

# PIMS Performance Report

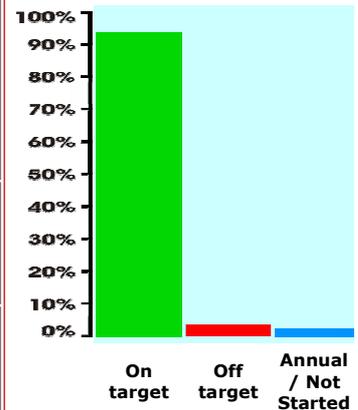


## PIMS Quarter 1 2021-22 Performance Report of measures & actions relevant to Policy and Resources scrutiny

The table below provides a summary progress against target for the Actions and Measures contained within the selected document

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO3.Support and improve progress, achievement, and outcomes for all learners	Actions	1	1	0	0	N/A	0	100%	100%
WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi	Actions	4	4	0	0	N/A	0	100%	100%
	Measures	3	3	0	0	0	0	100%	
WBO5. Create more jobs and growth throughout the county	Actions	5	5	0	0	N/A	0	100%	83%
	Measures	1	0	1	0	0	0	0%	
WBO6.Increase the availability of rented and affordable homes	Actions	1	1	0	0	N/A	0	100%	100%
WBO12.Promote Welsh Language & Culture	Actions	3	3	0	0	N/A	0	100%	100%
WBO13.Better Governance and use of Resources	Actions	54	51	1	0	N/A	2	94%	94%
	Measures	11	10	1	0	0	0	91%	
<b>Overall Performance</b>	<b>Actions and Measures</b>	<b>83</b>	<b>78</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>94%</b>	

**Performance against Target**



## PIMS Performance Report

### PIMS Quarter 1 2021-22 Performance Report of measures & actions relevant to Policy and Resources scrutiny

#### OFF TARGET

Theme: WBO13.Better Governance and use of Resources							
Sub-theme: B5 - Valuing our people; engaging, leading and supporting							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days lost to sickness absence per employee  PAM/001	Not applicable		Q1: <b>1.8</b>  End Of Year: <b>7.7</b>	Target: <b>2.0</b>  Result: <b>2.2</b>  Calculation: <b>13574.7÷6153.6</b>	Target: <b>4.0</b>	Target: <b>6.8</b>	Target: <b>9.6</b>
<b>Comment</b>	Last year's result is reflected by a full lockdown, staff working at home and shielding where relevant, schools were closed. An exceptional period.						
<b>Remedial Action</b>	We are continuing to monitor the impact Covid is having on our absence figures, be that through illness or isolation. As restrictions lift and more people mix socially, there will be an increase in seasonal and usual infections etc. Reasons for absence are monitored. Measures are in place in the workplace to help maintain employee health and safety.						
<b>Service Head:</b> Paul R Thomas				<b>Performance status:</b> Off target			

ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: B6 - Managing risks, performance and finance			
Action	14939	Target date	30/06/2022
<b>Action promised</b>	We will undertake the closure and Audit of the Accounts within the appropriate timescales		
<b>Comment</b>	Current year statutory deadlines are 30th May for draft accounts and 30th July for Audit. Due to the impact of Covid-19 on both accountancy as well as service accounts, it was agreed to target 30 June for draft accounts completion, which was delivered. It is planned to complete the Audit in advance of the Governance & Audit Committee on 24 September. This timeline is broadly consistent with the vast majority of Welsh Local Authorities who have also missed the statutory deadlines		
<b>Remedial Action</b>	as per progress comment		
<b>Service Head:</b> Randal Hemingway		<b>Performance status:</b> Off target	
			

Theme: WBO5. Create more jobs and growth throughout the county							
Sub-theme: H - Continuing our recruitment of graduates and apprentices							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees  PAM/044	Not applicable		Q1: <b>22.6</b>  End Of Year: <b>27.0</b>	Target: <b>20.0</b>  Result: <b>15.8</b>  Calculation: <b>(99÷6265) × 1000</b>	Target: <b>20.0</b>	Target: <b>20.0</b>	Target: <b>20.0</b>
<b>Comment</b>	A number of apprentices have successfully completed their programme. There is a delay in an uptake due to the pressures with COVID						
<b>Remedial Action</b>	Look to promote recruitment from September.						
<b>Service Head:</b> Paul R Thomas				<b>Performance status:</b> Off target			

# PIMS Performance Report

## ON TARGET ETC.

<b>ACTIONS - Theme: WBO12.Promote Welsh Language &amp; Culture</b>			
<b>Sub-theme: A - Implement and monitor the Welsh Language Standards</b>			
<b>Action</b>	13280	<b>Target date</b>	31/03/2022 (original target 31/03/2019)
<b>Action promised</b>	We will ensure the Council complies with the requirements of the Welsh Language Standards		
<b>Comment</b>	The Policy & Partnership Team support departments with questions regarding compliance and regularly convey messages through our Language Leaders and internal communications, to address any weaknesses. During recent months, we have received comments and complaints in terms of establishing Language choice and ensuring correspondence is returned in accordance with this choice. The Policy & Partnership Team are working with various teams to improve this.		
<b>Service Head:</b> Noelwyn Daniel	<b>Performance status:</b> On target		

<b>ACTIONS - Theme: WBO12.Promote Welsh Language &amp; Culture</b>			
<b>Sub-theme: C - The Welsh Language Promotion Strategy</b>			
<b>Action</b>	14896	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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.		
<b>Comment</b>	The Policy & Partnership Team have developed a framework in order to assess the impact of our first Promotion Strategy. This includes collation of local and national data and the 2021 Census results will be incorporated into this work. At the last meeting of the Welsh Language Strategic Forum, members discussed the key areas of work to be included as part of the revised strategy.		
<b>Service Head:</b> Noelwyn Daniel	<b>Performance status:</b> On target		
<b>Action</b>	14897	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will review the current Internal Use of the Welsh language policy in line with latest developments.		
<b>Comment</b>	The initial Internal use of the Welsh language policy was developed during 2016. It is now timely to review the policy in line with changes across the authority and in light of skills and recruitment data. Detailed work will be undertaken with individual departments in the autumn.		
<b>Service Head:</b> Noelwyn Daniel	<b>Performance status:</b> On target		

