lower St Clears, to address and progress the ecological issues such applications raise. At Gwenllian school, biodiversity mitigation, compensation and enhancement has focused on providing alternative dormouse habitat consistent with NRW's EU Protected Species Licencing requirements, which in time will also provide mitigation for the loss of bat habitat on site. Reptile populations will be translocated to local suitable site as a means of safeguarding these populations, and the loss of marshy grassland habitat onsite, due to the development will be mitigated by the creation of a new swale, that will be established with native wetland species. The need to re-route the cycle way in Lower St Clears has provided the opportunity for us to purchase a 4ha field and move the cycle way away from the river. The long-term plan is to manage the 4ha field as Local Nature Reserve, secure this designation, re-route through the cycle way along the edge of this field away from the river, so that it is not subject to erosion. The field includes 1 ha of wet land fen which is species rich and there is the potential for the remaining 3ha to become richer in biodiversity if	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		managed appropriately. The site is currently used by a variety of summer migrant birds, a wide range of invertebrates, and otters. This approach is consistent with CCC's delivery of its Well Being objectives, Green Infrastructure, and Nature Recovery. The management of this site will be set out in a costed biodiversity management plan. £10,801 is the spend on the salary of this post this FY to end of June 21.	
We will continue to deliver the Caeau Mynydd Mawr SAC Marsh Fritillary project, which aims to ensure the management of at least 100ha of Marsh Fritillary habitat in perpetuity. We will expand this successful approach and use S 106 agreements and developer contribution to deliver other necessary biodiversity benefits where this is appropriate. (Ref 15198)	✓	Management of 27 habitat management and maintenance projects with local contractors Grazing management and facilitation at 17 sites Conducting controlled burns on 2 grassland sites, advice to BC and 2 landowners on burning in March 22 Work parties and marsh fritillary surveys with volunteers from BC and WTSWW and work experience students Summer engagement event for CMM stakeholders , BC, WTSWW, PONT Engagement and grassland habitat management advice at 4 sites Engaged with NRW, PONT, BC, WTSWW, Plantlife, Llannon CC, Llanedi CC, Tumble RFC, Swansea Community Farm, CCC colleagues on joint projects/ interests. Setting up new procurement framework for Specialist Countryside Contractors	E&PP
B - Deliver planning according to Planning (Wales) Act 2015			
We will continue with the preparation of a Revised Local Development Plan (LDP) in accordance with statutory provisions. (Ref 14820) MF5-20	✓	The preparation of the Revised LDP is currently ongoing in accordance with statutory provisions. Following the consultation on the Deposit version of the Plan County Council at its meeting on the 9th March 2022 agreed on the next steps in the Plan's preparation. This report reflected the impacts arising from the pandemic and phosphate guidance. A further consolidated Deposit Revised LDP will be prepared for public consultation this calendar year along with a Revised Delivery Agreement and timetable for Welsh Government endorsement.	C&R
We will continue to monitor and where appropriate manage the use of monies raised through developer contribution including s106 agreements. As a consequence, we will ensure monies are appropriately used and that there is an efficient turn around in the use of funds. (Ref 14821) MF5-21	✓	The unit continues to monitor monies received through developer contributions (incl section 106 agreements) along with matters of compliance in respect of their use. The application for the use of monies received or for the drawdown of funds has now transferred to regeneration. Continued support will be given to ensuring monies are used in a positive and timely way following the transition to regeneration. Reference is made to the cross-service Section 106 working group which seeks to facilitate, promote and support the timely use of monies. As part of the ongoing need to drive delivery and the timely and positive use of monies, the role and remit of the working group and its terms of reference is being further developed to ensure it challenges the accountability of other internal service areas on the timely and effective use of monies. Further, consideration is being given to opportunities to increase revenue through a charge on developments for monitoring services and on compliance checks when received. This approach is increasingly being adopted across Wales and would assist in income generation and add to the resilience of the s106 monitoring and compliance function.	C&R
We will develop a joint working strategy between the Countryside Access Unit and the Countryside Operations/Ranger Unit to ensure an effective working partnership. (Ref 14970) MF5-23	✓	A close working arrangement is in place between Countyside Access and Operations with co-location at Mynydd Mawr. Both teams are working closely on a number of joint projects and their shared IT systems CAMS is being migrated to cloud, expanded and updated with the introduction of joint	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		working across both teams and public reporting. The extended CAMS system is also being developed to improve asset management and to harness the contribution of the voluntary sector.	
Fully implement the Strategic Planning Review Report received Jan 2020. (Ref 15186)	✓	The recommendations made by the Strategic Planning Review in January 2020 have now been superseded by the action plan agreed to address the Recommendations of the Audit Wales report. Any actions not completed from the Strategic Review are now being addressed by the Audit Wales action plan. This action can therefore be closed.	C&R
We shall set up a Corporate Planning Group (Strategic Planning Review Recommendation 11, 12, 15 and 21). (Ref 15187)	✓	A Major Projects team was established to focus on the timely determination of applications to support the delivery of major planning proposals. The group/team involves and engages with council officers representing the range of services involved in development proposals, e.g. Planning, Regeneration, Highways & Legal (but not limited to) and reports through RDT. Focus to be afforded to projects that deliver jobs and growth in support of the Council's economic recovery plan. This will build on existing and developed links between planning and the delivery of the Council's corporate objectives (including clearly defined roles in internal and other groups. This reflects the recommendations contained in the Strategic Planning Review as well as responding to the WAO report.	C&R
Planning Service Managers to commit to Planning Performance improvement (Strategic Planning Review Recommendation 32). (Ref 15188)	✓	A Planning Performance framework has been prepared and adopted with a commitment to transparent monitoring. Transparent reporting - quarterly reports are presented to the Planning Committee based on a series of core indicators including end-of-year progress reports. This reporting process utilises internal and external indicators and targets – performance monitoring includes identified responsible officers with lines of reporting as part of a process of accountability. Progress on the indicators will be monitored quarterly including through reports to the planning committee. A report on the Planning Performance Core Indicators was presented to CMT on the 29th of September 2021 with quarterly reports presented to Planning Committee. Further quarterly reports will be presented along with an end-of-year statement of performance.	C&R
Performance Management Schedule to be written and implemented for whole Division. Includes specific measures for the development management function (Strategic Planning Review Recommendation 32). (Ref 15189)	✓	Performance Management Schedule forms part of the Planning Performance Framework set out under PIMS 15188 (response below). A Planning Performance framework has been prepared with a commitment to transparent monitoring. Transparent reporting - quarterly reports will be presented to the Planning Committee based on a series of core indicators including end-of-year progress reports. The Performance Framework utilises internal and external indicators and targets include identified responsible officers with lines of reporting as part of a process of accountability. The outcomes within the framework reflect that reporting timelines will vary with a full Performance Framework to be completed annually - progress on the indicators will be monitored quarterly including through reports to the planning committee. A report on the Planning Performance Core Indicators was presented to CMT with subsequent reports on Quarters 1 and 2 presented to Planning Committee. This forms part of a	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		commitment to transparency through ongoing quarterly and end-of-year reports.	
We shall use consultants on a temporary basis to address the backlog of planning applications. <i>(Strategic Planning Review Recommendation 24) (Ref 15190)</i>	✓	Use of consultants has been successful in supporting performance improvements. Contract ended on 31st March 2022	C&R
We shall address capacity issues within the structure to ensure sustainable Planning Application caseloads moving forward <i>(Strategic Planning Review Recommendation 24). (Ref 15191)</i>	x	Caseloads have been reduced but there are capacity issues that still need to be addressed. The whole Division structure is being reviewed by the Head of Place & Sustainability	C&R
We will continue to review the implementation and effectiveness of the Dangerous Structures Policy. <i>(Ref 15197)</i>	✓	The review of the Dangerous structure policy and procedure was completed during the financial year. This involved looking at our back-office system and how much improved it is over the old system we operated. We worked with sundry debtors over old files and confirmation of details to allow recovery of monies owed to the authority, along with working our finance officer	C&R
We will produce and publish the Annual Monitoring Report (AMR) in relation to the adopted LDP by the 31st October 2021. This reflects the impact on monitoring arising from Covid-19. <i>(Ref 15200)</i>	✓	The Annual Monitoring Report (AMR for the period 2019 - 2021 has been finalised and reported to the meeting of the County Council in November 2021. The AMR combines two reporting periods reflecting the constraints arising from Covid. Note: the AMR has been published and provided to the Welsh Government by the 31st October 2021 in accordance with statutory requirements.	C&R
We will review the current Service Level Agreements within the Planning Service to ensure that they are reflective of the demands on the service and the work being undertaken. SLA's will be revised as necessary. <i>(Ref 15204)</i>	✓	Review of Bridgend SLA is progressing. New SLA's are agreed with Newport and Blaenau Gwent and are subject to formal signatures on the document	C&R
We will develop a customer charter for Planning services. <i>(Ref 15205)</i>	✓	The preparation and establishment of a Planning Customer Charter will allow the service to set out clearly the standards and timescales service users can expect. Specific customer commitments in relation to enforcement and major applications are being prepared. Collectively this will represent a transparent approach and provide confidence to the user and for staff in providing the service. The charter will have regard to user expectations in its preparation. Whilst the preparation of the charter has commenced it will be developed to ensure it links with the corporate charter which is under preparation. A key part of the planning customer charter relates to our commitments and clarity of the service to be provided - in this respect reference is made to the preparation of the enforcement protocol, major projects protocol, and the consultation protocol.	C&R
We will develop and implement a Planning training programme for Members. <i>(Ref 15206)</i>	✓	A member training schedule has been prepared with sessions having commenced in 2021, the formal schedule was placed on pause to ensure the service-focused attention on addressing the issues arising from the WAO report. Whilst it should be noted that recent training/briefing has been undertaken on the issues of phosphates in protected rivers. The formal schedule will be revisited with further sessions across a range of areas programmed following the election induction programme. The schedule for training will be supplemented by focused sessions with the planning committee to aid in awareness and decision making	C&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<p>We will work with stakeholders to improve sewerage capacity within the County through the development of appropriate schemes. Also to ensure planned programmed improvements are designed and implemented to address capacity issues and water supply. (Ref 15207)</p>	✓	<p>We continue to work proactively and positively with infrastructure providers to seek to ensure there is an appropriate and shared awareness of sewerage and water capacity issues within the County. We seek to ensure their future plans and programmes reflect needs associated with any given area. Note: the Council cannot ensure planned programmes are designed and implemented to address capacity issues but rather work in partnership to inform decisions that address those issues</p>	C&R
<p>We will formalise our process for dealing with all pre-application planning enquiries, both statutory and discretionary, including the receipt of fee income where appropriate. This will include Built Heritage enquiries. (Ref 15192)</p>	✗	<p>Some progress due to the lack of capacity to deliver the service. This will be reviewed so that we can commence this service from October 1st 2022</p>	C&R
<p>We shall undertake a review of the Built Heritage function to consider whether there is any scope regarding fee generating opportunities (e.g. training, advisory service etc.). (Ref 15199)</p>	✗	<p>The Canolfan Tywi (Tywi Centre) currently offers programs of training in on Built Heritage construction techniques, this includes an element of fee generation and grant funding – additional opportunities continue to be explored whilst ensuring this does not undermine the delivery of statutory responsibilities. This training (albeit reduced and transitioned to virtual) has continued during Covid and is ongoing – including opportunities to internal partners. There remains potential to expand on the offer albeit within the context of the need to challenge and improve performance. There is currently no charging structure for Discretionary pre-applications whilst this will be subject to further consideration it requires a commitment on the level of service provided. Consequently, any implementation would be resource-dependent. Note: In order to assist in addressing current resource issues recruitment has progressed and agency support is being utilised.</p>	C&R
<p>We will continue to maintain and where possible develop the internal Planning delivery/advice service. (Ref 15203)</p>	✗	<p>Reference should be had to PIMs 12652. The delivery of the delivery/advice service (also referred to as planning consultancy) is resource-dependent. Consequently, delivery is vulnerable at times of priority workloads. Remedial action would at this point require additional resourcing. Consequently, future development and operation is being held in abeyance pending the availability of resources. Previous growth bids have not progressed and as such funding has not been secured to further develop the consultancy. Further consideration will be given to its operation post-LDP preparation. In the interim opportunities to undertake focused commissions will be considered on a case-by-case basis.</p>	C&R
<p>The % of all planning applications determined in time (PAM/018) 2020/21 - Result - 60.3% (735/1,219) /2020/21 Target - 75%</p>	✓	<p>2021/22 Result - 80.8% (1,538 / 1,900) There has been a significant improvement in the last quarter of the year which reflects the improved end of year result of 80.8% And far higher than the 2020/21 result of 60.3%. The progressive improvement reflects the ongoing changes in relation to processes and procedures with a continued commitment to performance meeting and exceeding the set targets. Monitoring progress to ensure the improvements in response to the recommendations of the Audit Wales Report are carried forward and further developed. Embed robust and</p>	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		transparent performance monitoring arrangements, including the continued quarterly reporting to the planning committee. Continual review of processes and procedures to ensure improvements are maintained.	
<p>The % of planning appeals dismissed (PAM/019)</p> <p>2020/21 - Result - 53.8% (7/13) /2021/22 Target - 70%</p>	✓	<p>2021/22 Result – 76.5% (13/17)</p> <p>This is on target and well improved on the previous year, although the low figures involved can easily distort the result from year to year. We will continue to monitor decision-making processes and identify improvements. We will ensure decision-making reflects material planning considerations and the content of the Adopted Development Plan and continued guidance and training to members of the planning committee to supporting their decision making.</p>	C&R
C - Net Zero Carbon Local Authority by 2030			
<p>We will continue to extend the use of 'smart' and sub-metering technology to ensure accurate and timely capture of energy consumption data and develop appropriate carbon reduction target for the Council's non-domestic buildings as part of action plan. (Ref 14812) MF5-13 (NZC-05 & 06)</p>	✓	<p>Our NZC Plan recognises that accurate data is critical for planning, monitoring and reporting progress towards becoming net zero carbon; accordingly, 'smart' and sub-metering technology is being extended to ensure timely capture of energy consumption data. The roll-out of 'smart' metering technology is progressing, with 100% of our gas supplies now having smart meters. We are currently focussing on upgrading our water meters to be followed shortly by our electricity meters.</p>	E&PP
<p>We shall deliver Re:fit Cymru (Energy Efficiency) Phase 1 project to achieve energy / carbon savings. (Ref 14813) MF5-13 (NZC-01)</p>	✓	<p>Our Re:Fit Cymru Phase 1 project has now been completed. This comprised various energy conservation measures, including solar PV installations, at 29 of our non-domestic buildings including schools. An interest-free loan of £2,438,787.92 has been secured under the Wales Funding Programme, with repayments spread over the next ten years commencing in October 2022. Phase 1 is projected to save £315,726 675 tCO2e each year, with further phases to be developed to help us become a net zero carbon local authority by 2030.</p>	E&PP
<p>We shall continue to work with Welsh Government Energy Service to explore and deliver opportunities for large scale renewable energy projects. (Ref 14814) MF5-13 (NZC-13)</p>	✓	<p>We continue to work with Welsh Government Energy Service (WGES) to explore and deliver large-scale renewable energy projects. WGES have undertaken various assessments of our land holdings, and these are currently being prioritised to take account of constraints and/or other competing demands for that land such as Regeneration, and Biodiversity / Sequestration. Whilst we continue to look for potential priority sites, our previous applications to develop large scale. High Grid connection costs remain a constraint to development.</p>	E&PP
<p>We will explore the feasibility of tree-planting, and other such measures, on Council controlled land to contribute towards carbon offsetting. (Ref 14815) MF5-13 (NZC-15)</p>	✓	<p>Planting schemes have been undertaken in various locations. 4 council owned sites in Carmarthenshire that are suitable for tree planting are subject to grant applications under the Welsh Government's Glas Tir woodland creation scheme. This will provide approx. 8.8ha of woodland on these council land holdings and would equate to a carbon sequestration of 5.5 tCO2e. A further in-depth study of the carbon sequestration potential of our Council land holdings is underway in an effort to identify further areas that could be enhanced with habitats to increase our carbon offsetting.</p>	E&PP
<p>We will develop appropriate target for renewable energy generation as part of</p>	✓	<p>In accord with Policy 76 of Welsh Government's Net Zero Wales Carbon Budget 2: 2021 to 2025 (October 2021), we</p>	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
annual review of action plan. (Ref 14816) MF5-13 (NZC-16)		propose to review our NZC Plan to incorporate 'Welsh Public Sector Net Zero Carbon Reporting Guide' (May 2021) and 'Net zero carbon status by 2030: A route map for decarbonisation across the Welsh public sector' (July 2021) to develop and publish a revised plan by March 2023. This will incorporate appropriate targets that are informed by discussions with Welsh Government and Western Power Distribution regarding the capacity of the local electricity distribution network. We will also be developing a Carmarthenshire Local Area Energy Plan to complement the SW Wales Regional Energy Strategy	
We will continue to work with Carmarthenshire Public Service Board (PSB) partners to identify and develop opportunities for collaboration regarding carbon reduction and Work with Welsh Government and Swansea Bay City Region partners to establish a Regional Energy Plan for South West Wales. (Ref 14817) MF5-13 (NZC-19 & 20)	✓	Natural Resources Wales (NRW) held a virtual SW Wales PSBs Net Zero Workshop on 29th September 2021. This event included speakers from Welsh Government and their consultants who provided an overview of the Public Sector Net Zero Reporting. NRW also shared their experience in determining baseline emissions and developing carbon reduction strategies through their Carbon Positive Project. The recently adopted SW Wales Regional Energy Strategy sets a strategic framework to guide the transformational interventions needed to help achieve a net zero Wales by 2050. It has been a collaborative exercise developed by WGES and the four local authorities, with input from a wide range of stakeholders - public, private, and voluntary. Delivering the four Local Area Energy Plans that will underpin the Regional Energy Strategy will involve significant coordination across the public, private and third sectors with the involvement of businesses, communities, and agencies. In Carmarthenshire, this will be led by the Place and Sustainability Division.	E&PP
We will continue to work with Ynni Sir Gâr, and others, to deliver and support local renewable energy projects. (Ref 14818) MF5-13 (NZC-23)	✓	Ynni Sir Gâr have been funded under the Welsh Government Rural Development Fund LEADER programme to identify and explore the feasibility of small-scale community energy projects in the County. The project is working collaboratively with our Ten Towns initiative. We are also supporting Ynni Sir Gâr to deliver carbon reduction projects at Ysgol Bro Dinefwr including the potential installation of EV charging points.	E&PP
We will review the action plan following publication of Welsh Government guidance regarding new national carbon reporting framework. (Ref 14819) MF5-13 (NZC-27)	✓	The 'Welsh Public Sector Net Zero Reporting Guide' was due to be issued in April 2020, but its publication was delayed until 24th May 2021. We duly reported to Welsh Government in accordance with the requirements of this Guide by the 31st October 2021 deadline. Some of the prescribed reporting methodologies are comparatively blunt instruments based on £ spend and / or assumptions rather than accurate data. This is notably the case for the Supply Chain – applying the Guide would make it impossible to actively reduce a Procurement footprint other than by reducing the corresponding £ spend. This spend doesn't reflect Progressive Procurement / Circular Economy principles as it doesn't distinguish whether the spend is in Brazil or Bynea. We will, therefore, continue with the existing scope of our net zero carbon commitment but adopt the corresponding reporting methodologies prescribed in the Guide. We propose to revise our NZC Plan by March 2023 to reflect Policy 76 of Welsh Government's Net Zero Wales Carbon Budget 2: 2021 to 2025 (October 2021).	E&PP
We will develop projects and programmes to contribute to the Authority's net-zero carbon ambitions. (Ref 14981)	✓	Whilst as a section over a number of years we have been developing and delivering projects in various categories to consider energy efficiencies, low energy usage and costs with good success, we constantly review with scheme sponsors as	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		to how they wish to implement NZC agenda in going forward with their projects whilst taking into account best practice, new requirements and technologies that will meet the criteria. We are implementing a range of projects to contribute to the Authority's NZC commitment, through the utilisation of either the Passivhouse or Fabric First approach wherever possible, including within refurbishment and upgrade of existing buildings etc. Whilst on educational scheme we have been delivering to these standard for a number of years, we have recently completed the re:FIT programme and the first site of new homes, with others due to be handed over shortly, as well as passivhaus and other fabric first designed buildings to reduce future carbon requirements. A number of scheme on site. let or being tendered are all now based on these developing standards with the aim of aspiring to the authorities' goals through continual improvement, innovation and cost effectiveness.	
We will review future plans for Nantycaws in relation to Net Zero Carbon. (Ref 14992)	✓	This project is currently as an early conceptual stage and is dependent upon two key external factors; Welsh Government (WG) funding in support of our desire to develop an eco-park at the site; and improved access from the A48 trunk road. WG are currently in the early stages of feasibility with respect to road/access improvements and we are currently in discussion with WG in relation to the eco-park development from a regeneration, waste and a decarbonisation perspective. Conceptual designs being prepared. However, on a pan-Wales basis, WG are undertaking a wider review of their highway works programme and will need to conclude this before they can make any further commitment to works on the A48. we are in development of feasibility study for regional WEEE (Waste Electrical and Electronic Equipment) treatment facility and are engaged with potential site partners to support our circular economy aspirations for the Eco-park.	E&PP
D - Flood & Waste Management Plan & Shoreline Management Plan.			
We will work in accordance with our Flood Risk Management Plan and commence implementation as part of the strategy for identifying, managing and mitigating flood risk within our communities. (Ref 14988)	✓	Procedure in place and operating.	E&PP
We will undertake the role of Lead Local Flood Authority in investigating widescale incidents of flooding in accordance with the Flood and Water Management Act. Including the coordination of flood investigations where there's multiple sources of flood causations involving partner organisations as asset owners/Risk Management Authorities (RMAs). (Ref 14989)	✓	The team have completed all outstanding reports in this respect. The most recent report is due to be shared with the affected community in July 21.	E&PP
We will develop and produce a flood guidance document. (Ref 14990)	✓	Flooding web pages on the Council's website have been updated to include information on how to prepare your home for flooding; what to do before, during and after flooding, flooding insurance and info on an emergency kit.	E&PP
We shall protect and manage our coastal facilities, including the Millennium Coastal Park, working within regional shoreline	✓	There has been progress with securing funding to replace / divert part of National Cycle Network and Coastal path at Morfa Baccas, Bynea. Work also commissioned to consider options for coastal protection along Burry Port East Beach to	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
management plan, overseen by Environment Department. <i>(Ref 15074)</i>		protect against erosion and exposure of remnants of former Carmarthen Bay Power Station, with a draft report on this and an additional report on Cefn Sidan produced and considered in June 2022.	
E - Towards Zero Waste strategy.			
We will continue to review our waste treatment strategy options and recycling infrastructure needs to ensure that we can continue to meet our statutory recycling targets and landfill diversion targets from April 2018. <i>(Ref 13256) MF5-16</i>	✓	We have now finalised and received approval for our Future Waste Strategy in Oct 21 - This work will now move into delivery phase.	E&PP
We will continue to work with CWM Environmental to review our waste treatment/disposal arrangements in the immediate term and long term by securing appropriate arrangements for treating and disposing of our waste. <i>(Ref 14983)</i>	✓	This year the Council has approved the Future Waste Strategy for Carmarthenshire, CWM environmental are a key stakeholder in the development of the future workplan and infrastructure requirements. The development of interim and long-term infrastructure plans to accommodate our future waste collection strategy is progressing. We have also worked in conjunction with CWM to develop Circular Economy Projects in two localities in the county.	E&PP
We will continue to review existing household recycling participation rates to maximise landfill diversion and increase recycling. Undertake a programme of door-stepping to advise and encourage householders to participate in our recycling schemes. <i>(Ref 14984)</i>	✓	Due to our response to COVID-19 household participation monitoring and engagement were suspended. These activities recommenced in October 2021. An all-Wales compositional analysis is underway, to assess the level of recycling contained within our residual waste this will support our directed targeted education programmes. A bespoke engagement and contamination plan has been developed and commenced to improve recycling performance in future years.	E&PP
We will undertake a full review of our waste collection methodology at the kerbside, with a view to assessing alternative models of delivery on a cost vs performance gain basis. This will include a consultation exercise with a range of stakeholders. <i>(Ref 14985)</i>	✓	We have now finalised and received approval for our Future Waste Strategy in Oct 21 - with public consultation taking place in July 2021. This work will now move into delivery phase with ongoing public engagement being a key facet of change.	E&PP
We shall continue to target local environment quality issues, including dog fouling, fly-tipping and general litter blight. Review effectiveness of Public Space Protection Order. <i>(Ref 14986)</i>	✓	The Enforcement team have continued to enforce legislative powers in an attempt to improve Local Environment Quality Issues namely Fly Tipping, litter, Dog Fouling etc. As a result of the ongoing challenges of Covid, and slight changes to the normal method of Enforcement, officers remain positive and strive to tackle environmental crimes to improve our Local Environmental Quality. Officers carry routine patrols and targeted enforcement of known problem areas and issue Fixed Penalty Notices and or prosecute offenders. An engagement survey of the PSPO's has been carried out with relevant stakeholders and organisations. The process of extending the current PSPO has been completed.	E&PP
We will work with local stakeholders to manage the local environment quality in terms of managing blight and associated problems on public land by undertaking litter and fly-tipping management arrangements across the County, including enforcement work. This will include a particular focus on some areas of Llanelli that have specific problems. <i>(Ref 14991)</i>	✓	The Environmental Enforcement Team with support from local stakeholders and council departments, have been able to target specific areas where issues such as fly tipping have been identified as an ongoing problem. The Enforcement Team have been able to deploy covert and overt CCTV in an attempt to catch those committing such offences, therefore improving the local environmental quality. The Enforcement Team will continue to collaborate with stakeholders, enforcing and educating the public in attempt to reduce fly tipping and litter on public land.	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We will reduce the amount (Kg) of municipal waste that is not reused, recycled or composted during the year per person (PAM/043)</p> <p>2020/21 - Result - 153.5Kg (29,183,440/190,073) / 2021/22 - Target - 167.9Kg)</p>	✓	<p>2021/22 Result – 153.9Kg per person (29,258,400/190,073)</p> <p>This is on within the increased target which was set to reflect the response to the ongoing effects of the pandemic and resources available to service during 2021/22, but this means that it's showing a decline on last year</p>	E&PP
<p>We will continue with to re-used, recycled or composted a high percentage of waste (PAM/030).</p> <p>2020/21 Result - 66.08% (51,494/77,928) /2021/22 Target - 65%</p>	x	<p>2021/22 Result - 61.68% (49,420 / 80,118)</p> <p>As a consequence of the fire at CWM's Nantycaws materials recovery facility, there has been significant disruption to our normal waste sorting, treatment and disposal arrangements. This has meant that CWM have had to find alternative outlets for sorting and disposal of waste. This has resulted in materials going to landfill facilities and alternative plants, some of which have less efficient sorting processes than would normally be the case. Consequently, our overall recycling performance has dropped. In addition to this given the suspension during COVID of the kerbside restrictions of black bags being eased and the increased contamination of our kerbside recycling the capture of high-quality recycling has decreased. With contamination of Blue Bags more than 30% an increase compared with 15% previously. The short-term arrangements for recycling treatment remained in place for the duration of the financial year, with CWM negotiating alternative arrangements as part of a medium term strategy to recover the position. In addition, the black bag restriction policy and recycling contamination engagement programme recommenced in October 2021.</p>	E&PP
<p>We will keep the average number of working days taken to clear fly-tipping incidents to a minimum (PAM/035)</p> <p>2020/21 Result - 5.2 days (10,560/2,014) / 2021/22 Target - 4.0 days)</p>	✓	<p>2021/22 Result - 2.4 days (5,026/2,073)</p> <p>This is on target and improved on last year figures are now back to pre-COVID levels.</p>	E&PP
<p>We will maintain a high level of streets that are clean (PAM/010)</p> <p>2020/21 Result - 98.1% (177/181) / 2021/22 Target - 92%)</p>	✓	<p>2021/22 Result - 94.1% (369/392)</p> <p>This measure is on target but has declined on the previous year and well below pre-covid figures. The number of inspections undertaken this year are back to pre-COVID numbers.</p>	E&PP
<p>We shall maintain a high level of cleanliness of our highways based on the Keep Wales Tidy and Cleanliness Index inspections (STS/005a)</p> <p>2020/21 Result - 80.7% (740.5/918) / 2021/22 Target - 74%)</p>	✓	<p>2021/22 Result - 76.8% (903.5/1,176)</p> <p>This measure is on target but has declined on the previous year and well below pre-covid figures. The number of inspections undertaken this year are back to pre-COVID numbers.</p>	E&PP



