

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	✓ ✗	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	✓ ✗	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

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 short 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 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.</p> <p>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, Oriel 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>	E&C

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
		<p>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>	
<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>	<p>E&C</p>



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> 2020/21 Result - 96 2021/22 Target - 200</p>	✓	<p>2021/22 Result - 271 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> <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. 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 SWWRFC, 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) 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) 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) 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)		<p>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.</p> <p>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.</p>	
<p>We will ensure that a high percentage of undisputed invoices are paid within 30 days to help local businesses cash-flow (CFH/006)</p> <p>2020/21 Result - 97.3% (296,465÷304,817) /2021/22 Target - 93.5%</p>	✓	<p>2021/22 Result – 97.3%. (332,912/342,048)</p> <p>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.</p>	C&R
<p>The % of trading standards inspections for high risk businesses conducted. (PPN/001i)</p> <p>2020/21 Result - 1% (2/180) / 2021/22 Target - 100%</p>	✘	<p>2021/22 Result - 99%. (172/174)</p> <p>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.</p>	E&PP
<p>The % of animal health inspections for high risk businesses conducted (PPN/001iii)</p> <p>2020/21 Result - 12% (64/546) / 2021/22 Target - 6%</p>	✘	<p>2021/22 Result - 94%. (151/161)</p> <p>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.</p>	E&PP
E - Developing learning, skills, employability and encouraging a spirit of entrepreneurship.			
<p>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) MF5-72b</p>	✓	<p>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.</p> <p>During early 2022, the Skills & Talent project was approved by both UK & Welsh Governments, with a new Project Manager who commenced prior to Christmas.</p>	C&R
F - Ensuring clear business support plans to support any implications from Brexit			
<p>We will investigate and monitor the impact of Brexit on the economy of Carmarthenshire via the Brexit Risk and Opportunities Register. (Ref 14015) MF5-84</p>	✓	<p>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 WLGA throughout the year. In January all risks were re-assessed and either</p>	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. <i>(Ref 14966) MF5-68</i></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. <i>(Ref 15098)</i></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%	✓	2021/22 Result - 99.31% (1,012/2,026) 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%	✓	2021/22 Result - 100% (407/407) 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 to 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 now 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. <i>(Ref 15101)</i>	✓	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. <i>(Ref 14695) MF5-60</i>	✓	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. <i>(Ref 14895) MF5-85</i>	✓	<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) <i>MFS-71 part</i>	✓	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. <i>(Ref 15084)</i>	✓	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. <i>(Ref 15090)</i>	✓	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. <i>(Ref 15093)</i>	✓	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. <i>(Ref 15096)</i>	✓	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. <i>(Ref 15088)</i>	✘	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) <i>(PAM/015)</i> 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 (ASC/001) <i>New measure for 2021/22 – No target set</i>	!	2021/22 Result - 59 people 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. (Ref 15089)	✓	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 habitats in 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. <i>(Ref 15198)</i>	✓	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. <i>(Ref 14820) MF5-20</i>	✓	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. <i>(Ref 14821) MF5-21</i>	✓	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. <i>(Ref 14970) MF5-23</i>	✓	A close working arrangement is in place between Countryside 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 the 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. <i>(Ref 14959) MF5-1</i>	✓	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. <i>(Ref 14960) MF5-4</i>	✓	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. <i>(Ref 14965) MF5-6</i>	✓	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. <i>(Ref 14967)</i>	✓	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 Ultra 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>	✓	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: * 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>	✓	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. 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&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 worksteams. 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
B - We shall follow the 7 Principles of Good Governance			
B1 - Integrity and Values			

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>	✓	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&R

Last Year's Commitments	✓ x	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> <ol style="list-style-type: none"> 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. 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. 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. 	
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	✓	2021/22 Result - 93%	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. <i>(Ref 14939)</i>	✓	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. <i>(Ref 14941)</i>	✘	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. <i>(Ref 14946)</i>	✓	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. <i>(Ref 14948)</i>	✓	The final draft of a Contract Management Guidance document is complete with accompanying templates to support the guide, work is currently being undertake 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. <i>(Ref 14971)</i>	✓	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. <i>(Ref 14974)</i>	✓	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. <i>(Ref 14978)</i>	✓	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%	✘	2021/22 Result - 86% 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