<b>Theme: WBO13.Better Governance and use of Resources</b>							
<b>Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services</b>							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online ICT/003	Not applicable		Q1: <b>33</b>  End Of Year: <b>41</b>	Target: <b>42</b>  Result: <b>42</b>	Target: <b>43</b>	Target: <b>44</b>	Target: <b>45</b>
<b>Comment</b>	This first quarter of 21/22, we have been able to revert fully to our Forward Work Programme / Business Plan and DTSG priority list of projects. We have also enhanced and build-upon the services developed in response to the COVID pandemic. 'Real-Time/' 'Same-Day' HWRC Appointments have been developed to allow the customer to access booking and make appointment on the same day. Also allowing operators at each of our 4 sites to access this data real-time electronically and sign-in vehicles on arrival. Data is also sent real-time to the back-office team on activity at each site.						
<b>Service Head:</b> Noelwyn Daniel			<b>Performance status:</b> On target				
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the County Council website ICT/005	Not applicable		Q1: <b>700621</b>  End Of Year: <b>2969796</b>	Target: <b>687500</b>  Result: <b>753264</b>	Target: <b>1375000</b>	Target: <b>2062500</b>	Target: <b>2750000</b>
<b>Service Head:</b> Deina Hockenhuill			<b>Performance status:</b> On target				

## PIMS Performance Report

<b>ACTIONS - Theme: WBO13.Better Governance and use of Resources</b>			
<b>Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services</b>			
<b>Action</b>	14105	<b>Target date</b>	31/03/2022 (original target 31/03/2020)
<b>Action promised</b>	We will develop and implement more effective consultation and engagement mechanisms with the public and service users about the design of the TIC programme and the shape of future services		
<b>Comment</b>	One of the key aims within the TIC Communications Plan was to seek ways of engaging residents and service users in the identification of future TIC priorities and projects. This is already considered as part of specific service reviews and projects, but further work is required to consider how public/residents can be engaged in shaping the future of the wider TIC programme.		
<b>Service Head:</b> Jon Owen		<b>Performance status:</b> On target	
<b>Action</b>	14132	<b>Target date</b>	31/03/2022 (original target 31/03/2020)
<b>Action promised</b>	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.		
<b>Comment</b>	We have continued to develop online services and improvements to various services and the on-going DTSG programme. The successful launch of on-line appointments for HWRC visits has been further developed to allow same-day bookings for customer (which was one of the main feedback reported from our customers). This involved provisioning each of the 4 sites with tablet devices so they could access real-time bookings and check-in customers directly into the new electronic system and solution developed by ICT Services. We also developed and launched the new AHP (Nappy Collection Service) similar to Garden Waste collection service for Waste Services (also incorporating a new back-office system - DataSet that will provision and manage all waste services going forward).		
<b>Service Head:</b> Noelwyn Daniel		<b>Performance status:</b> On target	
<b>Action</b>	14891	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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.		
<b>Comment</b>	Work ongoing to assist with recent request to utilise and transfer part of Mynydd Mawr Woodland Park to Community Council for recreational purposes		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target	
<b>Action</b>	14899	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will in line with our Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services.		
<b>Comment</b>	The new DataSet back-office system for Waste Services is now implemented for AHP (Nappy Collection Service). This will be further extended for all of Waste Services (Garden Waste, Bulky etc.). As per our `cloud First` strategy, we are further supporting our departments to moving their systems to their supplier Cloud Hosted Managed Services - CAMS (Countryside Access Management), ResourceLink (HR/Payroll), OLM Eclipse (Social Care), Asset Management, Service Connect (Property Services / Housing Repairs), Museums and Archives are some of the key systems being transitioned to Cloud 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.		
<b>Service Head:</b> Noelwyn Daniel		<b>Performance status:</b> On target	
<b>Action</b>	14904	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will implement robust and sustainable infrastructure solutions to support the changing landscape of Local Government.		
<b>Comment</b>	We have continued to adapt our core infrastructure moving the internet feed from County Hall to 3 Spilman Street and adding a redundant secondary feed into Ty Parcyrhun. Network switches have been upgraded and replication between both data centres setup.		
<b>Service Head:</b> Noelwyn Daniel		<b>Performance status:</b> On target	
<b>Action</b>	14915	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will ensure the 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.		
<b>Comment</b>	The 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.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	14916	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will ensure that the 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.		
<b>Comment</b>	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 is now being used to support a self-assessment exercise by the workstream. It is hoped that similar exercise then can be undertaken by Heads of Service and the findings from these exercises will then 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.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	