Well-being Objective 11

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
A - Highway infrastructure			
We will support the Council's vision for Carmarthenshire to become the Cycling Hub of Wales by continuing to develop Active Travel infrastructure. We will also support the delivery of major on road cycle events. (Ref 14959) MF5-1	✓	Significant progress has been made on the development and delivery of a number of projects across the County that support and promote Cycling and wider Active Travel. Furthermore we have been successful in applying for 16.7m of UK Government funding which coupled with CCC Capital will allow us to deliver the Tywi Valley Path, as such work has accelerated on all aspects of this scheme, which aims to have a complete and open route within 3 years. This year, the following projects are live : Llanelli Infrastructure - specific schemes under construction: 1. New Dock, 2.A484 Bridge 3. Penyfai. 4. Coed Cae St Clears - Riverside path. Cross Hands Active Travel Link. Preparatory work underway for future year programme.	E&PP
We will continue to support and contribute to the Weltag process with Welsh Government to support the delivery of a bypass for Llandeilo to improve air quality and safety in the town of Llandeilo. (Ref 14960) MF5-4	✓	We are awaiting the outcome of the WG Welsh Transport Appraisal Process (WelTAG). We have been actively engaged in the WelTAG advisory panel. We have clearly set out the position of CCC in terms of the Bypass being the only feasible option available to address long standing concerns in and around Llandeilo, as well as in terms of the impact that congestion has on the strategic Swansea to Manchester trunk road. The panel review associated with WelTAG 2/3 has concluded and we are awaiting the subsequent report and recommendations.	E&PP
We will deliver the 3 year capital investment program for highway maintenance in accordance with then resources available. (Ref 14965) MF5-6	✓	A prioritised risk based programme of highway surface remedial schemes has commenced. The surfacing dressing programme (13 Capital funded) is completed and a programme of 47 road re-surfacing schemes is complete. The programme invested Capital funding alongside WG grant funding. Budget £2,098,000. Small underspend carried forward.	E&PP
We will develop the Highway Maintenance Policy to in accordance with the Highways Asset Management Plan. (Ref 14967)	✓	The HAMP adopted in 2018 included an undertaking to develop a Maintenance Manual which will be a portfolio of individual service manuals developed over a period of time to cover individual service areas such as Highway Inspections, Safety Defect Repairs, Winter Service, Bridge Inspections etc. The first four sections of the Maintenance Manual were adopted by Cabinet on the 6th December and covered the topic areas of Highway Maintenance Management, Highway Network Hierarchy, Highway Inspection and Repair Regime and Road Condition Assessment and Investment Prioritisation. Further service topic areas are set out in the maintenance policy and a programme for completion of the further manuals will be finalised in Qtr 1 2022/23.	E&PP

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We will develop, maintain and deliver a 3 year capital maintenance programme of highway bridge strengthening and replacement schemes. Prioritising delivery of schemes with the resources available. (Ref 14968)	✓	This years Capital programme has strengthened/replaced 2 sub-standard structures and is developing further schemes for the forward programme. Railway Inn Llanpumsaint and Danrheol Bridge strengthening schemes were reprogrammed to 22/23 due to land and procurement.	E&PP
We will conclude the study into the feasibility of developing an overnight lorry park/s within the County. (Ref 13272) MF5-9	✓	Phase 2 of the report has now been completed. A number of quantitative and qualitative surveys have been undertaken, including detailed discussion with freight market representatives at strategic and operational level, additional site surveys and a policy review a final report has been completed which concludes that whilst there is no current case to for CCC to pursue this, we will keep a long range review of the industry.	E&PP
We will minimise the % of A roads in poor condition (PAM/020) 2020/21 Result - 4.1% (19.822/478.541) / 2021/22 Target - 5.0%)	✓	2021/22 Result - 3.6% (17.097/478.345) The condition of A roads have improved with a lower % in the 'Red Zone' i.e., in poor condition and in need of maintenance. The improvement evidences targeted investment using a risk based evidence led prioritisation model.	E&PP
We will minimise the % of B roads in poor condition (PAM/021) 2020/21 Result - 3.4% (21.83/635.062) / 2021/22 Target - 5.0%)	✓	2021/22 Result - 2.8% (18.072/640.689) The condition of B roads have improved with a lower % in the 'Red Zone' i.e., in poor condition and in need of maintenance. The improvement evidences targeted investment using a risk based evidence led prioritisation model.	E&PP
We will minimise the % of C roads in poor condition (PAM/022) 2020/21 Result - 12.0% (298.665/2490.659) / 2021/22 Target - 12.0%)	✓	2021/22 Result - 11.7% (298.914/2479.941) The condition of C roads have improved with a lower % in the 'Red Zone' i.e., in poor condition and in need of maintenance. The improvement evidences targeted investment using a risk based evidence led prioritisation model.	E&PP
We will minimise the % of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition (THS/012) 2020/21 Result – 9.4% (340.31/3604.26) / 2021/22 Target - 9.5%)	✓	2021/22 Result - 9.4% (325.08/3599.01) The condition of A, B and C roads have improved with a lower % in the 'Red Zone' i.e., in poor condition and in need of maintenance in all three road categories. The improvement evidences targeted investment using a risk based evidence led prioritisation model.	E&PP
B - Integrated Public Transport Network			
We will continue to work with national and regional bodies to develop the public transport network to support carbon reduction and economic development. (Ref 14962) MF5-6	✓	On a strategic basis we are actively working with Welsh Government, Transport for Wales regional partners, user groups and operators to influence and contribute to the national bus reform work. We continue to be a key partner in the development of a south west Wales METRO which looks to enhance and integrate public and active modes of transport to provide a coherent network for moving people in and around the region. We have been successful in drawing down Welsh Government funding this year and have utilised it to introduce high quality bus shelters, a number of Real Time Information displays, wayfinding signage, significant infrastructure enhancements at Carmarthen and Llanelli Bus stations. These improvements are designed to encourage modal shift away from the private car, thereby contributing to carbon reduction, social inclusion and economic activity, as well as improving	E&PP