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<b>Action</b>	14917	<b>Target date</b>	31/03/2022				
<b>Action promised</b>	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.						
<b>Comment</b>	Quarterly updates will be reported to 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. The first of these updates was reported in May 2021. A further review has also been undertaken in relation to the status of the alternative ways of delivering services that were developed as part of the crisis and to determine whether services now intended for these to continue.						
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target						
<b>Action</b>	14949	<b>Target date</b>	31/03/2022				
<b>Action promised</b>	We will advance our progressive procurement action plan following on from the work with the Centre for Local Enterprises (CLES)						
<b>Comment</b>	<p>Progressive procurement Cluster meetings are being regularly held between Procurement, Policy and Economic Development to deliver the actions in the CLEs Progressive Procurement Report.</p> <p>Additional sub-groups have been set up, one to develop a Social Value Policy and another on Business Engagement Opportunities. Discussions have been held around the forthcoming Mechanical and Electrical Framework (estimated value of £12m) which is due to be tendered early next year which the group feels is likely to have a lot of local interest from suppliers. The aim is to ready the marketplace informing them of the opportunities in advance and also of the lotting strategy and standards, insurances etc they will need in order to tender. Another tender the team are working on currently is a Community Preventative Services Framework. Valued at approx. £13m the 3rd Sector are the current suppliers for a wide range of services under this umbrella and work has started to consider the best way to engage with them in this tender process. Opportunities to collaborate are considered to be very significant and the team has reached out to the Wales Co-operative Team for support on this element.</p> <p>The Spend Analysis work CLES carried out as part of the Progressive Procurement project is being scrutinised by our spend officer and aligned to the Authority's Atamis spend data. This will be taken back to the Cluster meeting in July.</p>						
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> On target						
<b>Action</b>	14950	<b>Target date</b>	31/03/2022				
<b>Action promised</b>	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.						
<b>Comment</b>	We have updated our Sustainable Risk Assessment Template to align the work we do on all tenders over £25k with the department lead officers to the WFBG Act. We are also aligning our approach on Act with our Community Benefits programme. Recent Tenders have included specific Aims and Objectives for delivering against the 7 Well-Being Goals and 5 Ways of Working. Mostly recently for the Domiciliary Support Service Framework.						
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> On target						
<b>ACTIONS - Theme: WBO13.Better Governance and use of Resources</b>							
<b>Sub-theme: B1 - Integrity and Values</b>							
<b>Action</b>	14912	<b>Target date</b>	31/03/2022				
<b>Action promised</b>	We will begin advanced planning and preparation for the 2022 Local Government Elections						
<b>Comment</b>	<p>Heads of Democratic Services and Learning and Development Officers are in discussions regarding an Induction curriculum for new and returning members.</p> <p>Dialogue with Elections Officers ongoing particularly as Draft Electoral Review Orders will be made shortly which propose electoral ward changes plus the addition of one elected member seat.</p> <p>Election packs are currently being development for those elected.</p>						
<b>Service Head:</b> Linda Rees Jones	<b>Performance status:</b> On target						
<b>Action</b>	14944	<b>Target date</b>	31/03/2022				
<b>Action promised</b>	We will promote the updated Financial Procedure Rules, the Antifraud and Anti-corruption strategy and any other specific strategies/policies or regulatory recommendations.						
<b>Comment</b>	Both FPRs and the Fraud Strategy have now been approved by the Audit Committee. Both documents are available to staff via the Intranet. The documents have been 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.						
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> On target						
<b>Theme: WBO13.Better Governance and use of Resources</b>							
<b>Sub-theme: B2 - Openness and engagement</b>							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days  2.1.1.17	Not applicable		Q1: <b>98.23</b>  End Of Year: <b>96.87</b>	Target: <b>90.00</b>  Result: <b>95.65</b>  Calculation: <b>(176÷184) × 100</b>	Target: <b>90.00</b>	Target: <b>90.00</b>	Target: <b>90.00</b>
<b>Service Head:</b> Noelwyn Daniel			<b>Performance status:</b> On target				

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<b>ACTIONS - Theme: WBO13.Better Governance and use of Resources</b>			
<b>Sub-theme: B2 - Openness and engagement</b>			
<b>Action</b>	12435	<b>Target date</b>	31/03/2022 (original target 31/03/2018)
<b>Action promised</b>	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		
<b>Comment</b>	Agreement between Marketing & media, Democratic Services and Policy to develop an involvement, participation and consultation framework for the Council by end of March 2022. Engagement and drafting of the content will be taken forward in the Autumn 2021		
<b>Service Head:</b> Noelwyn Daniel	<b>Performance status:</b> On target		
<b>Action</b>	14902	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will work with other Council services to further develop the Council's involvement, participation and consultation framework.		
<b>Comment</b>	Through the year we have successfully collaborated with all Council departments with essential consultations they have conducted. During the Covid-19 pandemic, we continued to consult with Carmarthenshire residents and key stakeholders, ensuring that our updated website pages and consultation provided sufficient detail to ensure that communications and engagement are transparent. Moreover, a variety of mechanisms were used to certify that residents and key stakeholders were able to voice their opinion on important matters without increasing the risk of Covid-19 transmission.		
<b>Service Head:</b> Deina Hockenhuil	<b>Performance status:</b> On target		
<b>Action</b>	14906	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will lead the review and refresh of the Public Service Boards (PSBs) County Well-being Assessment.		
<b>Comment</b>	Work has begun on the development of the PSB's Well-being Assessment for Carmarthenshire led by the PSB team. Collaboration is taking place with regional colleagues in Ceredigion and Pembrokeshire and the Regional Partnership Board on the engagement phase with the development of a regional survey and engagement plan. Initial data analysis has started and will be the focus for the work in Q2 alongside the engagement phase.		
<b>Service Head:</b> Noelwyn Daniel	<b>Performance status:</b> On target		

<b>Theme: WBO13.Better Governance and use of Resources</b>							
<b>Sub-theme: B3 - Making a difference</b>							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of households have Internet access in Carmarthenshire ICT/006	Not applicable		End Of Year: <b>89</b>	--	--	--	Target: <b>89</b>  Result: <b>93</b>
<b>Comment</b>	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.						
<b>Service Head:</b> Noelwyn Daniel				<b>Performance status:</b> On target			

<b>Theme: WBO13.Better Governance and use of Resources</b>							
<b>Sub-theme: B4 - Making sure we achieve what we set out to do</b>							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% use of the ICT Self Service helpdesk ICT/002	Not applicable		Q1: <b>57.0</b>  End Of Year: <b>60.5</b>	Target: <b>60.5</b>  Result: <b>70.1</b>  Calculation: <b>(1713÷2443) × 100</b>	Target: <b>60.5</b>	Target: <b>60.5</b>	Target: <b>61.0</b>
<b>Comment</b>	number of self service called logged divided by total calls						
<b>Service Head:</b> Noelwyn Daniel				<b>Performance status:</b> On target			

<b>Theme: WBO13.Better Governance and use of Resources</b>							
<b>Sub-theme: B5 - Valuing our people; engaging, leading and supporting</b>							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of employee laptops with 4GB of memory (RAM) or under ICT/009	Not applicable		New measure	Target: <b>35</b>  Result: <b>35</b>  Calculation: <b>(827÷2388) × 100</b>	Target: <b>34</b>	Target: <b>33</b>	Target: <b>32</b>
<b>Comment</b>	laptops 4gb or under over total number of laptops						
<b>Service Head:</b> Noelwyn Daniel				<b>Performance status:</b> On target			

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Theme: WBO13.Better Governance and use of Resources							
Sub-theme: B6 - Managing risks, performance and finance							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage performance against target to generate capital receipts to support the capital program  2.1.2.12	Not applicable		Q1: <b>0.57</b>  End Of Year: <b>12.39</b>	Target: <b>25.00</b>  Result: <b>86.12</b>  Calculation: <b>(1831175÷2126250) × 100</b>	Target: <b>50.00</b>	Target: <b>75.00</b>	Target: <b>100.00</b>
<b>Comment</b>	A significant receipt slipped from last year and hence the large variance in the quarterly target.						
<b>Service Head:</b> Jason Jones			<b>Performance status:</b> On target				
Theme: WBO13.Better Governance and use of Resources							
Sub-theme: B6 - Managing risks, performance and finance							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority  CFH/007	Not applicable		Q1: <b>28.42</b>  End Of Year: <b>95.96</b>	Target: <b>31.00</b>  Result: <b>32.10</b>  Calculation: <b>(36707087.14÷114351810.4) × 100</b>	Target: <b>56.00</b>	Target: <b>84.00</b>	Target: <b>97.50</b>
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> On target						
Theme: WBO13.Better Governance and use of Resources							
Sub-theme: B6 - Managing risks, performance and finance							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority  CFH/008	Not applicable		Q1: <b>37.57</b>  End Of Year: <b>95.55</b>	Target: <b>31.00</b>  Result: <b>41.78</b>  Calculation: <b>(13762958.66÷32939088.95) × 100</b>	Target: <b>56.00</b>	Target: <b>84.00</b>	Target: <b>97.50</b>
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> On target						
Theme: WBO13.Better Governance and use of Resources							
Sub-theme: B7 - Good transparency and accountability							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Actual achievement against Annual Audit Plan  6.4.1.3	Not applicable		Q1: <b>10</b>  End Of Year: <b>83</b>	Target: <b>10</b>  Result: <b>14</b>  Calculation: <b>(156÷1100) × 100</b>	Target: <b>35</b>	Target: <b>60</b>	Target: <b>90</b>
<b>Comment</b>	The Audit Plan for 2021/22 is progressing well.						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
ACTIONS - Theme: WBO13.Better Governance and use of Resources							
Sub-theme: B7 - Good transparency and accountability							
Action	14945	Target date	31/03/2022				
Action promised	Implement the changes to our Audit Committee structure in line with the new Local Government and Elections Act (Wales) 2021.						
Comment	Changes to the Governance & Audit Committee structure have commenced, 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. Meetings commenced and diarised for future weeks to commence work on recruitment of Lay Members for the revised structure, in line with Act requirements.						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				

## PIMS Performance Report

ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: B2 - Openness and engagement			
<b>Action</b>	14909	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will when appropriate update the COVID-19 Community Impact Assessment within Carmarthenshire		
<b>Comment</b>	We have prepared an Annual Report against our Corporate Strategy and Well-being Objectives for 2020/21. This report starts out with a summary of the impact of COVID-19 and reports what was able to be achieved against each objective set.		
<b>Service Head:</b> Noelwyn Daniel		<b>Performance status:</b> On target	
<b>Action</b>	14927	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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.		
<b>Comment</b>	Carmarthenshire County Council communications strategy is currently being drafted, along with branding guidelines document. Communications review is underway with leisure department, with view to rolling out to other departments if successful. Membership and Terms of reference are being drafted for a new internal communications group with a view to holding the first meeting early autumn.		
<b>Service Head:</b> Deina Hockenhuil		<b>Performance status:</b> On target	
<b>Action</b>	14930	<b>Target date</b>	31/05/2021
<b>Action promised</b>	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.		
<b>Comment</b>	May 2021 Senedd Elections successfully delivered		
<b>Service Head:</b> Amanda Bebb		<b>Performance status:</b> On target	
<b>Action</b>	14931	<b>Target date</b>	31/05/2022
<b>Action promised</b>	To implement the finding of the Carmarthenshire Electoral Review in time for the 2022 Local Elections		
<b>Comment</b>	Awaiting Statutory Order - due in September 21. Will implement findings with annual canvass.		
<b>Service Head:</b> Amanda Bebb		<b>Performance status:</b> On target	
<b>Action</b>	15029	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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.		
<b>Comment</b>	Departmental discussions are to be held in the Autumn regarding participation and children`s rights work within the County Council, in addition to public service development.		
<b>Service Head:</b> Aeron Rees		<b>Performance status:</b> On target	
ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: B3 - Making a difference			
<b>Action</b>	14720	<b>Target date</b>	31/03/2022 (original target 31/03/2021)
<b>Action promised</b>	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		
<b>Comment</b>	The recommendations from the Black, Asian, and Minority Ethnic Task & Finish Group will be presented to the Democratic process in the autumn. Alongside our local work, the Welsh Government Race Equality Action Plan will be published. The Policy & Partnership Team will map the recommendations and the Race Equality actions in order to build into the SEP Action Plan for 2022-24.		
<b>Service Head:</b> Noelwyn Daniel		<b>Performance status:</b> On target	
<b>Action</b>	14898	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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 the Well-being of Future Generations Act		
<b>Comment</b>	2021/22 is the first year that will have to be evaluated and reported under the Local Government and Elections Act 2021. We updated the Corporate Strategy for this 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 will be monitored quarterly throughout the year.		
<b>Service Head:</b> Noelwyn Daniel		<b>Performance status:</b> On target	
<b>Action</b>	14929	<b>Target date</b>	31/05/2021
<b>Action promised</b>	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.		
<b>Comment</b>	2021 successfully delivered - this action can now be cancelled down.		
<b>Service Head:</b> Amanda Bebb		<b>Performance status:</b> On target	
<b>Action</b>	14934	<b>Target date</b>	30/11/2021
<b>Action promised</b>	We will pursue the relocation of our Registration Office for the Ammanford area		
<b>Comment</b>	Necessary works have been carried out in order for Registrars to move in, however there are currently no staff operating out of the Town Hall on a regular basis, therefore we cannot have lone working.		
<b>Service Head:</b> Amanda Bebb		<b>Performance status:</b> On target	
<b>Action</b>	14935	<b>Target date</b>	31/12/2021
<b>Action promised</b>	We will administer and work with our stakeholders in delivering the Civil Partnerships, Marriages and Deaths (Registration etc.) Act 2019 that came into force on 4 May 2021		
<b>Comment</b>	We have worked with our stakeholders to deliver the requirements as per the 2019 Act		
<b>Service Head:</b> Amanda Bebb		<b>Performance status:</b> On target	