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		the attractiveness, accessibility and vitality of our economic centres. Works to make physical improvements to both Carmarthen and Llanelli bus stations are well underway and due for completion in the Summer	
C - School Transport network			
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. (Ref 14969)	✓	We have continued to work with MEP team to deliver transport where required to support the MEP programme where possible.	E&PP
D - Support Community and rural Transport.			
We will ensure that the Council works with partners to develop community transport opportunities across the county, which should consider all feasible means of transport to address local needs. (Ref 15106)	✓	We have successfully maintained existing schemes such as Demand Responsive Transport, Country Cars and Shopmobility, and hope that these services will rebuild their patronage post Covid.	E&PP
We will ensure that the Council improves promotion of its Country Cars scheme. (Ref 15107)	✓	Our delivery partner, the Royal Voluntary Service, has continued to promote the scheme throughout the year and we are discussing with them ways in which the scheme can be further promoted in the future.	E&PP
E - Road Safety Strategy.			
We will work with communities to submit bids to the Welsh Government to secure funding for the development of Safer Routes in Communities and Active Travel to improve walking routes to encourage more sustainable travel to assist with achieving the objective of decarbonisation. (Ref 14964) MFS-7	✓	A total of £714,050 funding was secured across the three schemes and is broken down below: Swiss Valley & Felinfoel - £497,700 Peniel - £166,350 School Streets Initiative - £50,000 These schemes will now move to delivery in the 22/23.	E&PP
Number of people killed and seriously injured on roads in Carmarthenshire (5.5.2.21) 2020/21 Result - 55 / 2021/22 - No Target set	!	81 people were killed or seriously injured on Carmarthenshire roads during 2021. We have the second largest road network in Wales and the third highest traffic levels which has an influence on road collision statistics. In 2020 the covid pandemic suppressed travel levels in Wales generally which then rose in 2021 towards pre-pandemic levels. This has unfortunately led to an associated increase in the number of casualties killed or seriously injured on our roads. The overall trends remains downwards, and our Traffic & Road Safety Team continue to worked in partnership with emergency services to promote improved road safety through education, enforcement and engineering initiatives.	E&PP
Number of motorcyclists killed and seriously injured on roads in Carmarthenshire (5.5.2.22) 2020/21 Result - 10 / 2021/22 - No Target set	!	16 motorcyclists were killed or seriously injured on Carmarthenshire roads during 2021. We have the second largest road network in Wales and the third highest traffic levels which has an influence on road collision statistics. In 2020 the covid pandemic suppressed travel levels in Wales generally which then rose in 2021 towards pre-pandemic levels. This has unfortunately influenced an associated increase in the number of motorcyclists killed or seriously injured on our roads. Our Traffic & Road Safety Team continue to work hard to improve the safety of motorcyclists on Carmarthenshire's roads	E&PP

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		with engagement events held in partnership with the Police, Go Safe, Mid and West Wales Fire & Rescue Service and ROSPA. The Team also undertakes specific initiatives focused on motorcyclists such as Dragon Rider to provide training sessions to enhance riding skills which is delivered in partnership with advanced motorcycle trainers and the Bike Down initiative which provides training sessions for motorcyclists to provide first aid skills in emergency situations to enable those first on scene to preserve life.	
<p>Number of young people (aged 16-24) killed and seriously injured on roads in Carmarthenshire (5.5.2.23)</p> <p>2020/21 Result - 15 / 2021/22 - No Target set</p>	!	<p>13 young people aged 16-24 were killed or seriously injured on Carmarthenshire roads during 2021. We have the second largest road network in Wales and the third highest traffic levels which has an influence on road collision statistics. We are pleased that the 2021 statistics show a downward trend from previous years and our Traffic & Road Safety Team are continuing to work with partner agencies to influence further reductions through a range of measures and engagement events. Through our Pass Plus Cymru initiative we work with driving instructors to give our young drivers enhanced skills as they take to our roads and our Mega Drive initiative focuses on 16 - 18 year olds to enhance road safety awareness and is delivered in partnership with Go Safe and our emergency services.</p>	E&PP
F - Modernising our vehicle Fleet			
<p>We will update the Council's Fleet Strategy to reduce the level of Carbon and Nitrogen Dioxide emissions from our transport operations over the next five years - including Reducing fossil fuel: train staff in new technologies; explore use of alternative vehicles and promoting active travel. (Ref 14961) MF5-5</p>	✓	<p>Electric charging infrastructure tenders have been completed and determined with construction due to commence at the identified strategic sites mid to end 2022. The path in transition to ULEV vehicles is further aided by manufacturers producing an increase in variety of electric models, and competition between them is gathering pace. Successful grant funding will result in the electric vans being added to fleet in 22-23 replacing the diesel-powered ones. The 3 electric refuse trucks are due delivery towards end of 2022. The fleet replacement programme will be re-aligned over the next 5 years to reflect changes in frontline services with ULEV vehicles being the first choice at tender.</p>	E&PP
<p>We will continue to develop the infrastructure for the use of electric vehicles across the county including in rural areas. (Ref 14963) MF5-6</p>	✓	<p>We are nearing the completion of 15 fast charging points across the County, bringing the number installed up to 41. This latest tranche includes a number of leisure centres including Carmarthen, St Clears and Newcastle Emlyn. We have completed and opened the Cross Hands Rapid Charging Hub which is a custom built location adjacent to the A48 that houses 4 x 50kW Rapid Charging Units and 1 x 150kW Rapid Charging Unit, the first of its kind in Wales.</p>	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>We have also been successful in drawing down external funding to support installations at main council sites and to expand the sustainable fleet. Alongside this Wales leading programme, we have also been working with the WG to shape their EV charging programme, as a consequence they have recently announced significant investment to create charging facilities at Llanybydder, Newcastle Emlyn and Llandovery, with discussions ongoing in relation to a possible hub at Ammanford. Strategically we have recently adopted the CCC EV infrastructure Strategy.</p>	



Well-being Objective 12

Healthy & Safe Environment - Promote Welsh Language and Culture

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ *	Progress Comment	Scrutiny
A - Implement and monitor the Welsh Language Standards			
We will ensure the Council complies with the requirements of the Welsh Language Standards. (Ref 13280) MF5-86	✓	The Policy & Involvement team work across all departments to ensure compliance. However, new issues and opportunities arise regularly therefore constant communication is required. We have recently been working with departments to remind them of the requirement for all initial correspondence to be bilingual and how to ensure that we record and deliver in accordance with linguistic choice. We have recently met with the Welsh Language Commissioner's Office to discuss the quality assurance exercise they undertook in Carmarthenshire. The feedback is positive; however, it must be noted that the sample is very small in terms of the number of interactions.	P&R
B - The development of Welsh in all our Education services			
Work with the County's primary and secondary schools to move them along the Welsh language continuum and also ensure that individual pupils within relevant schools are provided with opportunities to continue with their Welsh medium education throughout all key stages. (Ref 15015) MF5-31	✓		E&C
The % of pupils assessed in Welsh at the end of the Foundation Phase. (EDU/033) 2020/21 No Result available-18/19 Academic Yr/ 2021/22 Target - 57% - 20/21 Academic Year	!	2021/22 - Results not available Due to the Pandemic, there was no Welsh Government data collection on Teacher Assessments undertaken at the end of summer term 2021. WG instruction was not to aggregate local schools data up to LA data. This data would not be comparable to previous years data due to the circumstances encountered during this period whilst not all schools undertook Teacher Assessments at this time. Teacher Assessments are due to be undertaken during summer term 2022. We will await instruction from WG on data collection / published data for this cohort in preparation for reporting in 2022-23 (Academic Year 2021-22).	E&C
The % of year 11 pupils studying Welsh (first language) (EDU/034) 2020/21 No Result available-18/19 Academic Yr/ 2021/22 Target - 57% - 20/21 Academic Year	!	2021/22 - Results not available Due to the Covid-19 pandemic, students were unable to sit final exams in summer 2021 and instead their grades reflect predicted results based on coursework and mock examination results. Results by County were not published and would not be comparable to previous years if known. WG instruction was not to aggregate schools data up to LA level data. Summer exams 2022 are due to go ahead as	E&C

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		scheduled. Results will be published later in the year. Comparison to previous years may not be applicable as some course were truncated due to the pandemic.	
C - Welsh Language Promotion Strategy			
<p>We will review and refresh the County's Welsh Language Promotion Strategy in light of the progress to date and expected Census 2021 results during the year. (Ref 14896) MF5-86</p>	x	<p>The requirement of the Welsh Language Standards was to complete the second Strategy during 2021; however, with the Census results being so close to being released, the team and the Welsh Language Forum agreed to delay to consider the local results. This has been discussed with the Commissioner's Office, therefore based on the original target of 31st March 2022, this is currently classed as off target and a new target date agreed to reflect the importance of the Census results. The Policy & Involvement Team are currently preparing a detailed assessment on the county's first Welsh Language Promotion Strategy. This assessment will be discussed by the Welsh language Strategic Forum and will provide the baseline for our second strategy. A detailed assessment framework of local indicators and data has also been prepared. The team will also commission a detailed analysis of the Census 2021 results (upon release) on a county basis and for the three Mentrau Iaith areas.</p>	P&R
<p>We will review the current Internal Use of the Welsh language policy in line with latest developments. (Ref 14897) MF5-86</p>	✓	<p>The Policy & Involvement Team met with Bangor University and the Welsh Language Unit at Welsh Government, to discuss the ARFer project and its potential use within the council. ARFer aims to introduce different elements of bilingual working and is tailored to individuals' linguistic skills. The team have prepared a draft framework of support which is available across the council, and we will look to develop this support further with other key partners. Discussions are also underway with teams who lead on key areas such as Recruitment and Learning & Development.</p>	P&R
<p>We will further strengthen the provision and use of the Welsh language within social care services, supporting our staff to learn virtually currently, to be able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer'. (Ref 14954) MF5-56</p>	✓	<p>During 2021/22, Integrated Services continued to prioritise a commitment to Welsh Language training with a number of team members being supported to learn or improve their proficiency in the language by attending the on-line courses that have been available during the COVID pandemic. Welsh Language assessments are undertaken as an essential part of any Recruitment process and new starters in the Division, are, if necessary, supported to learn the language as part of a Learning Agreement. This has resulted in an increase use of the language in the workplace and also with our service users in accordance with the "Active Offer".</p>	SC&H

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We shall prepare a Welsh Language Action Plan within Planning Service (Strategic Planning Review Recommendation 2). <i>(Ref 15208)</i></p>	✓	<p>The Council has a strategy to promote the Welsh language in Carmarthenshire. Whilst not titled an action Plan it is similar in purpose and scope. A component of this strategy relates to the Welsh Language within the Planning Service. The strategy will link in relation to the service connect with the Council's corporate objectives and the content of the business plan.</p>	C&R
D - Promoting our Welsh Culture & Heritage			
<p>We will deliver a transformation plan for the existing Museums provision at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors. <i>(Ref 13289) MF5-64</i></p>	✓	<p>Carmarthenshire Museum and Bishop's Park is site-wide project and is managed through the Joint Working Group, overseeing preparations for the transition from capital development to operational phase.</p> <p>Museum: The museum partially reopened 29 January 2022. The final phase of reopening is subject to making good emergency building repairs in the refurbished galleries; no end completion confirmed. Adaptations to meet Government Indemnity Scheme security standards to borrow material from UK national collections is 50% completed due to supply issues. 95% of collections have been relocated to the refurbished attic store. 97% of windows have been refurbished (by end April).</p> <p>The museum WiFi extension scheme is 85% complete (by end April). Some storm damage was reported to the museum's Big Shed roof.</p> <p>Park: The Tywi Gateway Centre is being fitted out, anticipated to be ready for occupation by the Tywi Gateway</p> <p>Trust from May 2022. £58K capital grant awarded by CCC to progress the gardener's compound and the room for volunteers. The first phase of the transformation plan for this museum is 90% complete.</p> <p>Parc Howard</p> <p>The first phase of essential works capital programme is 95% complete. The project has stabilised all structural elements of the museum to achieve watertightness. Currently underway are additional works associated with updating mechanical and electrical systems (10% complete). Costs are awaited on the proposal to relocate the museum entrance to bring the accessible ramp into use; museum interior redecoration costs have been received and are pending approval, subject to funding.</p> <p>A whole museum interpretation plan is in development to be tested through community engagement. The museum redisplay is provisionally anticipated to be completed by</p>	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>end of December 2022 with the museum reopening February 2023.</p> <p>Llanelli Town Council has confirmed its financial contribution to Parc Howard for 2022-2023. A consultation exercise to support the Friends of Llanelli Museum to relaunch in alignment with the museum transformation was completed January-March 2022. The first phase of the transformation plan for this museum is 45% complete.</p> <p>Museum of Land Speed</p> <p>The museum capital programme is nearing completion, paving the way for fit-out. The wider project is managed by Economic Regeneration the Pendine Attractor Project Board, with the museum element being developed through the museum service and wider leisure services. A mid-August date has been set as the target completion/opening date, acknowledging internal and external factors may impact on this. The Project Curator is working closely with design and fit-out contractors to finalise content, design and production. The £150K Transformation Grant funding from Welsh Government was spent and the project completed by 31 March 2022. Outputs in terms of community benefits arising from the transformation funding are to be measured and reported on when the museum is operational. Additional capacity was temporarily provided to the museum service through redeployment from the library service. Bryn Jones Associates has submitted a financial plan for the new service provision at the Museum of Land Speed, subject to review and sign off (95% complete). The Museum of Land Speed transformation is 75% complete pending fit-out.</p> <p>Kidwelly Industrial Museum</p> <p>The Kidwelly Industrial Museum Trust has received external expert advice from museum consultant, Sam Hunt, funded through the Association of Independent Museums. A set of recommendations made in March 2022 has led to the museum management returning to Carmarthenshire County Council through the museum service, to enable assessment and survey works to progress. The Trust will not be progressing with any proposed changes to its governance until further notice. The survey works and assessments will provide baseline information about liabilities and assets of listed structures, scheduled ancient monuments, museum collections, and</p>	

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		biodiversity. The survey period will commence April 2022 and is anticipated to continue for 6 months, subject to engagement from other County Council support services. The Kidwelly Industrial Museum transformation is at 1%, pending surveys to determine future plans.	
We will review governance and deliver re-development options for Oriel Myrddin to improve the provision for residents and visitors. <i>(Ref 13530) MF5-64</i>	✓	A draft management agreement and business has been shared with Trustees. CIO approved with Charities commission. Good progress made on governance front with legal input to final draft HoT. Physical works scheduled to start on site Summer 2022.	C&R
We will begin the museums transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili. <i>(Ref 13290) MF5-65</i>	✓	Carmarthenshire Museum partially reopened to the public on 29 January 2022, almost two years since its closure. The publicly open areas include all first-floor galleries and 60% of ground floor galleries. Two large, ground floor galleries (the Discovery Gallery and Bishops Dining Room) refurbished through £200k received through the Welsh Government Transformation Fund will remain closed until further notice pending making good works following mould treatment; this is a delay of five months as of 31/03/2022. The fund also supported upgrades to the museum reception area and shop, which are receiving favourable public feedback. Visitor spend is being monitored through a new EPOS system; early trading figures indicate 54% increase in shop sales arising from these changes. The special exhibitions gallery on the first floor assessed by the National Security Adviser in December 2021 has benefited from 50% of the recommended adaptations to meet Government Indemnity Scheme security standards to borrow material from UK national museums. The gallery is not yet fully compliant but is intended to be in time for the next exhibition of this nature. 95% of collections have been returned to the refurbished attic stores, following temporary relocation during roofing works. 97% of windows have been refurbished internally and externally (completion due April 2022), creating a significant visual enhancement to the property. The museum WiFi extension scheme is 85% complete (by end April), enabling other areas in the museum to be used for public engagement activity. Storm Eunice caused some damage to the museum's Big Shed roof. The Big Shed will be repaired in due course and essential maintenance works carried out to improve its visual appeal and structural integrity from April 2022. Small grants received from the Federation of Museums and Galleries in Wales during 2021-2022 have supported the purchase of a digital interactive table for the museum (£4,000),	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>conservation grade mannequins for display of textiles (£3,000), and Winter of Wellbeing project in collaboration with the education department, Oriol Myrddin, and Tywi Gateway Trust (£10,00) to produce educational resources to support the new curriculum. Park: The Tywi Gateway Visitor Centre and café is being fitted out, anticipated to be ready for occupation by the Tywi Gateway Trust from May 2022. £58K capital grant awarded by CCC to progress the gardener's compound and the room for volunteers. An Architectural Heritage Fund (AHF) development grant has been awarded to the Trust to develop detailed plans and costs for the Walled Garden development. A business consultant, also funded through the AHF, is preparing a case for longer term revenue support with early discussions with the NLHF underway. Funding has been awarded under the NLHF/Cadw 15-Minute Heritage scheme. The first phase of the transformation plan for Carmarthenshire Museum is 90% complete.</p>	
<p>We will deliver a new archive repository and information hub for Carmarthenshire. (Ref 13292) MF5-63</p>	✓	<p>Collections return - tender process completed, with contractor appointed. Collections starting to return. Looking to fully open later in Spring.</p>	C&R
<p>We shall continue to review and re-develop the Council's Theatre Services provision for future resilience i.e. online, outdoor, community and traditional programming and development plan. (Ref 14957) MF5-66</p>	✓	<p>Theatres continued with a recovery programme in this quarter and presented 86 events with 11,318 attendances. This included 2.5 weeks of SAVE THE CINEMA film shown at the Lyric with sold out screenings and lots of public interest. 3 events were hybrid with digital streaming offered to audiences as well as the live events. Nearly 750 free tickets were distributed to families for theatre performances under the Winter of Wellbeing scheme.</p>	C&R
<p>E - Support our Annual Cultural awards and promoting Annual Village and town of Culture</p>			
<p>We will promote our Welsh Culture & Heritage supporting annual culture awards and town and village of Culture. (Ref 14037) MF5-70</p>	✓	<p>The Culture awards were held at Y Ffwrnes Theatre on Tuesday the 8th March. Town and village of Culture working ongoing for 2022/23</p>	C&R



Well-being Objective 13

Better Governance and use of Resources

The following are our commitments and end of year progress comments for this Well-being Objective during 2021/22.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
A - Transforming, Innovating and Changing (TIC) the way we work and deliver services			
We will ensure the Council makes the most efficient & effective use of its remaining community-based assets by reviewing and enabling any relevant Community Asset Transfer requests from interested parties. <i>(Ref 14891) MF5-15</i>	✓	Community Asset Transfer Policy has been reviewed. With Cabinet approval (acting as trustees) for assets held under trust, commencing formal a reporting process in December 2021. With formal reporting process for assets held under trust concluded and Cabinet approval obtained.	P&R
We will in line with our Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services. <i>(Ref 14899) MF5-88</i>	✓	<p>Our 'Cloud First' strategy has moved ahead during the last year- it allows us to improve upon business resilience and business continuity and allow services to maximise the use of their systems with the inclusion of citizen portals to harness 24/7 self-service for their customers and full automation and integration into back-office and drive operational efficiencies. Key highlights this year:</p> <ul style="list-style-type: none"> * Implemented the new back-office system for Waste Services for AHP (Nappy Collection Service), which will be further extended for all of Waste Services (Garden Waste, Bulky etc.). Migrated the HR/Payroll ResourceLink system to a cloud hosted environment - tender exercise being undertaken to replace the Web Recruitment element of the system. * The new cloud Asset Management System (needed as part of the Housing Stock Verification Project is progressing well), as is the implementation of Total Connect (Housing Repairs) and integration between these systems is in development. Progress expected during 22/23 with the replacement Housing / Housing Rents system, with integration between all 3 systems key towards the wider Net Zero Carbon agenda. * A new Social Care system is now in Phase 2 development - with Adult Services launched successfully in October 2021 with Children Services expected to be migrated to the new cloud system by the Summer/Autumn 2022. 	P&R
We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies. <i>(Ref 14132)</i>	✓	<p>We have continued to develop online services and improvements to various services which has allowed us to improve customer experience and/or range of services available to our customers on-line via the corporate website, My Account and via our Contact Centre / HWBs.</p> <p>These include various on-line forms and processes; particularly around businesses to help with the various Welsh Government grants, on-line process for the Winter Fuel Support Scheme. Most recently various on-line forms and processes in response to the war in Ukraine and the Ukraine refugee crisis.</p>	P&R
We will implement robust and sustainable infrastructure solutions to support the changing landscape of Local Government. <i>(Ref 14904)</i>	✓	We have replaced aging core infrastructure hardware at both data centres and core sites over the year using capital monies that has been provided. We have virtualised our telephony environment and rolled out software which supports hybrid working. We have resilient data centres in	P&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
	✓	Carmarthen and Ammanford both with independent power and internet access.	
We will ensure the Transforming, Innovating and Changing (TIC) programme continues to implement a balanced work programme so that TIC can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short term and medium term. (Ref 14915)	✓	The Transforming, Innovating and Changing (TIC) programme is now focussed on the delivery of 6 thematic workstreams which reflect key organisational priorities. The areas of work within each workstream have also been re-prioritised to reflect key issues and learning emerging from the Council's experience of responding to the Covid-19 pandemic. The programme also continues to place great emphasis on the delivery of financial savings and the identification of PBB savings in respect of staff travel and print has served to strengthen the links between the TIC work and the PBB efficiency programme. This approach will also be reviewed as part of the consideration of the next phase of the Council's transformation programme which will include the development of a Transformation Strategy for the organisation.	P&R
We will ensure that the Transforming, Innovating and Changing (TIC) Income Thematic Workstream is focussed on the development of a more commercial approach across the organisation and will aim to implement the outcomes and recommendations of the Audit Wales Review of Commercialisation in Local Government. (Ref 14916)	✓	The findings of the Wales Audit Review - `Commercialisation in Local Govt` has been considered by the TIC Income Workstream. The toolkit included within the report has been used to support a self-assessment exercise by the workstream. A facilitated session was held with the Heads of Service forum in December. Further service specific workshops will now be held with priority services and the findings from these exercises will now be used to inform a discussion at CMT and with elected members. It is hoped that this will help clarify the Council's ambitions in this area and what capacity/skills the Council possesses or requires to further progress this agenda.	P&R
We will support the effective monitoring and reporting of the response to the Strategic review of the Impact of the COVID-19 crisis on the Council, with a view to ensuring that the learning and opportunities for improvement are integrated into new ways of working (Ref 14917)	✓	Updates will be reported to Corporate Management Team (CMT) highlighting progress against all the actions included in the action plan that was developed in response to the Strategic Review of the impact of Covid-19. Learning from the report/action plan has also been used to inform projects being undertaken via the 6 thematic workstreams. This information will also be used to inform priorities for phase 2 of the Council's transformation programme and the development of a Transformation Strategy for the organisation.	P&R
We will develop and implement more effective consultation and engagement mechanisms with the public and service users about the design of the Transforming, Innovating and Changing (TIC) programme and the shape of future services. (Ref 14105)	✘	One of the key aim within the Transforming, Innovating and Changing (TIC) Communications Plan was to seek ways of engaging residents and service users in the identification of future TIC priorities and projects. This is key objective of the TIC Service Improvement workstream and is already considered as part of specific service reviews and projects. However further work is required to consider how public /residents can be engaged in shaping the future of the wider TIC programme. This will now be considered as part the next phase of the Council's transformation programme which will formally be launched in September 2022.	P&R
We will review the strategic operational property portfolio with the various services as a result of new ways of working. (Ref 14922)	✓	Responses from Heads of Services on accommodation requirements received at end of January 2022 to New Ways of Working Project Manager. These replies have been analysed with a high level report provided to Corporate Management Team (CMT) on potential space requirements.	C&R
We will review land and property availability, including strategic	✓	The Authority continues to consider all opportunities with a view to achieving the best use of land and property within	C&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>acquisitions, to ensure that best use of commercial land and property is being made to support the local economy and / or to generate capital receipts. (Ref 14923)</p>		<p>the county and furthermore release our strategic landholdings to generate capital receipts. For example a new 5 year capital receipts strategy has been prepared and the use of land for Net Zero Carbon purposes continues to be reviewed - 3 sites totalling 5.71ha have been identified for tree planting purposes. Strategic acquisitions in relation to the former Debenhams in Carmarthen town centre and 3 Stepney Street Llanelli have taken place. Feasibility option work for future use of strategic development sites in Llanelli has also been undertaken. this will support future bids for funding opportunities to deliver development proposals arising from the review feasibility work. This continual review of our land and property supports delivery of the strategies and aspirations of the agreed Recovery Plan.</p>	
<p>We will support departments with their messaging by proactively promoting changes to services and continue to assess customer engagement across all of our digital platforms. (Ref 14925)</p>	✓	<p>Throughout 2021/22 we have seen an increase in residents and businesses accessing information, support and council services online, the number of visits to our website has increased yet again this year by a further 7%. Our digital platforms have been essential in providing accurate, timely information across as broad an audience as possible. Customer services have been able to guide many calls to the website and providing detail through our frequently asked questions feature has improved the consistency and simplicity in how we respond to enquiries. Accessibility of information is key, and we are proud to have this year passed the accessibility standard. It is so important to remember that residents, visitors and businesses are now accessing the website in various ways and interestingly 58.9% access using their mobile device. This is key when considering how to present information to ensure we engage to as a wider audience as possible.</p>	P&R
<p>We shall aim to increase the public use of the Council website (ICT/005) 2020/21 Result - 2,969,796 hits / 2021/22 Target - 2,750,000 hits</p>	✓	<p style="text-align: center;">2021/22 Result - 3,017,983 hits</p> <p>There have been over 3 million user sessions by the public on our website during 2021/22 which is excellent news and figures have increased from last year.</p>	P&R
<p>We will increase service user involvement: The Council should develop a systematic approach to involving service users in the future design and development of its online/channel shifted services. (Ref 14926)</p>	x	<p>Due to the pandemic and not being able to fill the Digital Content Manager post we have had to re-evaluate for the time being how we involve service users in design and development. We continue to evaluate feedback from the website and digital processes and use this information to improve our digital services. We actively ask for feedback at every opportunity and reflect and action when practical. We will continue to consider digital solutions such as Useberry and Hotjar to enable us to assess user journeys, identify weak spots etc. however we do not have the resources in place to make the most of these tools until the new manager is appointed.</p>	P&R
<p>We will advance our progressive procurement action plan following on from the work with the Centre for Local Enterprises (CLES). (Ref 14949)</p>	✓	<p>Progressive procurement Cluster meetings have been held regularly throughout 2021/22 between Procurement, Policy and Economic Development to deliver the actions in the Centre for Local Enterprises (CLES) Progressive Procurement Report.</p> <p>The draft Social Value Policy is awaiting feedback from Officers on the Business, Economy and Communities Workstream before being taken through the Council's approval process.</p> <p>We have developed a strategy for working with colleagues in Economic Development and Marketing and Media to</p>	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>promote tenders in advance to the marketplace, and in particular local SME's. We regularly highlight any tenders where there is likely to be suppliers based locally who might be interested to bid and who may not be registered on Sell 2 Wales which is our traditional method of advertising tenders. The intention of this early engagement is to target SME's in the County to inform them in advance of these tendering opportunities which they might be interested in bidding for and to understand and promote the support available to bid via Business Wales.</p> <p>This engagement will also inform the Council of any potential barriers there maybe for suppliers to tender which we could factor into our lotting strategy and overall procurement approach.</p> <p>A supplier survey went live in January to understand any potential barriers for suppliers in tendering for Council work or expanding their business. Findings have been shared with procurement and Economic Development which will help further shape our approach to support suppliers in the County moving forward.</p>	
<p>We will address the key findings, highlighting good practice and recommendations from the 'Procuring well-being in Wales' report (published 25/02/2021) from the Office of Future Generations Commissioner for Wales. (Ref 14950)</p>	✓	<p>We continue to carry out Sustainable Risk Assessment (SRA) exercises on our tenders over £25k. Following the SRA, a set of recommendations are drawn up which ensure that the sustainability issues such as environmental, social, economic & cultural issues can be factored into the specification for individual tenders.</p> <p>In addition to this, we now incorporate elements of the Well-being Future Generations Act by providing relevant information linking to the Well-being Objectives, we also include service provision information relating to the 5 ways of working i.e., Long Term, Prevention, Integration, Collaboration & Involvement.</p>	P&R
<p>We will work with others to develop and implement the new system- Finance Module for charging. (Social Care). (Ref 15085)</p>	✓	<p>Only early engagement undertaken to date. implementation will depend on OLM the system developer's availability, and product being ready.</p>	SC&H
<p>We will review our systems and processes to respond to a more digitalised approach to future working practices. (Social Care - Commissioning). (Ref 15087)</p>	✓	<p>Review of current process has been completed, with new process being implemented. The work of continuous improvement will be sustained on an ongoing basis.</p>	SC&H
<p>We will develop a new pro-active Public Health and Infection Control Service that will build on what we have learned from the COVID experiences. (Ref 15097)</p>	✓	<p>Following the successful appointment to the post of Social Care and Health Protection Manager, the team is currently under design.</p> <p>An Officers Decision Report will shortly be issued to give approval for the skeleton management structure and staffing requirements.</p>	E&PP
<p>We shall increase the number of Transactional Council Services available to the public online. (ICT/003) 2020/21 Result - 41 / 2021/22 Target - 45</p>	✓	<p style="text-align: center;">2021/22 Result – 46</p> <p>Since 2014/15 we have launched 46 new online transactional council services which are now available to the public. Five of these have become available during 2021/22, such as:- Same day recycling centre bookings, Pupil Deprivation Grant, Winter Fuel Scheme, and most recently, Ukraine Support and Street closure applications for the Jubilee celebrations.</p>	P&R
<p>B - We shall follow the 7 Principles of Good Governance</p>			
<p>B1 - Integrity and Values</p>			Tudalen 287