## PIMS Performance Report

<b>ACTIONS - Theme: WBO13.Better Governance and use of Resources</b> <b>Sub-theme: B4 - Making sure we achieve what we set out to do</b>			
<b>Action</b>	14725	<b>Target date</b>	31/03/2022 (original target 31/03/2021)
<b>Action promised</b>	We will prepare and make arrangements for the proposals contained within the Local Government and Elections (Wales) Act, and implement any actions arising therefrom.		
<b>Comment</b>	Council at its Annual Meeting held on the 19th May 2021 approved changes to the Constitution as a result of elements of the Act that had come into force. The Constitution will need to be further amended as other elements of the act are introduced. No further action can be taken until these dates are known.		
<b>Service Head:</b> Linda Rees Jones		<b>Performance status:</b> On target	
<b>Action</b>	14913	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will work up arrangements for hybrid democratic meetings as and when the circumstances allow		
<b>Comment</b>	WG government grant secured to purchase and install Hybrid kit. Installation of Chamber upgrade to hybrid system scheduled for w/c 28th June 2021. New Video Conferencing Software also procured for the Committee Room and is in situ with testing commenced.		
<b>Service Head:</b> Linda Rees Jones		<b>Performance status:</b> On target	
<b>Action</b>	14914	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will ensure Elected Member participation to set priorities and allocate budget (CHR190004)		
<b>Comment</b>	Democratic Services is working with the Director of Corporate Services to agree a set of dates for member participation in the budget setting process. These member sessions will be held in early 2022 - dates dependent on WG settlement announcement.		
<b>Service Head:</b> Linda Rees Jones		<b>Performance status:</b> On target	
<b>Action</b>	14928	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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		
<b>Comment</b>	We conduct weekly meetings with staff to discuss call volumes and call quality. Monthly 1-1 meetings are held where specific calls are discussed to ensure correct processes etc are followed. All new starters have a rigorous induction and support is continually offered. All supervisors continually review processes with departments to ensure the right messages are communicated.		
<b>Service Head:</b> Deina Hockenhull		<b>Performance status:</b> On target	
<b>Action</b>	14932	<b>Target date</b>	31/12/2022 (original target 31/03/2022)
<b>Action promised</b>	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		
<b>Comment</b>	Low priority by MOJ because of COVID		
<b>Service Head:</b> Amanda Bebb		<b>Performance status:</b> On target	
<b>Action</b>	14933	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will continue to deliver a Registrars service that meets and exceeds the national standards in all areas by working closely with our stakeholders.		
<b>Comment</b>	This is an ongoing action and more prominent at this present time as we continue to liaise with our stakeholders in delivering our services under current COVID restrictions		
<b>Service Head:</b> Amanda Bebb		<b>Performance status:</b> On target	

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<b>ACTIONS - Theme: WBO13.Better Governance and use of Resources</b>			
<b>Sub-theme: B5 - Valuing our people; engaging, leading and supporting</b>			
<b>Action</b>	14729	<b>Target date</b>	31/03/2023
<b>Action promised</b>	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.		
<b>Comment</b>	the People Management division continues to develop guidance and policy for managers and staff and intranet is updated regularly. Policy development is being prioritised to support the Better Way of Working (BWOW) roll out to include flexible working, secondments, redeployment.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	14730	<b>Target date</b>	31/03/2023
<b>Action promised</b>	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		
<b>Comment</b>	Ongoing action. Work continues on introduction of AI. Bid going forward for new recruitment system which will improve applicant and recruitment manager experience. MyView roll out enables almost all staff and managers to process leave and sick leave online. Working departments to encourage use of online system.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	14731	<b>Target date</b>	31/03/2023
<b>Action promised</b>	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		
<b>Comment</b>	This is an ongoing commitment so will never show 100% completion as policies and guidance are under regular review to reflect changes to practice and to legislation. 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.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	14732	<b>Target date</b>	31/03/2023
<b>Action promised</b>	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.		
<b>Comment</b>	Pay Policy for 21/22 published. Equal pay audits completed and published.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	14903	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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.		
<b>Comment</b>	This is ongoing work, 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 OH and HR professionals are available to give advice on specific cases.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	