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
<i>(Behaving with integrity, demonstrating strong commitment to ethical values, & respecting the rule of law)</i>			
We will begin advanced planning and preparation for the 2022 Local Government Elections. <i>(Ref 14912)</i>	✓	<p>With new electoral ward changes, means there is one additional elected member seat for the Local Government Elections May 2022 taking the total number of councillors from 74 to 75.</p> <p>Acceptance of office documentation and political group forms have been complete and a Handbook finalised.</p> <p>An Induction Programme has been agreed and delivery arrangements being finalised together with a Retiring member event.</p> <p>A Diversity in Democracy action plan has been approved by Council and published.</p>	P&R
We will promote the updated Financial Procedure Rules, the Antifraud and Anti-corruption strategy and any other specific strategies/policies or regulatory recommendations. <i>(Ref 14944)</i>	✓	Both Financial Procedure Rules and the Fraud Strategy have now been approved by the Audit Committee. Both documents are available to staff via the Intranet and promoted via the staff e-mail newsletter. Further promotion has also taken place at various strategic meetings, which the Principal Auditor has been invited to attend. Promotion of both documents will continue indefinitely.	P&R
B2 - Openness and engagement <i>(Ensuring openness and comprehensive stakeholder engagement)</i>			
We will work with other Council services to further develop the Council's involvement and use of data approaches as part of a Council wide involvement, participation and consultation framework. <i>(Ref 12435) MF5-91</i>	✘	This work will now be embedded as part of the development of the new Council Corporate Strategy in terms of how we ensure continuous engagement and involvement in all that the Council does. The testing of the Engagement HQ platform will also develop this approach over the next 6 months.	P&R
We will work with other Council services to further develop the Council's involvement, participation and consultation framework. <i>(Ref 14902) MF5-91</i>	✓	<p>We have successfully cooperated with all Council departments on essential consultations over the last 12 months. We have made sure that key stakeholders and residents have been made aware of consultations being conducted and provided various mechanisms to participate. To ensure that we have been transparent, we ensured that our website pages and consultations contained adequate information to assist participants when having their say. We now progress by continuing to develop a corporate plan for the consultation process with colleagues to ensure that a more holistic approach is adopted.</p>	P&R
We will lead the review and refresh of the Public Service Boards (PSBs) County Well-being Assessment. <i>(Ref 14906)</i>	✓	<p>The PSB's Well-being Assessment for Carmarthenshire was completed during the year. The work was led by the PSB team and collaboration took place with regional colleagues in in Ceredigion and Pembrokeshire and the Regional Partnership Board throughout the year, particularly in the engagement and data analysis stages. A regional survey was developed which was live from early August to early October. The survey was available online with printed forms also available and an easy read version. It was available in other languages such as Polish, Romanian and Arabic. For visually impaired residents, responses could also be taken over the phone by request. Several engagement events took place during that period. A Regional Data Group was established to take a collaborative approach to the collection and analysis of local, regional and national data to share expertise and avoid duplication. Following the engagement and data analysis stages, the draft Well-being Assessment was developed and this was approved at the</p>	P&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
		PSB meeting on 24 November. The draft Assessment went out to public consultation from early December to mid-January. All feedback was considered and the PSB approved a final amended version and supporting documentation including community profiles, a Consultation and Involvement report, Data Source document and Environment and Climate Change analysis on 8 March. Publication of the Well-being Assessment and supporting documentation is imminent.	
We will when appropriate update the COVID-19 Community Impact Assessment within Carmarthenshire. (Ref 14909)	✓	Departmental Business Plans for 2022/23 contained a self evaluation for 2021/22 which took into account Covid-19 impact. Our Annual Report on 2021/22 Corporate Strategy has a section on the impact of COVID during 2021/22.	P&R
We will work with departments to ensure a consistent and co-ordinated corporate approach for communicating with the public making sure all our campaigns follow the principle of One Council, One Vision, Once Voice. (Ref 14927)	✓	Carmarthenshire County Council's new branding is now complete. A new corporate communications group has been set up and is meeting regularly. During the year we held a communications review with the leisure department, which was very successful.	P&R
To carry out an effective campaign to ensure that all 16- and 17-year-olds and foreign nationals newly enfranchised living within Carmarthenshire are registered and encouraged to participate in the Senedd Elections taking place on 6 May 2021. (Ref 14930)	✓	May 2021 Senedd Elections successfully delivered	P&R
To implement the finding of the Carmarthenshire Electoral Review in time for the 2022 Local Elections. (Ref 14931)	✓	The final Order on the Electoral Review was published by Welsh Government in September 2021. The new electoral ward changes in Carmarthenshire means there is one additional elected member seat for the Local Government Elections May 2022 taking the total number of councillors from 74 to 75.	P&R
We shall work with Public Services Board partners to develop our approach to engagement and participation with children and young people ensuring their voice is listened to as part of public service development. (Ref 15029) MF5-43	✓	Our Departmental and Corporate Management Teams have received an update in relation to participation and children's rights work delivery during 2021/22. It has been determined that there will be an emphasis on Education and Children's Services departmental priorities in relation to participation of children and young people going forward.	P&R
We will continue to respond to Freedom of Information Act (FOIA) requests within the Statutory deadline - however the emphasis will continue to be on good and adequate replies. (2.1.1.17) 2020/21 Result - 96.87% (649/670) /2021/22 Target - 90%	✓	2021/22 Result - 90.84% (684 /753) Almost 91% of all Freedom of Information Act (FOIA) requests received in the year were responded to within the Statutory deadline.	P&R
B3 - Making a difference (Defining outcomes in terms of sustainable economic, social, and environmental benefits)			
We will ensure the Council fully responds and complies with the new requirements relating to performance and governance of the Local Government and Elections Act and align them to our current duties relating to	✓	For our Annual Report on the Councils 2020-21 performance published in October 2021, Audit Wales issued the Council with a certificate of compliance for discharging our duties of assessment 2021/22 is the first year that will have to be evaluated and reported under the Local Government and Elections Act 2021.	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
the Well-being of Future Generations Act. (Ref 14898) MF5-87		<p>We updated the Corporate Strategy for the 2021/22 year and outlined the steps we will be taking to achieve our Well-being Objectives. Department and service business plans are aligned to these Objectives and have set detailed actions and targets to achieve them. These actions and targets were monitored quarterly throughout the year.</p> <p>1. We have adapted business plan templates to address the requirements of the new legislation and templates have more emphasis on self evaluating 2021/22 and increased requirement for SMART actions and Measures. We set up a new Engagement and Assurance Panel to work with Departmental Management Teams to ensure their business plans met the necessary requirements. Each Departmental Business Plans was also discussed by the Chief Executive and each Director. Each Divisional Business Plan went through the relevant Scrutiny.</p> <p>2. Quarterly Monitoring has been enhanced and there are now dedicated CMT meetings for quarterly performance monitoring. Furthermore, Monitoring has been enhanced by introducing a more integrated approach covering more than just the actions and targets set out for each objective. For each Well-being Objective wider intelligence available is included in the report e.g., Risk, Regulatory reports, Finance and HR etc.</p> <p>3. We also produced a Performance Management Framework that formalised our established approach and new developments, including the new expectations of the Local Government and Elections Act.</p>	
After publishing a Strategic Equality Plan and monitoring progress, we will respond to any recommendations from the Equalities & Diversity (BAME) Task & Finish Group & ensure they are embedded into the Council's Strategic Equality Plan as appropriate. (Ref 14720)	✓	Recommendations from the Black, Asian, and Minority Ethnic Task & Finish Group were presented to the Democratic process in the autumn 2021. Alongside our local work, the Welsh Government are due to publish an updated Anti-Racist Wales Action Plan. The Policy & Involvement team will consider how Carmarthenshire County Council will contribute to the work as part of the Strategic Equality Plan, alongside the recommendations of the Task & Finish Group.	P&R
To carefully review current arrangements for delivering the May 2021 combined elections with the view of ensuring that voters are safe and are fully aware of their voting options. (Ref 14929)	✓	The May 2021 elections successfully delivered.	P&R
We will pursue the relocation of our Registration Office for the Ammanford area. (Ref 14934)	x	All necessary works have been completed to move the Registrar from Ammanford Library to Ammanford Town Hall. However, re-location has been delayed as Ammanford Town Hall still has working restrictions (@ the end of the financial year) due to Covid with no staff working there on a permanent basis. Currently awaiting the outcome of what is happening to Ammanford Town Hall and as to whether staff will be moving back to the Hall on a full time basis.	P&R
We will administer and work with our stakeholders in delivering the Civil Partnerships, Marriages and Deaths (Registration etc.) Act 2019 that will come into force on 4 May 2021. (Ref 14935)	✓	We have worked with our stakeholders to deliver the requirements as per the 2019 Act	P&R
We shall increase the % of households accessing the Internet in	✓	<p style="text-align: center;">2021/22 Result - 93%</p> <p style="text-align: right;">Tudalen 290</p>	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>Carmarthenshire based on the National Survey for Wales results (ICT/006) 2020/21 Result - 89% / 2021/22 Target - 89%</p> <p>The result is based on the previous year's National Survey for Wales results due to the timeliness of the data.</p>		<p>According to the 2020/21 National Survey for Wales, 93% of households in Carmarthenshire have internet access. This is an improvement on the 2019/20 survey result of 89%. This is the 7th highest in Wales, we were previously 9th.</p>	
<p>B4 - Making sure we achieve what we set out to do <i>Determining the interventions necessary to optimise the achievement of the intended outcomes</i></p>			
<p>We will prepare and make arrangements for the proposals contained within the Local Government and Elections (Wales) Act and implement any actions arising therefrom. (Ref 14725)</p>	✓	<p>The Democratic Public Participation Strategy and Petition Scheme were approved by Council in February 2022. These documents form part of the Council Constitution. The Governance & Audit Committee has interviewed applicants for the positions of lay persons and the recommendation for appointment will go to the Annual Meeting in May. The constitution has been updated to include all parts of the act that are in force or coming into force on the 5th May 2022.</p>	P&R
<p>We will work up arrangements for hybrid democratic meetings as and when the circumstances allow. (Ref 14913)</p>	✓	<p>Multi-location meetings will be operational from the Annual Meeting on the 25th May 2022.</p>	P&R
<p>We will ensure Elected Member participation to set priorities and allocate budget (CHR190004) (Ref 14914)</p>	✓	<p>A series of all member seminars took place during January 2022 to discuss the budget proposals, thereafter the budget was discussed formally at each Scrutiny Committee, the Cabinet and finally the full Council determined the 2022/23 to 2024/25 budget strategy in March 2022.</p>	P&R
<p>We will introduce quality monitoring of service delivery across different customer access channels to ensure that correct processes and procedures are adhered to consistently and professionally, in line with agreed Service Level Agreements. (Ref 14928)</p>	✓	<p>Call volumes and call quality are discussed during weekly meetings with staff. Monthly 1-1 meetings are held where specific calls are discussed and good practice and areas for improvement are identified. Quality monitoring continues to be used as a benchmark for new starters during their induction and for existing staff. Processes across all access channels are continually reviewed with departments to ensure that everyone is aware of their roles and responsibilities in delivering effective and efficient services. A number of customer compliments are received, praising the quality of the service and these are fed back to staff, Cabinet member and Chief Executive. Introduced new telephony technology to enable calls to be routed through to other parts of the organisation automatically based on customers choice enabling better call handling quality at the contact centre.</p>	P&R
<p>We will ensure that any potential merger of the Coroner's jurisdiction, results in a more resilient and consistent service for the bereaved people by working with key stakeholders including Pembrokeshire Council, Chief Coroner and Ministry of Justice. (Ref 14932)</p>	✓	<p>We are currently (April 2022) awaiting an update from the Ministry of Justice (MoJ) on where the potential merger of Swansea and Neath Port Talbot together with Pembrokeshire /Carmarthenshire is on their timetable The Chief Coroner's intentions is to create larger jurisdictions. With the departure of Pembrokeshire/Carmarthenshire's Senior Coroner, the MoJ have proposed that our jurisdiction is merged with Swansea/Neath Port Talbot jurisdiction. All respective authorities have concerns with this proposals due to geographical needs, Welsh Language needs and convenience to the bereaved families. Our concerns were made known to the MoJ just before the Covid pandemic. All merge talks were put aside so that Coroner Services could prioritise their time on contributing to the death registration journey being managed as smoothly as possible.</p>	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We will continue to deliver a Registrars service that meets and exceeds the national standards in all areas by working closely with our stakeholders. (Ref 14933)</p>	✓	<p>After a really busy 2020/21 with postponement of birth registrations so that the Registration Service could process the death registrations as quickly as possible. Weddings were also postponed except those that needed to be held for exceptional circumstances.</p> <p>The Registration Service national standards are to register deaths within 5 days, and births within 42 days. Birth registrations were postponed for 18 months which resulted in a backlog of 800 birth registrations in Carmarthenshire which we managed to clear the majority within 4 months. There has been a high demand for weddings due to their postponements, working with our external wedding venues in delivering a safe wedding. We are now working to Covid 'level 0' guidance and have re-introduced face to face death registration appointments and updating our risk assessments to reflect this.</p>	P&R
<p>We shall increase the % use of the ICT Self Service helpdesk. (ICT/002) 2020/21 - 60.5% / 2021/22 Target - 61%</p>	✓	<p>2021/22 Result - 68.8% (6,522 / 9,484)</p> <p>This continues to improve and has well exceeded the target. An improved self-service software makes it even easier for customers to complete. This allows time for IT staff to solve the problems rather than spending time answering phones.</p>	P&R
<p>B5 - Valuing our people; engaging, leading and supporting (Developing capacity and the capability of leadership and individuals)</p>			
<p>We shall ensure the Council fully supports staff to maintain a healthy work-life balance and, where necessary, ensure the careful management of staff sickness absences in the interest of the staff and the provision of services. (Ref 14903) MF5-93</p>	✓	<p>The health and wellbeing team work with departments to promote and encourage healthy lifestyles which includes positive work life balance, there is a suite of support and information available to all staff and the health and wellbeing champions offer peer support locally. Sickness absence management is a management responsibility, there is training, policy and guidance to assist, and the Occupational Health and Human Resources professionals are available to give advice on specific cases.</p> <p>Hybrid working will also help improve Work-life Balance.</p>	P&R
<p>We will continue to ensure that our recruitment, retention, people management and development policies comply with changing legislation and reflect the needs of the organisation. (Ref 14731)</p>	✓	<p>A Policy Forward Work programme is in place with the focus for the coming 12 months to review and introduce policies which will support the Council's transition to Better Ways of Working as well as ensuring that any new or changes to legislation are reflected in employment policies such as exit pay cap. Ongoing programme of review in place which will aim to ensure best practice is reflected in policies and processes and comply with legislation</p>	P&R
<p>We will ensure the Council Employment Policy reflects changes to legislation such as the forthcoming exit payment cap legislation, reclaiming exit payments, casual worker agreements and any other employment related legislation introduced post Brexit. (Ref 14729)</p>	✓	<p>Employment Policy forward work programme in place which will ensure that policies are reviewed and updated to comply with legislation.</p>	P&R
<p>We will continue with the further automation of HR and Recruitment processes: e.g. Declaration of interest e-form; Exit surveys; Sickness absence return to work interviews; Induction/onboarding; Honoraria payments; Starter and leaver notifications. (Ref 14730)</p>	✓	<p>Procurement of recruitment software almost completed. Automation of declaration of interest, exit surveys, return to work interviews, and induction are all completed. Ongoing programme of automation to continue.</p>	P&R

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<p>We will ensure our Pay Policy and annual Equal Pay / Gender Pay Audit/ will comply with legislation and provide transparency around pay decisions. Separate Pay Policy for Teachers. (Ref 14732)</p>	✓	<p>Pay Policy for 21/22 published. Equal pay audits completed and published.</p>	P&R
<p>We will further promote robust sickness absence management within departments to reduce the number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence. (PAM/001)</p> <p style="text-align: right;">2020/21 Result - 7.7 days (47268.5/6134.6) /2021/22 Target - 9.6 days</p>	✗	<p style="text-align: center;">2021/22 Result -11.4 days</p> <p>Sickness figures at the end of 2021/22 of 11.4 days is 3.7 days higher than last year and worse than the 2019/20 Welsh average of 11.2 days. The service areas with the highest figures are Waste & Environment, Adult Social Care, Access to Education and Housing Property & Special Projects and Special Schools. The causes of absence are monitored and the impact and legacy of Covid continues. People Management division provides advice and support for managers, who have the responsibility to manage attendance, they are provided with sickness data and analysis to plan appropriate action to ensure cases are managed and employees supported, in line with our sickness policies and guidelines.</p>	P&R
<p>We will reduce the % of employee laptops with 4GB of memory (RAM) or under used in the council to ensure we continue towards a flexible workforce. (ICT/009)</p> <p style="text-align: right;">2020/21 Baseline - 37% (47268.5/6134.6) /2021/22 Target - 32%</p>	✓	<p style="text-align: center;">2021/22 Result - 28% (787/2,794)</p> <p>The number of laptops with low memory has reduced in the year from 37% to 28%.</p>	P&R
<p>B6 - Managing risks, performance and finance (Managing risks and performance through robust internal control and strong public financial management)</p>			
<p>We will ensure a robust approach to Cyber security and sustainable solutions are implemented for Information Governance. (Ref 14901)</p>	✓	<p>We have continued to enhance our defence towards potential cyber attacks by increasing warning banners on external emails, investing in intelligent AI products such as Dark trace and by rolling out 2FA to all Council owned devices.</p>	P&R
<p>We will use of the Council's reserves to invest in the County and support future development. (Ref 14936) MF5-96</p>	✓	<p>Earmarked reserves detailed review carried out by Corporate Services Director and Head of Financial Services as part of 2020/21 statement of accounts. Specific requests for reserves considered by Corporate Services Director and Chief Executive alongside Corporate funding priorities. Reported to/approved by Governance & Audit Committee at July 2021 meeting as part of draft statement of accounts</p>	P&R
<p>We will ensure the Council manages its budgets effectively and prudently. (Ref 14937) MF5-98</p>	✓	<p>February budget monitoring shows an increased underspend - this is broadly due to a combination of additional unforeseen grants from Welsh Government combined with continuing challenges recruiting staffing to vacant posts in some areas. Existing finance policy incentives prudent dept spending by allowing 50% carryover into dept reserves as well as specific bids for particular pressures over and above. This will be carried out as part of the statement of accounts process which is underway currently</p>	P&R
<p>We will provide significant financial support and advice to the Swansea Bay City Region. (Ref 14938)</p>	✓	<p>Ongoing support continues to be provided, including budget monitoring and financial input to NNDR contribution to temp financing costs, with statement of accounts currently being prepared in line with early closure deadlines (30th May, 2022).</p>	P&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
We will undertake the closure and Audit of the Accounts within the appropriate timescales. (Ref 14939)	✓	Carmarthenshire County Council and Dyfed Pension Fund accounts have now both received an unqualified audit opinion, with commendable audit reports. Whilst the County Council accounts fell behind normal statutory deadlines, they were within the approved flexibility granted by Welsh Government and ahead of a number of other councils.	P&R
We will identify a set of key performance indicators taking a balanced scorecard approach. (Ref 14941)	✘	This has not been progressed as budgets and additional complexities on this years Statement of Accounts have taken priority over recent months.	P&R
We will address the recommendation or proposals for improvement arising from the Wales Audit Office review of Risk Management arrangements. (Ref 14946)	✓	Progress is closely monitored on all recommendations, and they are reported and closely monitored by the Risk Management Steering Group. These are included as a continuous Standard Agenda Item. The Risk Appetite training programme has been successfully undertaken and 2 additional workshops have been scheduled for 14th June & 6th July for CMT & HOS to finalise the Councils Risk Appetite Statement. The new process for updating the Corporate Risk Register has been introduced and is working well. Awareness on project risks with the implementation of project risk registers have commenced.	P&R
We will monitor effective Contract management throughout the Authority. (Ref 14948)	✓	The final draft of a Contract Management Guidance document is complete with accompanying templates to support the guide, work is currently being undertaken on an eLearning Module and Video. The intention is to launch the Contract Management Guidance together with an eLearning Module and Video during 2022/23.	P&R
We will review Transport and Highways systems and processes and modernise our IT systems to improve efficiency. (Ref 14971)	✓	Work has continued during the year on reviewing and improving systems and processes within Transport and Highways with many new processes being adopted. This work continues with a comprehensive timetable of additional service area reviews which will be bought forward over the next 3 years in a rolling programme. The existing system continues to be developed with the implementation of mobile working for public reporting. A more comprehensive system is however required to modernise systems which should include the integration of financial transactions, this will be incorporated into the review of systems within the Environment Department.	EPP
We shall develop, implement and monitor compliant procurement exercises for the Property Division, working in conjunction with the Corporate Procurement Unit. (Ref 14974)	✓	This work continues due to the ever evolving changes to regulations, these require to be constantly reviewed and implemented. Many recommendations were reported and approved by the Departmental Managers Team (DMT) in September 2021. We continually monitor current and future procurement and contract management activity.	P&R
We shall continue to develop mobile working technology and our works management systems for our Property services workforce to enable them to work in an agile and cost-effective way including implementation of effective IT developments to support efficient delivery of services. (Ref 14978)	✓	All operational staff now have mobile devices and a new Total Connect works management system is to be implemented during 2022 to provide greater functionality and resource management tools.	P&R
We will ensure that risks relating to all premises owned or occupied by the council are suitably & sufficiently identified & managed. We will roll out the condition survey programme to	✘	The delay in recruiting Condition Officers whom are only in post since April 2022 together with resourcing issues and other work commitments in the Minor Works team means that the Condition Surveying Programme will need to be	P&R