## PIMS Performance Report

<b>ACTIONS - Theme: WBO13.Better Governance and use of Resources</b>			
<b>Sub-theme: B6 - Managing risks, performance and finance</b>			
<b>Action</b>	14901	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will ensure a robust approach to Cyber security and sustainable solutions are implemented for Information Governance.		
<b>Comment</b>	We have recently procured and installed a anti-ransomware product called BullWall using the allocated cyber security capital monies. This is product specifically programmed to monitor the network and environment for ransomware and prevent any attacks.		
<b>Service Head:</b>	Noelwyn Daniel	<b>Performance status:</b>	On target
<b>Action</b>	14936	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will use the Council's reserves to invest in the County and support future development.		
<b>Comment</b>	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		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	14937	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We shall ensure the Council manages its budgets effectively and prudently.		
<b>Comment</b>	2020/21 revenue budgets resulted in a small underspend (<1% of net revenue budgets) after earmarked reserves allocations. 2021/22 June budget monitoring indicates small underspend at corporate level, though this will be sensitive to changes in restrictions and WG support mechanism, which will be monitored closely through the year		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	14938	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will provide significant financial support and advice to the Swansea Bay City Region		
<b>Comment</b>	<ul style="list-style-type: none"> <li>- 5 Year centralised programme office / accountable body budget approved by Joint Committee in July 2021</li> <li>- draft statement of accounts prepared and presented for Audit.</li> <li>- Unqualified Audit issued within statutory deadline and approved by Joint Committee</li> <li>- CCC providing treasury mgt function on behalf of partners for significant positive grant balances received in advance of distribution</li> <li>- CCC lead authority for 2 out of 3 regional project (Digital Infrastructure, Skills &amp; Talent)</li> <li>- Carmarthenshire S151 leading discussions with other Local Authorities to agree borrowing arrangements for regional projects and revenue requirements support</li> </ul>		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	14941	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will identify a set of key performance indicators taking a balanced scorecard approach		
<b>Comment</b>	work not yet commenced		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	14946	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will address the recommendation or proposals for improvement arising from the Wales Audit Office review of Risk Management arrangements		
<b>Comment</b>	Additional resource secured via secondment (September 2020 – May 2021) Risk Management & Contingency Planning Strategy comprehensively reviewed to incorporate Risk Management Toolkit - awaiting approval. Risk management training sourced and will commence 30/09/2021 JCAD CORE software user guidance being developed – current pilot in place – awaiting feedback. Risk management e-learning module being developed.		
<b>Service Head:</b>	Helen Pugh	<b>Performance status:</b>	On target
<b>Action</b>	14948	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will monitor effective Contract management throughout the Authority		
<b>Comment</b>	On-going meetings are being held within the Procurement Team to discuss and agree the corporate approach for improving Contract Management across the Council. A draft Contract management guidance document has been produced and is currently being developed further. A report on the timeline plan of actions for Contract Management was taken to CMT on 15/07/21 with some targets being brought forward but the plan was supported. This work will be on-going throughout the summer months. Further templates and an eLearning Module will be produced to support the guidance.		
<b>Service Head:</b>	Helen Pugh	<b>Performance status:</b>	On target
<b>Action</b>	14974	<b>Target date</b>	31/03/2023
<b>Action promised</b>	We shall develop, implement and monitor compliant procurement exercises for the Property Division, working in conjunction with the Corporate Procurement Unit.		
<b>Comment</b>	We are continually monitoring current and future procurement and contract management activity. The Head of Property has also been chairing an Environment Departmental Contract Management Group to identify areas for improvement across the Department		
<b>Service Head:</b>	Jonathan Fearn	<b>Performance status:</b>	On target

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<b>Action</b>	14978	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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		
<b>Comment</b>	We are now implementing the Total Connect system to provide greater functionality and resource management tools		
<b>Service Head:</b>	Jonathan Fearn	<b>Performance status:</b>	On target
<b>Action</b>	14979	<b>Target date</b>	31/03/2023
<b>Action promised</b>	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 develop the "one property" approach to compliance and condition		
<b>Comment</b>	The approval to create 3 Property Condition Officers has been authorised following Risk Management and TIC Board approval, with approval to recruit currently being sought.		
<b>Service Head:</b>	Jonathan Fearn	<b>Performance status:</b>	On target

### ACTIONS - Theme: WBO13.Better Governance and use of Resources Sub-theme: B7 - Good transparency and accountability

<b>Action</b>	13281	<b>Target date</b>	31/03/2022 (original target 31/03/2019)
<b>Action promised</b>	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		
<b>Comment</b>	ICT and Corporate Policy have developed the template, guidance and a digital form. A series of training workshops have been held for Heads of Service, departmental co-ordinators, Democratic Services and report authors. Further sessions will be held in September for Elected Members with a view to start use of the new process in November 2021.		
<b>Service Head:</b>	Noelwyn Daniel	<b>Performance status:</b>	On target
<b>Action</b>	14908	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will implement the new Council Complaints Policy		
<b>Comment</b>	The Complaints Policy has been 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 is compliant. The Policy has been published and promoted with posters in public areas, an article in Staff News etc. Increased reporting requirements are now in the process of being implemented.		
<b>Service Head:</b>	Noelwyn Daniel	<b>Performance status:</b>	On target
<b>Action</b>	14911	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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.		
<b>Comment</b>	Newest model of working currently being worked on, in conjunction with colleagues from our regional partners local authorities, is the Corporate Joint Committeem which was established by regulations earlier this year.		
<b>Service Head:</b>	Linda Rees Jones	<b>Performance status:</b>	On target
<b>Action</b>	14940	<b>Target date</b>	30/09/2022
<b>Action promised</b>	We will ensure an unqualified audit of the final accounts		
<b>Comment</b>	6 weeks into the audit work, Audit Wales team have not identified any material issues of concern. Audit to be finalised prior to Governance & Audit Committee 24 September		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target

### ACTIONS - Theme: WBO3.Support and improve progress, achievement, and outcomes for all learners Sub-theme: C. An excellent school in the right place

<b>Action</b>	14900	<b>Target date</b>	31/03/2022
<b>Action promised</b>	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		
<b>Comment</b>	We have rolled out and completed phase 1 of the HWB schools program upgrading core infrastructure in schools to support the latest technologies in digital learning. We are continuing the rollout of chrome devices across primary and secondary schools for pupils to access blended learning. We have engaged and provide support to relevant stakeholders on the ICT requirement for new schools that are due to be build in the coming 3 years.		
<b>Service Head:</b>	Noelwyn Daniel	<b>Performance status:</b>	On target

### ACTIONS - Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi Sub-theme: A - Review of our approach to Tackling Poverty

<b>Action</b>	14905	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will develop a county Tackling Poverty Plan to respond to the current challenges faced by residents and communities.		
<b>Comment</b>	Initial cross-departmental officer workshop held on 12 May 2021 to scope current activity in 4 themed areas: Preventing Poverty; Helping people into work; Improving the lives of people living in poverty; Better understanding the challenges. Further workshop due to be held in September 2021 to develop collaborative approach		
<b>Service Head:</b>	Noelwyn Daniel	<b>Performance status:</b>	On target

## PIMS Performance Report

**ACTIONS - Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi**  
**Sub-theme: C - Helping people into work**

<b>Action</b>	14975	<b>Target date</b>	31/03/2023
<b>Action promised</b>	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.		
<b>Comment</b>	We continue to advertise vacant posts and look at ways to realign structures where there are barriers to recruitment from skills shortages. Work with Cyfle, CCTAL and Next Steps is continuing and we are monitoring progress of our apprentice and graduate intake.		
<b>Service Head:</b> Jonathan Fearn		<b>Performance status:</b> On target	

**Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi**  
**Sub-theme: D - Improving the lives of those living in poverty**

Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q1: <b>13.88</b>  End Of Year: <b>11.57</b>	Target: <b>17.00</b>  Result: <b>16.32</b>  Calculation: <b>27001 ÷ 1654</b>	Target: <b>17.00</b>	Target: <b>17.00</b>	Target: <b>17.00</b>
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				

Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q1: <b>2.69</b>  End Of Year: <b>2.87</b>	Target: <b>4.00</b>  Result: <b>3.57</b>  Calculation: <b>84376 ÷ 23610</b>	Target: <b>4.00</b>	Target: <b>4.00</b>	Target: <b>4.00</b>
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				

Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q1: <b>97.47</b>  End Of Year: <b>96.92</b>	Target: <b>92.50</b>  Result: <b>96.34</b>  Calculation: <b>(79 ÷ 82) × 100</b>	Target: <b>92.50</b>	Target: <b>93.00</b>	Target: <b>95.00</b>
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				

**ACTIONS - Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi**  
**Sub-theme: D - Improving the lives of those living in poverty**

<b>Action</b>	14006	<b>Target date</b>	31/03/2022 (original target 31/03/2020)
<b>Action promised</b>	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		
<b>Comment</b>	consultant currently finalising a study to examine the relationship between CAVS and CCC. The study should be concluded by September 2021.		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target	
<b>Action</b>	15056	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will contribute to tackling poverty within Carmarthenshire by supporting families to claim all the financial support they are entitled to.		
<b>Comment</b>	The teams in the Revenue Services Unit are pro-active in identifying and ensuring that customers they deal with are claiming all the financial support they are entitled to. Our Benefit Application form is designed to ensure claimants are able to claim the other devolved benefits eg free school meals. We work closely with other sections to ensure this in addition to having a pro-active approach to Discretionary housing payments and work closely with the Housing teams and Housing Associations on this. We work closely with the Hwb teams giving them the technical advice they need for their role in dealing with customers face to face. We are active members of the Welsh Government Regional Advice Network.		
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target	

## PIMS Performance Report

<b>ACTIONS - Theme: WB05. Create more jobs and growth throughout the county</b>			
<b>Sub-theme: A - Regionally, by coordinating and delivering the Swansea Bay City Deal - Pentre Awel</b>			
<b>Action</b>	14943	<b>Target date</b>	31/03/2022
<b>Action promised</b>	We will continue to provide significant procurement support and advice to the Swansea Bay City Region Carmarthenshire led projects		
<b>Comment</b>	The Tender went live for Pentre Awel Zone 1 during this quarter via Lot 6 of the South West Wales Regional Contractors Framework in order to appoint a Principal Contractor. The project is valued in the region of £66 million and is the largest construction procurement delivered in Carmarthenshire. Significant work has been undertaken to develop the tender documents and also incorporate community benefits to ensure the long lasting legacy of the project. The Tender evaluation Panel will convene to evaluate over the summer. Discussions are on-going with the Digital Programme Manager for Swansea Bay City Deal for support on procurement exercises to deliver for the City Deal Digital programme.		
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target	
<b>ACTIONS - Theme: WB05. Create more jobs and growth throughout the county</b>			
<b>Sub-theme: B-Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal, rural.</b>			
<b>Action</b>	13170	<b>Target date</b>	31/03/2023 (original target 31/03/2020)
<b>Action promised</b>	We will deliver phase 2 of the development of Glanaman Workshops to provide improved workshop availability.		
<b>Comment</b>	Works are progressing well on site, although there will be a delayed completion due to additional asbestos related works encountered that had to be dealt with beforehand. projected handover January 2022		
<b>Service Head:</b> Jonathan Fearn		<b>Performance status:</b> On target	
<b>ACTIONS - Theme: WB05. Create more jobs and growth throughout the county</b>			
<b>Sub-theme: C-Developing the rural economy with a focus on the 10 Towns Initiative</b>			
<b>Action</b>	14717	<b>Target date</b>	31/03/2022 (original target 31/03/2021)
<b>Action promised</b>	We will monitor progress with the recommendations of the Moving Rural Carmarthenshire Forward report through the Rural Affairs Advisory Panel and consider any new issues as they arise.		
<b>Comment</b>	Due to COVID-19 the Advisory Panel has not met but is due to be re-convened imminently. Awaiting confirmation of Panel membership. Progress on many of the actions has been taken forward during this time and will be reported in due course.		
<b>Service Head:</b> Noelwyn Daniel		<b>Performance status:</b> On target	