Last Year's Commitments	✓ *	Progress Comment	Scrutiny
develop the "one property" approach to compliance and condition. (Ref 14979)		rescheduled to reflect the above with focus on Count Farm Surveys by Autumn 2022.	
We will continue to maintain and manage the PPE (Personal Protective Equipment) and cleaning stores. (Ref 14982)	✓	The non social care stores was managed throughout the pandemic and from the end of June it will be a source for contingency stock only.	E&PP
We shall provide technical advice and support on grounds maintenance of playing fields to Town Councils, Community Council's and Sporting Organisations in relation to transferred assets. (Ref 15055)	✓	We have provided technical advice to the stakeholders in relation to transferred assets and all Service Level Agreement (SLA) work complete during 2021/22 and we will continue to do so going forward.	E&PP
We will review and reduce Debt within Social Care charging, and to work with legal to recover outstanding debt. (Ref 15086)	✓	A review has been completed, with a new staffing structure being implemented. Additional staffing resource secured to support the debt recovery.	SCH
We will aim for maximum income of capital receipts to support the capital program of £2.3m (2.1.2.12) 2020/21 Result - 12.39% (£260,090/£2.1m) / 2021/22 Target - 100% £2.13m)	✓	2021/22 Result - Result - 125.64% (£2,871,508 / £2,126,250) This result exceeds the target by almost £0.75m, which is excellent news. This excess makes up somewhat for the £0.4m shortfall in 2019/20 and £1.8m shortfall 2020/21.	P&R
The % of Council Tax collected (CFH/007) 2020/21 Result -95.96% (£104,356,681÷£108,748,379) / 2021/22 Target - 97.5%	*	2021/22 Result - 97.24% (£111,073,411 / £114,227,660) The result is slightly under target by 0.26% but has increased on the previous year. Recovery action continued throughout this financial but due to the recent pandemic and current cost of living crisis low income households who are in employment are struggling to pay. We will continue to take a proactive approach to recovery ensuring we provide relevant support and advice to those falling into arrears to ensure the best possible way forward with regard to repayment arrangements. We will provide relevant information and signposting to ensure residents claim the council tax relief and benefits they are entitled to and signpost for relevant debt and benefit advice.	P&R
The % of non-domestic rates collected (CFH/008) 2020/21 Result - 95.55% (£29,271,560÷£30,633,996) /2020/21 Target - 98.1%	✓	2021/22 Result - 97.98% (£32,845,590 / £33,524,189) The result has exceeded the 95.55% target, although lower than the previous year's result.	P&R
B7- Good transparency and accountability (Implementing good practices in transparency, reporting, and audit to deliver effective accountability)			
We will introduce a new Integrated Impact Assessment requirement across the Council's decision-making processes to ensure compliance with a range of statutory duties including the new Socio-Economic Duty and climate change / carbon reduction (NZC-25). (Ref 13281)	✓	We have developed a template, guidance and a digital Integrated Impact Assessment form. The Assessment includes the key areas of Five Ways of Working, Equalities, Welsh language, GDPR, Socio-economic Duty, United Nations Convention of the Rights of the Child, the Environment Act, Biodiversity and the Council's Net Zero Carbon Commitment. With the May 2022 Local Elections it is a timely opportunity for us to explore this further with the new administration.	P&R
We will implement the new Council Complaints Policy. (Ref 14908)	✓	The new Complaints Policy was approved by the Executive Board on 22nd March 2021 and a letter provided by the Complaints Standards Authority on 26th May 2021 confirming that the new Policy was compliant. The Policy was published and promoted within the Council with posters	P&R

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
	✓	in public areas, attendance at Departmental Management Team meetings and an article in Staff News. Increased reporting requirements have also been implemented, including regular quarterly reporting to Corporate Management Team meetings and the introduction of a monthly report to Directors from January 2022 on open and closed complaints.	
We will advise on governance arrangements for new models of working, including but not limited to Local Authority Trading Companies, regional Partnerships, Pooled Budgets etc. and the Local Government & Elections Act. (Ref 14911)	✓	1.The Constitution of the South West Wales Corporate Joint Committee (CJC) was approved in January 2022. 2.One of the Council's companies has been put into dormant state, and will be resurrected as and when required for specific purposes. 3.Education through Regional Working (ERW) is currently in existence but will be replaced by Y Partneriaeth during 2022/23.	P&R
We will ensure an unqualified audit of the final accounts. (Ref 14940)	✓	Unqualified audits have been received on Carmarthenshire County Council, Dyfed Pension Fund, Swansea Bay City Region JC, Wales Pension Partnership JC, and Burry Port Harbour Authority.	P&R
Implement the changes to our Audit Committee structure in line with the new Local Government and Elections Act (Wales) 2021. (Ref 14945)	✓	Changes to the Governance & Audit Committee structure are underway, with the name change implemented in April 2021 and the Terms of Reference updated to reflect the responsibility the Committee now has in relation to Complaints. The revised Committee structure has been discussed, and agreed by the Chief Executive and Monitoring Officer, to be 8 County Councillors and 4 Lay Persons, giving the Committee 1/3 Lay Persons as required by the Act. Interviews for the roles are taking place on 8th April 2022.	P&R
We will aim to ensure actual achievement against Annual Audit Plan (6.4.1.3) 2020/21 Result - 83% (913/1,100) / 2021/22 Target - 90%	✘	<p style="text-align: center;">2021/22 Result - 86%</p> Just off target with 86% of the Audit Plan being complete, against a target of 90%. Capacity issues in the team during the year affect our capability to complete all the audits in the Plan.	P&R

PWYLLGOR CRAFFU ADDYSG, POBL IFANC A'R GYMRAEG 01/12/22

EGLURHAD AM BEIDIO Â CHYFLWYNO ADRODDIAD CRAFFU

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Ystyried yr eglurhad am beidio â chyflwyno adroddiad craffu.

Gofynnir i'r Pwyllgor Craffu:

Nodi'r eglurhad am beidio â chyflwyno adroddiad craffu.

Rhesymau:

- Mae'n ofynnol yn ôl Cyfansoddiad y Cyngor bod Pwyllgorau Craffu yn datblygu ac yn cyhoeddi Blaenraglen Gwaith sy'n nodi'r pynciau a'r adroddiadau sydd i'w hystyried yn ystod y blwyddyn. Os na chyflwynir adroddiad fel y'i trefnwyd, disgwylir i swyddogion baratoi eglurhad am beidio â chyflwyno adroddiad craffu sy'n egluro'r rheswm(au) pam.

Angen cyfeirio'r mater at y Cabinet er mwyn gwneud penderfyniad: NAC OES

Yr Aelod Cabinet sy'n gyfrifol am y Portffolio: Y Cyngorydd Glynog Davies, Aelod Cabinet dros Addysg a'r Gymraeg

Awdur yr Adroddiad:
Julie Owens

Swydd:
Swyddog Gwasanaethau
Democrataidd

Rhifau Ffôn / Cyfeiriad E-Bost:

01267 224088
juowens@sirgar.gov.uk

EXECUTIVE SUMMARY

EDUCATION, YOUNG PEOPLE AND THE WELSH LANGUAGE SCRUTINY COMMITTEE

01/12/22

NON-SUBMISSION OF SCRUTINY REPORT

The Council's Constitution requires Scrutiny Committees to develop and publish an annual Forward Work Programme which identifies the issues and reports to be considered at meetings during the course of the year.

If a report is not presented as scheduled in the Forward Work Programme, the responsible officer(s) are expected to prepare a non-submission report explaining the reason(s) why.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Linda Rees-Jones

Head of Administration & Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

There are none.

Title of Document	Locations that the papers are available for public inspection
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Mae'r dudalen hon yn wag yn fwriadol

EDUCATION, YOUNG PEOPLE AND WELSH LANGUAGE SCRUTINY COMMITTEE 01/12/2022

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Support for Curriculum Development across the schools in Carmarthenshire – Partneriaeth and the Education and Children’s Services Department	Elin Forsyth	Due to the impact of Covid and workload issues officers did not have the capacity to provide this report as requested.	To be confirmed

Mae'r dudalen hon yn wag yn fwriadol

Y PWYLLGOR CRAFFU ADDYSG, POBL IFANC A'R GYMRAEG 01 RHAGFYR 2022

EITEMAU AR GYFER Y DYFODOL

Pwrpas

I ddarparu gwybodaeth gefnir ar yr eitemau sydd i'w hystyried yng nghyfarfod nesaf y Pwyllgor Craffu Addysg, Pobl Ifanc a'r Gymraeg yn ei gyfarfod nesaf.

Gofynnir i'r Pwyllgor Craffu ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Nodi'r eitemau ar gyfer y dyfodol i'w hystyried yng nghyfarfod nesaf y Pwyllgor Craffu Addysg, Pobl Ifanc a'r Gymraeg i'w gynnal ar 23 Ionawr 2023.

Rhesymau:

- Mae'n ofynnol yn ôl Cyfansoddiad y Cyngor bod Pwyllgorau Craffu, ar dechrau bob blwyddyn y cyngor, yn datblygu ac yn cyhoeddi Blaengynllun Gwaith sy'n nodi'r pynciau a'r adroddiadau sydd i'w hystyried yn ystod y blwyddyn.

Angen cyfeirio'r mater at y Cabinet er mwyn gwneud penderfyniad: Nac Oes

Yr Aelod Cabinet sy'n gyfrifol am y Portffolio: Cyng. Glynog Davies (Addysg a'r Gymraeg)

<p>Y Gyfarwyddiaeth: Prif Weithredwr</p> <p>Enw Pennaeth y Gwasanaeth: Linda Rees-Jones</p> <p>Awdur yr Adroddiad: Julie Owens</p>	<p>Swydd:</p> <p>Pennaeth Gweinyddiaeth a'r Gyfraith</p> <p>Swyddog Gwasanaethau Democraidd</p>	<p>Rhifau Ffôn / Cyfeiriad E-Bost:</p> <p>01267 224010 lrjones@sirgar.gov.uk</p> <p>01267 2244088 juowens@sirgar.gov.uk</p>
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EXECUTIVE SUMMARY

EDUCATION, YOUNG PEOPLE AND THE WELSH LANGUAGE SCRUTINY COMMITTEE 01 DECEMBER 2022

FORTHCOMING ITEMS

The Council's Constitution requires Scrutiny Committees, at the commencement of each municipal year, to develop and publish a Forward Work Plan which identifies the issues and reports to be considered at meetings during the course of the year. When formulating the Forward Work Plan the Scrutiny Committee will take into consideration those items included on the Cabinet's Forward Work Plan.

The list of forthcoming items attached includes those items which are scheduled in the latest version of the Education, Young People and the Welsh Language Scrutiny Committee's Forward Work Plan to be considered at its next meeting.

Also attached for information are the 2022/23 Forward Work Plans in respect of the Education, Young People and the Welsh Language Scrutiny Committee and the Cabinet.

DETAILED REPORT
ATTACHED?

YES:
(1) List of Forthcoming Items
(2) Education, Young People and Welsh Language Scrutiny
Committee Forward Work Plan
(3) Cabinet Forward Work Plan

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Linda Rees-Jones** **Head of Administration & Law**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Linda Rees-Jones** **Head of Administration & Law**

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

CABINET MEMBER PORTFOLIO HOLDER AWARE / CONSULTED	YES
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**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

There are none.

Title of Document	Locations that the papers are available for public inspection
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Mae'r dudalen hon yn wag yn fwriadol

FORTHCOMING ITEMS – TO BE CONSIDERED AT THE NEXT MEETING OF THE EDUCATION, YOUNG PEOPLE AND THE WELSH LANGUAGE SCRUTINY COMMITTEE TO BE HELD ON 23 JANUARY 2023

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Agenda Item	Background	Reason for report
Revenue Budget Consultation 2023/24 - 2025/26	This item will provide members with an opportunity to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals. The budget needs to be examined in relation to the Corporate Strategy and business planning.	To undertake consultation with the Education, Young People and the Welsh Language Scrutiny Committee on the 3-year Revenue Budget Strategy.
Education and Children’s Services Draft Business Plan’s 2023/24	The Committee is consulted on the Business Plans for the Education and Children’s Services Department on an annual basis. These plans need to accompany the budget and Corporate Strategy. Business Plans show how Corporate Strategy ambition will be delivered.	This item will enable the Committee to consider and comment on the Education and Children’s Services Business Plan’s relevant to its remit.
Corporate Strategy	The new Cabinet has outlined its vision for the next 5 years and we have consulted with residents, businesses, staff and unions to develop a new Corporate Strategy and Well-being Objectives. Our Corporate Strategy needs to be considered alongside the budget and business plans. It is important that we integrate strategic and financial planning.	This item will enable the Committee to consider the strategic priorities of the Council relevant to the remit of this Scrutiny and how we can ‘join-up Services’ to support wider priorities.
Actions and Referrals Update	This item will provide details on the progress made in relation to actions and requests arising from previous meetings.	To enable members to exercise their scrutiny role in relation to monitoring performance.

Mae'r dudalen hon yn wag yn fwiadol

Blaengynllun Gwaith y Pwyllgor Craffu Addysg, Pobl Ifanc a'r Gymraeg ar gyfer 2022/23

6 Hydref 2022	1 Rhagfyr 2022	22 Rhagfyr 2022 (wedi'i ganslo)	23 Ionawr 2023	16 Mawrth 2023	20 Ebrill 2023
Sesiwn Ymgysylltu ag Ysgolion (diweddariad - Ysgol Gynradd Brynteg bellach yn cymryd rhan yn lle Dyffryn y Swistir)	Cynllun Cyfiawnder Ieuenctid Sir Gaerfyrddin	Y diweddariad am y camau a gymerwyd/materion a gyfeiriwyd (wedi symud i 23/01/23)	Ymgynghori ynghylch Cyllideb Refeniw 2023/24 - 2025/26	Adolygiad Ôl-16 - gan gynnwys Cymwysterau Galwedigaethol a'r rhai Nad ydynt mewn Addysg, Cyflogaeth a Hyfforddiant (NEET)	Anghenion Dysgu Ychwanegol (ADY)
Adroddiad Blynyddol y Pwyllgor Craffu - Addysg a Phlant 2021/22	Adroddiad Blynyddol y Cyngor Sir	Ymgynghori ynghylch Cyllideb Refeniw 2023/24 - 2025/26 - wedi symud i 23/01/23)	Cynllun Drafft yr Adran Addysg a Gwasanaethau Plant 2023/24	Trawsnewid i Wneud Cynnydd (TIC), gan gynnwys cyllidebau ysgolion.	Rhaglen Cymunedau Dysgu Cynaliadwy
Adroddiad Blynyddol y Cyngor Sir (aildrefnwyd i 01.12.22)	Cefnogaeth i Ddatblygu'r Cwricwlwm ar draws yr ysgolion yn Sir Gaerfyrddin - Partneriaeth ac Adran Addysg a Gwasanaethau Plant	Cynnig Addysg Awyr Agored Amgen (i'w ystyried o dan cylch gorchwyl y Pwyllgor Craffu Cymunedau, Cartrefi ac Adfywio)	Strategaeth Gorfforaethol	Eitemau ar gyfer y Dyfodol	Y diweddariad am y camau a gymerwyd/materion a gyfeiriwyd
Blaengynllun Gwaith 2022/23	Strategaeth Gorfforaethol (aildrefnwyd i 23.01.23)	Eitemau ar gyfer y Dyfodol	Y diweddariad am y camau a gymerwyd/materion a gyfeiriwyd (wedi symud o 22/12/22)		Eitemau ar gyfer y Dyfodol
Eitemau ar gyfer y Dyfodol	Eitemau ar gyfer y Dyfodol		Eitemau ar gyfer y Dyfodol		

Adroddiad Rheoli Perfformiad (Chwarter 1) (wedi symud i 01/12/22)	Monitro Cyllideb Ebrill 22 i Awst 2022		Monitro Cyllideb Ebrill 22 i Hydref 2022		Monitro Cyllideb Ebrill 22 i Ragfyr 2022 <i>(i'w ddsbarthu y tu allan i broses cyfarfod pwyllgor)</i>
Monitro'r Gyllideb Refeniw a'r Gyllideb Gyfalaf (alldro 2021/22)	Adroddiad Rheoli Perfformiad (Chwarter 1) (wedi symud o 06/10/22)		Strategaeth Gwasanaethau Cymdeithasol 10 mlynedd		Adroddiad Rheoli Perfformiad (Chwarter 3)
Monitro Cyllideb Ebrill 22 i Fehefin 2022			Adroddiad Rheoli Perfformiad (Chwarter 2) (wedi symud o 22/12/22)		
Adroddiad Blynyddol Cyfarwyddwr y Gwasanaethau Cymdeithasol					

Adroddiadau ychwanegol / gwybodaeth y gofynnodd y Pwyllgor amdanynt yn ystod 2022/23 (i'w dosbarthu drwy e-bost):

- Adroddiadau blaenorol a gyflwynwyd i'r Pwyllgor yn ymwneud ag Addysg Ddewisol yn y Cartref
- Cymhwysedd ar gyfer Prydau Ysgol am ddim - Nodyn gwybodaeth i'w ddsbarthu i'r holl Gyngorwyr Sir i roi diweddariad ar y cynnydd a wnaed o ran cyflwyno darpariaeth prydau ysgol am ddim. Ar ben hynny, mae adroddiad diweddaru i'w ddsbarthu i'r Pwyllgor yn nodi sut mae mater categoreiddio cymhwysedd ar gyfer prydau ysgol am ddim wedi cael sylw a bydd yn cael ei fesur wrth symud ymlaen.

Adroddiad(au) ychwanegol i'w ddyrannu i'r Flaenraglen Waith (dyddiad(au) i'w gadarnhau):

- Adolygiad Addysg ôl-COVID

Gweithdai i'w trefnu:

- Hunanasesiad Gwerthuso a Data Ysgolion – **cynhaliwyd ar 18/10/22**
- Adolygiad Ôl-16 - gan gynnwys Cymwysterau Galwedigaethol a'r rhai Nad ydynt mewn Addysg, Cyflogaeth a Hyfforddiant (NEET) – **dyddiad i'w gadarnhau**

Sesiynau Datblygu

- Trosolwg o faes gorchwyl y Pwyllgor Addysg a Gwasanaethau Plant yn dilyn cadarnhad o'i Gylch Gorchwyl ac eglurder diwygiedig ar rôl/disgwyliadau Aelodau Pwyllgorau Craffu. **Trefnwyd ar gyfer 01/12/2022**

Ymweliadau Safle

- Symudodd yr Awdurdod i strwythur amgen, ar ffurf sesiynau ymgysylltu ag ysgolion ar-lein, i gymryd lle ymweliadau ysgol dros dro yn ystod pandemig parhaus Covid-19, er mwyn galluogi'r Pwyllgor i barhau â'i swyddogaeth gwerthuso a gwella ysgolion. Mae'r Pwyllgor Craffu yn gobeithio aildechrau ei ymweliadau safle yn ystod blwyddyn galendr 2023.

Mae'r dudalen hon yn wag yn fwiadol

CABINET/COUNCIL – FORWARD PLAN

FOR THE PERIOD 21 NOVEMBER 2022 TO 31 MARCH 2023

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director Report Author
MID-YEAR TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 1ST APRIL 2022 TO 30TH SEPTEMBER 2022	To provide members with an update on the treasury management activities from 1st April 2022 to 30th September 2022	Cabinet 28 Nov 2022	No	Cabinet Member for Resources	Director of Corporate Services Anthony Parnell, Treasury & Pension Investments Manager aparnell@car-marth-enshire.gov.uk
PUBLIC SPACE PROTECTION ORDER - ENHANCEMENT ON DOG RELATED CONTROLS	The report sets out the results of an engagement exercise undertaken on the potential options of enhanced Public Space Protection Orders for the control of dogs within Carmarthenshire.	Cabinet 28 Nov 2022	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Daniel John, Environmental Services Manager DWJohn@car-marth-enshire.gov.uk

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
RECLASSIFICATION OF THE A476 CROSS HANDS	Following completion of the Cross Hands Economic Link Road planned for September 2022 it is proposed that the new road will be classified as the A476 and a section of the existing A476 be given a B road classification. Other minor modifications are also included.	Cabinet 28 Nov 2022	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Steve Pilliner, Head of Transportation & Highways SGPilliner@carmarthenshire.gov.uk
SUSTAINABLE DRAINAGE APPROVAL BODY (SAB) PRE-APPLICATION FEES AND CHARGES	To consider the potential for charging external bodies and developers a pre-application fees for the professional advice provided by the SAB team in relation to sustainable drainage requirements and solutions for qualifying developments. The charges would apply for advice provided over and above reasonable levels of advice and guidance normally provided by the unit.	Cabinet 28 Nov 2022	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Ben Kathrens, Flood Defence and Coastal Protection Manager BKathrens@carmarthenshire.gov.uk
Council Tax Base 2023/24	For Cabinet to consider the Tax Base calculations and determine the Tax Base in respect of the financial year 2023-24	Cabinet 12 Dec 2022	No	Cabinet Member for Resources	Director of Corporate Services Ann Thomas, Revenue Services Manager
Waste Strategy	This report covers detailed policies implement within the strategic and operational functions of service in line with	Cabinet 12 Dec 2022	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Daniel John,

Tudalen 314

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
	the interim (2022/2023) kerbside waste changes. Placing into context the impending changes following the 2021-2025 waste strategy showing the planned path to improve recycling rates and adopt Welsh Government kerbside sort in Carmarthenshire.				Environmental Services Manager DWJohn@carmarthenshire.gov.uk
CAPITAL PROGRAMME 2022/23 UPDATE	To provide an update of the latest budgetary position for the 2022/23 capital programme, as at the 31st October 2022.	Cabinet 9 Jan 2023	No	Cabinet Member for Resources	Director of Corporate Services Randal Hemingway, Head of Financial Services RHemingway@carmarthenshire.gov.uk
CARMARTHENSHERE COUNTY COUNCIL'S ANNUAL REPORT FOR 2021/22	Under the Local Government (Wales) Measure 2009 we must publish an Annual Report on past performance by the end of October each year. Under the Well-being of Future Generations (Wales) Act 2015 we are required to publish an Annual Report on our Well-being Objectives. This report meets both these requirements in one document.	Cabinet 9 Jan 2023	No	Leader of the Council	Chief Executive Nicola Evans, Business Support Manager njevans@carmarthenshire.gov.uk

Tudalen 315

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
Council Tax Reduction Scheme	The report seeks formal adoption of the Council Tax Reduction Scheme for 2023/24	Cabinet 9 Jan 2023	No	Cabinet Member for Resources	Director of Corporate Services Ann Thomas, Revenue Services Manager
COUNCIL'S REVENUE BUDGET MONITORING REPORT	To provide the Cabinet with an update on the latest budgetary position as at 31st October 2022, in respect of 2022/23.	Cabinet 9 Jan 2023	No	Cabinet Member for Resources	Director of Corporate Services Randal Hemingway, Head of Financial Services RHemingway@car marthenshire.gov.uk
FIVE YEAR CAPITAL PROGRAMME (COUNCIL FUND) – 2023/24 TO 2027/28	To enable the authority to agree a five-year capital programme 2023/24 to 2027/28	Cabinet 9 Jan 2023	No	Cllr. Alun Lenny, Cabinet Member	Director of Corporate Services Chris Moore, Director of Corporate Services cmoore@carmarthe nshire.gov.uk
HOUSING REVENUE ACCOUNT BUSINESS PLAN 2023-2026	The HRA Business plan sets out our priorities and activities for new and existing council homes for the next three years. It also sets our capital and revenue budgets and confirms rental levels for tenants.	Cabinet 9 Jan 2023	No	Deputy Leader and Cabinet Member for Homes	Director of Communities Rachel Davies, Strategic Housing Delivery Manager RaMDavies@carm arthenshire.gov.uk

Tudor 316

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
PERFORMANCE MANAGEMENT QUARTER 2 2022/23(1 JULY TO 30 SEPTEMBER 2022)	Authorities are under a general duty to make arrangements to monitor performance. We need to demonstrate to citizens, members and regulators how performance is managed, and appropriate interventions implemented	Cabinet 9 Jan 2023	No	Cabinet Member for Organisation & Workforce	Chief Executive Noelwyn Daniel, Head of ICT and Corporate Policy ndaniel@carmarthenshire.gov.uk
REVENUE BUDGET STRATEGY 2023/24 TO 2025/26	To provide the Cabinet with an overview of the budget issues and outlook for the forthcoming years	Cabinet 9 Jan 2023	No	Cllr. Alun Lenny, Cabinet Member	Director of Corporate Services Randal Hemingway, Head of Financial Services RHemingway@car-marthenshire.gov.uk
SELF-EVALUATION AND SCHOOL DATA	Self-evaluation is integral to the business planning process. ECS has modified its approach by triangulating judgements from a wider range of perspectives	Cabinet 9 Jan 2023	No	Cabinet Member for Education and Welsh Language	Director of Education & Children Aeron Rees, Head of Curriculum and Wellbeing jarees@carmarthen-shire.gov.uk
SUPPORT FOR CURRICULUM	This report provides an overview of the support offered to our schools in relation	Cabinet 9 Jan 2023	No	Cabinet Member for Education and Welsh	Director of Education &

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
DEVELOPMENT ACROSS THE SCHOOLS IN CARMARTHENSHIRE – PARTNERIAETH AND THE EDUCATION AND CHILDREN'S SERVICES DEPARTMENT.	to the implementation of the Curriculum for Wales, from Partneriaeth and the Education and Children's services department. In addition, the report outlines the impact of this support and the effective practice that is developing within the authority.			Language	Children Elin Forsyth, Principal Challenge Advisor EMForsyth@carmarthenshire.gov.uk
CWM BUSINESS PLAN & PROGRESS REPORT	This report presents the annual business plan of CWM Environmental, setting the annual actions and objectives and the progress the company has made	Cabinet 30 Jan 2023	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Daniel John, Environmental Services Manager DWJohn@carmarthenshire.gov.uk
ALTERNATIVE OUTDOOR EDUCATION OFFER	The purpose of this report is to review Carmarthenshire County Council's current Outdoor Education offer and to explore options for a re-modelled service within existing resources.	Cabinet 13 Feb 2023	No	Cabinet Member for Regeneration, Leisure, Culture & Tourism	Director of Communities Ian Jones, Head of Leisure IJones@carmarthenshire.gov.uk
CONSERVATION AREA APPRAISALS	This report sets out the work being undertaken to review ten designated Conservation Areas across the County. It	Cabinet 13 Feb 2023	No	Cabinet Member for Rural Affairs and Planning Policy	Director of Place & Infrastructure Rhodri Griffiths,

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
	<p>identifies the outcome of the review and the subsequent consultation exercise including on the:</p> <ul style="list-style-type: none"> •A character appraisal; •A boundary review and •A management plan. <p>The report in setting out the above identifies the outcome of the public consultation exercise and the next steps including the processes required to amend any of the Conservation Area designations.</p>				<p>Head of Place and Sustainability RDGriffiths@carma rthenshire.gov.uk</p>
CORPORATE STRATEGY	To update our Corporate Strategy and Well-being Objectives	Cabinet 13 Feb 2023	No	Leader of the Council	Chief Executive Nicola Evans, Business Support Manager njevans@carmarth enshire.gov.uk
HIGHWAYS ASSET MANAGEMENT PLAN Maintenance Manual	<p>The Maintenance Manual is being developed as a portfolio of individual highway maintenance and management policies adopting a risk-based approach and according with a national code of practice.</p> <p>The topic being brought forward covers the management of highway drainage.</p>	Cabinet 13 Feb 2023	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Richard Waters, Highways and Transportation Services Manager RWaters@carmarth enshire.gov.uk

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
HOUSING SUPPORT PROGRAMME (HSP) STRATEGY 2022-26	This strategy sets out our priorities and those of our partner agencies for homelessness prevention, homelessness relief and housing related support services over the coming four years (2022-26) to support our most vulnerable citizens to live as part of their communities.	Cabinet 13 Feb 2023	No	Deputy Leader and Cabinet Member for Homes	Director of Communities Christine Harrison, Head of Strategic Joint Commissioning Chris.harrison@pembroke.gov.uk
RURAL ESTATES	In January 2021, the Welsh Government announced regulatory measures to address agricultural pollution. These regulations are known as The Water Resources (Control of Agricultural Pollution) (Wales) Regulations 2021. The regulations will have a huge impact on the majority of the Council's farms, especially the dairy farms, which will involve having to upgrade slurry storage facilities to accommodate at least five months' worth of slurry. The average capacity of slurry stores on Council farms currently stands at 2-3 months of storage. This report provides an update on the current situation regarding the impact of the regulations on the Farm Estate and the implications following the outcome of recent condition surveys carried out on all 24 farms.	Cabinet 13 Feb 2023	No	Cabinet Member for Resources	Chief Executive Jason Jones (Head of Regeneration), Head of Regeneration JaJones@car-marthenshire.gov.uk
FIVE YEAR	To enable the authority to agree a five-	Cabinet	No	Cllr. Alun Lenny, Cabinet	Director of

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CAPITAL PROGRAMME (COUNCIL FUND) – 2023/24 TO 2027/28	year capital programme 2023/24 to 2027/28	20 Feb 2023		Member	Corporate Services Randal Hemingway, Head of Financial Services RHemingway@car-marthenshire.gov.uk
REVENUE BUDGET STRATEGY 2023/24 TO 2025/26	To enable the Authority to set its Revenue Budget for the Council Fund and resultant Council Tax for 2023/24.	Cabinet 20 Feb 2023	No	Cllr. Alun Lenny, Cabinet Member	Director of Corporate Services Randal Hemingway, Head of Financial Services RHemingway@car-marthenshire.gov.uk
COUNCIL'S REVENUE BUDGET MONITORING REPORT	To provide the Cabinet with an update on the latest budgetary position as at 31st December 2022, in respect of 2022/23.	Cabinet 27 Feb 2023	No	Cabinet Member for Resources	Director of Corporate Services Randal Hemingway, Head of Financial Services RHemingway@car-marthenshire.gov.uk
Treasury Management and	To provide members with an update on the treasury management activities from	Cabinet 27 Feb 2023	No	Cabinet Member for Resources	Director of Corporate Services

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PRUDENTIAL INDICATOR REPORT 1ST APRIL 2022 TO 31ST DECEMBER 2022	1st April 2022 to 31st December 2022				Anthony Parnell, Treasury & Pension Investments Manager aparnell@carmarthenshire.gov.uk
TREASURY MANAGEMENT POLICY AND STRATEGY 2023-2024	That Council formally approves the Treasury Management Policy and Strategy for 2021-22 and recommendations therein. That Council formally approves the Treasury Management Indicators, Prudential Indicators, the MRP Statement, the Investment Strategy and recommendations therein.	Cabinet 27 Feb 2023	No	Cabinet Member for Resources	Director of Corporate Services Anthony Parnell, Treasury & Pension Investments Manager aparnell@carmarthenshire.gov.uk
BUSINESS RATES – RETAIL, LEISURE AND HOSPITALITY RATES RELIEF SCHEME 2023/24	To consider the adoption of a rate relief scheme being made available to billing authorities by Welsh Government for 2023/24	Cabinet 13 Mar 2023	No	Cabinet Member for Resources	Director of Corporate Services Ann Thomas, Revenue Services Manager

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EQUESTRIAN STRATEGY	<p>The Carmarthenshire Rights of Way Improvement Plan (ROWIP) 2019-2029 has been produced and published in accordance with section 60 of the Countryside and Rights of Way (CROW) Act (2000).</p> <p>The ROWIP details Carmarthenshire's plan for the strategic management, development, and improvement of the County's Public Rights of Way network up until 2029.</p> <p>During consultation with the Local Access Forum, The Forum identified a need for the local authority to commit to producing a Carmarthenshire Equestrian Strategy to recognise the access opportunities and challenges for horse riding and carriage driving across the County.</p> <p>An Equestrian Strategy to 'promote and develop an accessible network for equestrian use' has therefore been published in the Carmarthenshire Rights of Way Improvement Plan 2019-2029.</p> <p>The report sets out the proposal to adopt an Equestrian Strategy for Carmarthenshire.</p>	Cabinet 13 Mar 2023	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Steve Pilliner, Head of Transportation & Highways SGPilliner@carmarthenshire.gov.uk
TENANT COMPENSATION POLICY	The report sets out our approach to when it may be appropriate to compensate a tenant who has suffered loss or inconvenience due to service failure. The	Cabinet 13 Mar 2023	No	Deputy Leader and Cabinet Member for Homes	Director of Communities Jonathan Morgan, Head of Homes &

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	policy will guide officers when dealing with council tenants ensuring a consistent approach.				Safer Communities JMorgan@car-marthenshire.gov.uk
TENANT RECHARGE POLICY	Occasionally it may be necessary to recharge a tenant for work that we have carried out to the property which was the tenant responsibility under the tenancy agreement. The policy will guide officers when dealing with council tenant recharges, ensuring a consistent approach.	Cabinet 13 Mar 2023	No	Deputy Leader and Cabinet Member for Homes	Director of Communities Jonathan Morgan, Head of Homes & Safer Communities JMorgan@car-marthenshire.gov.uk
WEST WALES ADULT ADVOCACY STRATEGY 2023 - 2027	THE ADULT ADVOCACY STRATEGY SEEKS TO SHAPE THE COMMISSIONING ARRANGEMENTS OF HDUHB, CARMARTHENSIRE CC, CEREDIGION CC AND PEMBROKESHIRE CC IN ORDER TO MEET THEIR STATUTORY DUTIES. IT SEEKS TO ENSURE THAT GOOD QUALITY ADVOCACY IS READILY AND EQUITABLY AVAILABLE, IN THE WEST WALES REGION.	Cabinet 13 Mar 2023	No	Cabinet Member for Health & Social Services	Director of Communities Christine Harrison, Head of Strategic Joint Commissioning Chris.harrison@pembrokeshire.gov.uk
CAPITAL PROGRAMME 2022/23 UPDATE	To provide an update of the latest budgetary position for the 2022/23 capital programme, as at the 31st December 2022.	Cabinet 27 Mar 2023	No	Cabinet Member for Resources	Director of Corporate Services Randal Hemingway, Head