## PIMS Performance Report

<b>ACTIONS - Theme: WB05. Create more jobs and growth throughout the county</b>			
<b>Sub-theme: D-Strengthen the foundational economy and community resilience.</b>			
Action	14947	Target date	31/03/2022
Action promised	We will continue to support the early engagement of Local Businesses and have due regard to the effect of our procurement on the local economy		
Comment	<p>During this quarter (April – June 2021) Suppliers were met with virtually on a “first point of contact &amp; procurement link to local business” basis which provides procurement advice &amp; guidance on promoting their goods &amp; services to Carmarthenshire County Council. In excess of 20 suppliers were met with in this way during this quarter.</p> <p>The transition from a “meet &amp; greet” type session to a “virtual” meeting is now showing signs of becoming a popular &amp; effective means of meeting with suppliers and providers. Due to Covid19 &amp; the restrictions placed on Supplier Engagement, we are adapting our way of working &amp; are now involved in organising Virtual Procurement Surgery Sessions &amp; Webinars to replace &amp; further enhance procurement support available.</p> <p>We are currently focussing on offering a programme of virtual meetings, sessions, workshops &amp; webinars to local suppliers which will be rolled out over the next few months. These will be via Microsoft Teams.</p> <p>Further procurement support is now offered to suppliers &amp; provider as we are working in conjunction with Business Wales to organise “Live Tender Workshops”. The aim of the Workshops initiative managed by CCC Procurement &amp; delivered by Business Wales Tender Advisers is to pro-actively engage with suppliers who require this level of assistance with submitting their tenders via the electronic tender portal, Bravo.</p> <p>This type of Supplier Engagement Initiative has been held during this period, examples being a Virtual Market Engagement Event for the Domiciliary Care Services tender whereby 40 providers attended. These sessions were organised &amp; run by CCC Procurement Team. It was suggested that a Briefing Paper be drawn up for the event summarising the requirements &amp; specification of the tender which provided as much information as possible to providers prior to the tender advertisement. This allowed opportunity for providers to ask more relevant/pertinent questions at the virtual event.</p> <p>This is being followed by a Live Tender Workshop for the Domiciliary Care Services tender organised by CCC &amp; run in conjunction with Business Wales Tender Support Team, it is currently awaiting confirmation of a suitable date to hold the LTW.</p> <p>Early Market Engagement Events are currently being discussed for the forthcoming Mechanical &amp; Electrical Service Contracts with the contract being broken down into 35 lots, therefore emphasis is placed on supporting local businesses as best we can by providing an opportunity to attend such events &amp; by giving an opportunity to take part in the formation of the tender packaging &amp; specification for this framework.</p> <p>We are offering virtual one to one meetings to suppliers via a Virtual Procurement Surgery Session type supplier engagement which will be rolled out during September /Oct/Nov 2021. This gives opportunity to suppliers to speak to a procurement professionals on a one to one basis &amp; offering support &amp; guidance relating to forthcoming opportunities, referral to specific Lead Officers &amp; signposting to relevant Officers within the Council. One of these PSS will be devoted to Third Sector Organisations.</p> <p>With officers from the economic development and corporate policy team, procurement has been involved in a considerable piece of work with the Centre for Local Enterprises (CLES) as part of the Council’s Foundational Economy Challenge Fund project. This project links in further with the wider Carmarthenshire Public Services Board (PSB).</p> <p>This included a review of the Councils current approach, our Procurement spend, engagement with key stakeholders and suppliers (both current and prospective) and subsequently provided us with an Advancing progressive procurement action plan – this includes recommendations that will further support opportunities for the Council to build community wealth building into our procurement activity. One being to explore opportunities to localise spend, prioritising interventions where there is a strong overlap between leakage and local economic vulnerability and further develop our market engagement approaches with economic development colleagues.</p> <p>This work is closely aligned with the Council’s economic recovery plan with progressive procurement being a key theme of that plan. This will incorporate a “Think Carmarthenshire First” theme for under £25k spend where there are no current arrangements in place.</p> <p>The report and recommendations was endorsed by CMT in March 2021 and now a working group with representation from the Council’s procurement, economic development and corporate policy teams, with input and support from other relevant Council services and partners, will be established to further develop this work.</p>		
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target	

<b>ACTIONS - Theme: WB05. Create more jobs and growth throughout the county</b>			
<b>Sub-theme: G - Supporting local and digital economic growth</b>			
Action	14892	Target date	31/03/2023
Action promised	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.		
Comment	<p>Significant Commercial Investment in Gigabit fibre build secured and ongoing at Cross Hands, Llangennech, Burry Port, Llanelli, and Carmarthenshire.</p> <p>Superfast Cymru 2 Investment Secured to connect 3300 of Carmarthenshire’s worst served rural premises. Fibre builds currently ongoing, due to complete September 2022.</p> <p>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.</p> <p>Up to 10 Gigabit Voucher Scheme Community Projects currently ongoing and at various stages across the County. Support being provided by Regeneration staff.</p> <p>24 Public Sector Sites being upgraded to full fibre to improve provision of and access to public services.</p>		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target	

<b>ACTIONS - Theme: WB06. Increase the availability of rented and affordable homes</b>			
<b>Sub-theme: A - Affordable Homes Delivery Plan</b>			
Action	14972	Target date	31/03/2023
Action promised	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		
Comment	We continue to work with partner organisations to develop key relationships with a view to developing collaborative projects.		
<b>Service Head:</b> Jonathan Fearn		<b>Performance status:</b> On target	