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					of Financial Services RHemingway@car marthenshire.gov.u k
CARMARTHENSHIRE'S SUSTAINABLE COMMUNITIES FOR LEARNING (CSCfL)	To provide Cabinet with an updated CSCfL (formerly known as Modernising Education Programme (MEP)) as the long-term strategy and investment plan for schools. The plan will be brought forward following extensive consultation with stakeholders.	Cabinet 27 Mar 2023	No	Cabinet Member for Education and Welsh Language	Director of Education & Children Simon Davies, Head of Access to Education sidavies@carmarthenshire.gov.uk
ELECTRIC VEHICLE CHARGING INFRASTRUCTURE STRATEGY, TWELVE MONTH REVIEW	The report provides an update on progress with the Electric Vehicle Charging Infrastructure Strategy.	Cabinet 27 Mar 2023	No	Cabinet Member for Transport, Waste and Infrastructure Services	Director of Place & Infrastructure Steve Pilliner, Head of Transportation & Highways SGPilliner@carmarthenshire.gov.uk
THE EDUCATION AND CHILDREN'S SERVICES STRATEGY FOR SUPPORTING OUR SCHOOLS AND SPECIALIST	This report outlines the range of differentiated support provided to our schools, PRUs and specialist settings ensuring that leaders, teachers and teaching assistants access the necessary support to ensure that all pupils progress and thrive.	Cabinet 27 Mar 2023	No	Cabinet Member for Education and Welsh Language	Director of Education & Children Elin Forsyth, Principal Challenge Advisor EMForsyth@carma

Subject	Report Summary	Decision Making Body and Dates	Is Exempt?	Cabinet Member Portfolio Holder (if applicable)	Responsible Director / Report Author
SETTINGS, INCLUDING THOSE THAT ARE MOST CHALLENGED.					rthenshire.gov.uk
AN EVALUATION OF ESTYN INSPECTIONS ACROSS CARMARTHENSHERE SCHOOLS, PUPIL REFERRAL UNITS AND SPECIALIST SETTINGS.	This report provides an evaluation of Estyn inspections over the last five years, outlining the strengths of our schools, PRUs and specialist settings, as well as providing an overview of recommendations for improvement. In addition, the report outlines how the ECS department supports schools both pre and post Estyn inspections to ensure that all of our learners' progress and thrive.	Cabinet 11 Apr 2023	No	Cabinet Member for Education and Welsh Language	Director of Education & Children Elin Forsyth, Principal Challenge Advisor EMForsyth@carmarthenshire.gov.uk
LEISURE, CULTURE AND OUTDOOR RECREATION STRATEGY – POST CONSULTATION	The document provides a framework for the service to work with key stakeholders to deliver a strategically aligned Leisure, Culture and Outdoor Recreation Strategy for the next 10 years.	Cabinet 22 May 2023	No	Cabinet Member for Regeneration, Leisure, Culture & Tourism	Director of Communities Ian Jones, Head of Leisure IJones@carmarthenshire.gov.uk
ANNUAL REPORT FOR THE WELSH LOCAL EDUCATION	The Carmarthenshire 2022-32 WESP became operative on 1.9.22. The Local Authority is required to submit an annual	Cabinet 17 Jul 2023	No	Cabinet Member for Education and Welsh Language	Director of Education & Children

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STRATEGIC PLAN (WESP)	progress report to Welsh Government. It's deemed pertinent to present this report to the Scrutiny process prior to WG submission.				Aeron Rees, Head of Curriculum and Wellbeing jarees@carmarthen-shire.gov.uk
ANNUAL TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 2022-2023	To provide members with an update on the treasury management activities for 2022-2023	Cabinet 4 Sep 2023	No	Cabinet Member for Resources	Director of Corporate Services Anthony Parnell, Treasury & Pension Investments Manager aparnell@carmarthen-shire.gov.uk
CAPITAL PROGRAMME 2022/23 UPDATE	To provide an update of the latest budgetary position for the 2022/23 capital programme	Cabinet 27 Nov 2023	No		

Mae'r dudalen hon yn wag yn fwiadol

4. SESIYNAU YMGYSYLLTU YSGOLION

Cyflwynwyd adroddiad i'r Pwyllgor a oedd yn esbonio bod strwythur amgen, ar ffurf sesiynau ymgysylltu ag ysgolion ar-lein, wedi'i gyflwyno i gymryd lle ymweliadau ysgol dros dro yn ystod pandemig Covid-19, a fyddai'n galluogi'r Pwyllgor i barhau â'i swyddogaeth gwerthuso a gwella ysgolion. Yn hyn o beth, roedd y Pwyllgor yn gobeithio y byddai ymweliadau safle yn aildechrau yn ystod 2023.

Ar hynny, cafodd y Pwyllgor gyflwyniad gan Bennaeth Ysgol Bryn Teg a oedd yn canolbwyntio ar y ffordd yr oedd Ysgol Bryn Teg wedi cefnogi lles disgyblion, teuluoedd a staff ers Covid-19. Roedd y cyflwyniad yn manylu ar y daith gwella sylweddol a gyflawnwyd yn yr ysgol, er gwaethaf heriau ariannol, i ddod yn hynod effeithiol o ran ei dysgu a'i threfniadaeth, ac roedd wedi croesawu newid er mwyn cyflawni diwylliant o ragoriaeth.

Roedd y pwyntiau allweddol a gafodd sylw yn y cyflwyniad yn cynnwys canfyddiadau arolygiad Estyn a gynhaliwyd ym mis Mehefin 2022 yn y meysydd canlynol:

Arweinyddiaeth

- Roedd Arweinyddiaeth a Rheolaeth effeithiol yn cael eu dangos ym mhob rhan o'r ysgol, a oedd yn cael eu hwyluso drwy gyfathrebu agored a thryloyw i gefnogi anghenion disgyblion.
- Roedd awyrgylch o garedigrwydd, cynhwysiant ac anogaeth yn cael ei ymgorffori yn yr ysgol ac roedd hynny wedi cyfrannu at y gwelliant sylweddol o ran lles a safonau disgyblion.
- Roedd rolau a chyfrifoldebau clir wedi'u diffinio'n dda ar waith ac yn cael eu llunio yn ôl dull seiliedig ar gryfderau a buddsoddiad priodol yn natblygiad staff.
- Roedd dull blaengar a rhagweithiol o wneud penderfyniadau yn cael ei gefnogi gan Lywodraethwyr yr Ysgol. Roedd cyllid grant wedi'i ddyrannu i wella'r ddarpariaeth anogaeth yn yr ysgol, penodi Ymarferydd Iechyd Meddwl a Swyddog Cynhwysiant Teuluol a phrynu beiciau trydan a bysiau mini trydan i gefnogi a gwella teithiau ysgol.

Gofal, Cymorth ac Arweiniad

- Roedd gan yr ysgol ethos cynhwysol, gyda dull tîm o amgylch y teulu yn seiliedig ar barch gan y naill at y llall ymhlith y staff, disgyblion a rhieni/gwarcheidwaid.
- Roedd gwerthoedd craidd yr ysgol yn canolbwyntio ar y meysydd lles, annibyniaeth a pharch.
- Roedd rhwydweithiau effeithiol wedi'u sefydlu gydag asiantaethau eraill, gan gynnwys ysgolion eraill a gwasanaethau cymdeithasol, a oedd wedi arwain at gyflwyno platfform diogelu.
- Roedd darpariaeth gadarn ar waith ar gyfer disgyblion ag Anghenion Dysgu Ychwanegol (ADY) a oedd yn cael ei hwyluso gan Gydlynnydd ADY.
- Roedd amrywiaeth o ymyriadau ac asesiadau wedi'u sefydlu yn yr ysgol i ychwanegu gwerth a dangos cynnydd mesuradwy.

Profiadau Dysgu ac Addysgu

- Roedd cwricwlwm eang a chytbwys wedi'i gyflwyno gydag amrywiaeth o fentrau a grwpiau disgyblion ar draws yr ysgol.
- Roedd buddsoddiad priodol wedi'i wneud o ran datblygiad staff, gyda gwerth ychwanegol drwy hyfforddiant staff a rennir a chydweithio ag asiantaethau ac ysgolion eraill i rannu arferion gorau, hyfforddi a mentora.

Lles ac Agweddau at Ddysgu

- Roedd Swyddog Arweiniol Lles, â chyfrifoldeb am iechyd a lles, wedi bod yn allweddol i gymuned yr ysgol yn ystod pandemig Covid-19.
- Roedd cynllun gwaith o'r enw 'jigsaw' wedi'i roi ar waith, a oedd yn cyd-fynd â'r cwricwlwm newydd, gyda'r nod o gynnig dull blaengar a chyfannol i ddiwallu anghenion disgyblion yn yr ysgol.
- Roedd perthnasoedd wedi'u gwella drwy bolisi, ymchwil yn seiliedig ar weithredu a dathlu cyflawniadau, ac roedd hyn wedi'i gryfhau ymhellach gan Lywodraethwyr Ysgol cefnogol.
- Roedd strwythurau cymorth anffurfiol a ffurfiol ar waith i staff, gan gynnwys cyflwyno diwrnodau lles yn ddiweddar.
- Roedd cynrychiolaeth ar fforymau lleol a chenedlaethol yn cynorthwyo'r ysgol i fynd i'r afael ag anghenion cymuned yr ysgol i wella iechyd meddwl plant; roedd y rhain yn cynnwys Fforwm Llesiant yr Awdurdod Lleol a'r Fforwm 'Place2Be'.

Dysgu

- Roedd yr ysgol yn gallu dangos y cynnydd a wnaed gan y rhan fwyaf o ddisgyblion, er gwaethaf manau cychwyn is na'r cyfartaledd i'r rhan fwyaf o blant.
- Roedd staff a disgyblion yn flaenllaw o ran y rhaglen ddysgu ac yn cymryd rhan lawn yn y broses.
- Roedd amgylchedd dysgu mewnol ac allanol rhagorol ar waith, ac roedd dull arloesol, sy'n canolbwyntio ar atebion, a mecanwaith monitro wedi'u mabwysiadu i sicrhau bod y cwricwlwm yn diwallu anghenion cymuned yr ysgol.
- Roedd gan y staff medrus ac angerddol yn yr ysgol wybodaeth ragorol am eu disgyblion.
- Roedd gan yr ysgol gysylltiadau â rhaglenni a mentrau lleol, cenedlaethol a rhyngwladol, gan gynnwys her ysgolion cynradd 'Formula 1', rhaglen ddarlenn 'Pie Corbett', cynllun Mathemateg 'White Rose' a rhaglen arweinyddiaeth ragorol 'Heads Up'.

Roedd y prif heriau a phwysau a nodwyd gan yr ysgol yn gysylltiedig â chynnydd mewn plant ag anghenion ychwanegol, yr argyfwng costau byw, cyllidebau llai a'r orddibyniaeth ar gyllid grant. Hefyd, barnwyd bod mynediad at wasanaethau o ansawdd, yn unigol ac ar y cyd, yn anoddach yn dilyn pandemig Covid-19.

Cyfeiriodd aelod at yr anawsterau o ran gallu ysgolion i flaengynllunio o fewn cyd-destun cyllidebau amrywiol oherwydd y ddibyniaeth ar gyllid grant ac awgrymodd y gellid cyflwyno rhagor o ohebiaeth i Lywodraeth Cymru i bwysleisio'r cyfle i symleiddio'r cyllid a ddarperir i alluogi ysgolion i ddiwallu'r anghenion amrywiol ar draws cymunedau.

Cyfeiriwyd at gyflwyno prydau ysgol am ddim yng Nghymru a thynnwyd sylw gan y Pennaeth at bryderon na fyddai rhieni / gwarcheidwaid yn gwneud cais am

brydau ysgol am ddim mwyach, a fyddai'n cael effaith ar lefel y cyllid Grant Datblygu Disgyblion (PDG) fyddai'r ysgol yn ei gael. Rhoddodd swyddog sicrwydd fod y mater hwn wedi cael ei ystyried gan y Pwyllgor a bod sylwadau wedi cael eu cyflwyno i Lywodraeth Cymru yn hyn o beth.

Tynnodd aelod sylw at arolwg a gynhaliwyd gan y Comisiynydd Plant yn ystod 2021 a oedd yn nodi bod mwy o ddisgyblion yn teimlo'n llai hyderus am eu dysgu ac felly canmolwyd Ysgol Bryn Teg ar ddarparu cymorth ymyrraeth gynnar i'w disgyblion. Mewn ymateb i ymholiad ynghylch y cyfle i ddysgu ychwanegol ddigwydd yn yr awyr agored er mwyn meithrin gwytnwch a hyder dysgwyr, cyfeiriodd y Pennaeth at gyflwyno ysgol goedwig yn Ysgol Bryn Teg i alluogi disgyblion i elwa ar y manteision iechyd ychwanegol sy'n gysylltiedig â dysgu mewn amgylchedd ymysg natur a bywyd gwyllt.

Cyfeiriwyd hefyd at yr arolwg PASS a gynhaliwyd yn Ysgol Bryn Teg i asesu galluoedd dysgu canfyddedig disgyblion ac er mwyn mapio ymyriadau priodol. Rhoddodd y Cyfarwyddwr Addysg a Gwasanaethau Plant grynodedb o'r gwasanaethau sydd ar gael i gefnogi a gwella lles plant yn gynharach, gan gynnwys rhaglen Area 43 a gwasanaethau cwnsela.

PENDERFYNWYD bod yr adroddiad yn cael ei dderbyn.

5. ADRODDIAD BLYNYDDOL Y PWYLLGOR CRAFFU ADDYSG A PHLANT 2021/22

Cafodd y Pwyllgor Adroddiad Blynyddol ynghylch y gwaith a gyflawnwyd gan y Pwyllgor yn ystod blwyddyn y cyngor 2021/22. Roedd yr adroddiad wedi'i baratoi'n unol ag Erthygl 6.2 o Gyfansoddiad y Cyngor ac roedd yn rhoi trosolwg o'r rhaglen waith a'r materion allweddol dan sylw, gan gynnwys hefyd unrhyw faterion a gyfeiriwyd at neu gan y Cabinet, adolygiadau Gorchwyl a Gorffen, sesiynau datblygu a phresenoldeb aelodau.

Cyfeiriwyd at gywiriad teipograffigol i adran 6.2.3 yr adroddiad a fyddai'n cael ei ddiweddarau i ddangos bod y pwyllgor wedi ystyried ei adroddiad yn 2021.

PENDERFYNWYD derbyn yr adroddiad, yn amodol ar wneud y gwelliant teipograffigol i adran 6.2.3 yr adroddiad.

6. BLAENGYNLLUN GWAITH Y PWYLLGOR CRAFFU ADDYSG, POBL IFANC A'R GYMRAEG AR GYFER 2022/23

Bu'r Pwyllgor yn adolygu ei Flaengynllun Gwaith drafft ar gyfer 2022/23, a ddatblygwyd yn dilyn sesiwn datblygu anffurfiol y Pwyllgor a gynhaliwyd ar 1 Medi 2022.

Rhoddwyd sylw i nifer o arsylwadau ac ymholiadau, fel a ganlyn:

- Pwysleisiwyd bod y Blaengynllun Gwaith yn ddogfen hyblyg y gellid ei diweddarau yn ôl y gofyn trwy gydol y flwyddyn wrth i wybodaeth newydd ddod i'r amlwg. Yn benodol, nodwyd y byddai'r Blaengynllun Gwaith yn

cael ei adolygu a'i ddiweddarau, yn ôl y gofyn, yn dilyn cyhoeddi Blaengynllun Gwaith y Cabinet.

- Gwnaed cais am gynnwys y wybodaeth ddiweddaraf am argymhellion adroddiad y Grŵp Gorchwyl a Gorffen ynghylch y Broses Ymgynghori ar Drefniadaeth Ysgolion yn y Blaengynllun Gwaith.

PENDERFYNWYD YN UNFRYDOL gymeradwyo Blaengynllun Gwaith y Pwyllgor Craffu Addysg, Pobl Ifanc a'r Gymraeg 2022/23, yn amodol ar gynnwys adroddiad yn rhoi'r wybodaeth ddiweddaraf am yr argymhellion gan y Grŵp Gorchwyl a Gorffen ynghylch y Broses Ymgynghori ar Drefniadaeth Ysgolion.

7. EGLURHAD AM BEIDIO Â CHYFLWYNO ADRODDIAD CRAFFU

Cafodd y Pwyllgor eglurhad am beidio â chyflwyno Adroddiad Blynyddol y Cyngor ar Amcanion Llesiant.

PENDERFYNWYD YN UNFRYDOL nodi'r rheswm dros beidio â chyflwyno'r adroddiad.

8. EITEMAU AR GYFER Y DYFODOL

Cafodd y Pwyllgor restr o'r eitemau a fyddai'n cael eu hystyried yn ei gyfarfod nesaf ar 1 Rhagfyr 2022. Eglurwyd i'r Pwyllgor, yn dilyn ad-drefnu portffolios y Cabinet, y byddai'r Aelod Cabinet dros lechyd a Gwasanaethau Cymdeithasol yn cael gwahoddiad i'r cyfarfod i gyflwyno adroddiad ar Gynllun Cyfiawnder Ieuencid Sir Gaerfyrddin.

PENDERFYNWYD YN UNFRYDOL nodi'r rhestr o eitemau ar gyfer y dyfodol a oedd i'w hystyried yn y cyfarfod nesaf ar 1 Rhagfyr 2022.

9. LLOFNODI YN GOFNOD CYWIR COFNODION Y CYFARFOD A GYNHALIWYD AR 16 MAWRTH 2022

PENDERFYNWYD llofnodi bod cofnodion cyfarfod y Pwyllgor a gynhaliwyd ar 16 Mawrth, 2022 yn gywir.

CHAIR

DATE

Mae'r dudalen hon yn wag yn fwriadol