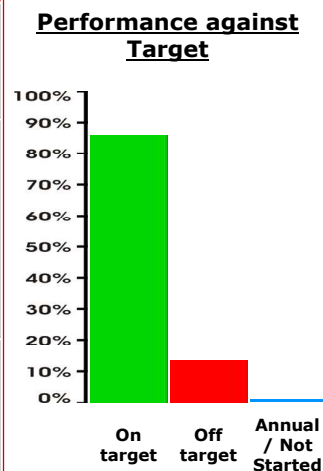


Scrutiny measures & actions full monitoring report Corporate Performance & Resources scrutiny - at Half Year 2023/24

Filtered by:
Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2023/24


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


		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO2.Enabling our residents to live and age well (Live & Age Well)	Measures	4	3	1	0	0	0	75%	75%
WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)	Actions	12	12	0	0	N/A	0	100%	82%
	Measures	5	2	3	0	0	0	40%	
WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)	Actions	16	16	0	0	N/A	0	100%	96%
	Measures	7	6	1	0	0	0	86%	
5.Core Business Enablers	Actions	44	43	1	0	N/A	0	98%	84%
	Measures	25	15	9	0	0	1	60%	
Overall Performance	Actions and Measures	113	97	15	0	0	1	86%	




There are three measures without a target set which are not included in the above table, details of which can be seen on page 21


OFF TARGET


ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5e - Finance			
Action	16402	Target date	31/03/2024
Action promised	Ensure the Council manages its budgets effectively and prudently		
Comment	Off target based on very significant departmental overspend - August monitoring £8m. partial offset from underspend on capital charges. Also very significant draw on School balances (£8-9m forecast vs £11m held at year end). Officer working group led by Deputy CEX investigating Childrens services overspends to identify corrective action. Schools financial sustainability has been promoted by S151 Officer in summer Headteacher conference already and this will be reiterated in October conference		
Remedial Action	Officer working group led by Deputy CEX investigating Childrens services overspends to identify corrective action. Schools financial sustainability has been promoted by S151 Officer in summer Headteacher conference already and this will be reiterated in October conference		
Service Head: Randal Hemingway		Performance status: Off target	


Theme: 5.Core Business Enablers							
Sub-theme: 5h - People Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of staff that took part in the Annual Employee Engagement survey 1.3.4.6	Not applicable		New measure	--	--	--	Target: 22.5 Result: 18.0 Calculation: (1475÷8194) × 100
Comment	Despite using a range promotion methods and avoiding the schools' end of term date the take up was lower this year. Reasons may include: an Estyn inspection held during survey period that generated its own survey, Communities held a "rate your employer" survey before the annual staff survey, this survey went into more detail about which Division individuals worked in and we asked the equalities monitoring question - all these tmay have affected people's willingness to take part. In addition, people may not have read the 2022/23 progress article that was published just before the survey was launched which may have affected their interest too.						
Remedial Action	We will review our communication / promotion methods prior to the next (3rd) annual survey to ensure we reach more staff groups. Demonstrate that we are listening by responding to the feedback in a timely manner, which will also hopefully encourage more people to take part.						
Service Head: Paul R Thomas			Performance status: Off target				


Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people that are proud to work for the Council (Annual Employee Engagement survey) (Average Index Score) 1.3.4.7	Not applicable		New measure	--	--	--	Target: 1.10 Result: 1.06
Comment	Despite being off target, which may have been too challenging, the result has improved on last year.						
Remedial Action	Demonstrate that we are listening by responding to the feedback in a timely manner, which will also hopefully encourage more people to take part.						
Service Head: Paul R Thomas			Performance status: Off target				

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days lost to sickness absence per employee PAM/001	Not applicable		Q2: 5.1 End Of Year: 11.6	Target: 2.2 Result: 2.6	Target: 4.4 Result: 5.1 Calculation: 33161.1÷6521	Target: 7.2	Target: 10.2
Comment	The overall result of 5.1 FTE at the end of Q2 is the same as last year, but off the 4.4 FTE target. Chief Executives dept, 3.4, Education and Children's Services 4.7 (Children's services 9.5, Access to Education 8.8), Corporate Services 4.0, Communities 6.1(Leisure 5.9, Housing and Public Protection						

	6.4, Adult social care 7.2), Place and Infrastructure 5.9FTE days Service Improvement & transformation 8.3, Waste and Infrastructure 6.7.
Remedial Action	People Management support departments, by producing comprehensive data, which can be analysed by the departments in order to monitor trends and to benchmark performance and to develop action plans to reduce absence and to improve attendance. The HR Advisers provide advice on cases and policy, and the HR Business Partners work with DMTs and SMT. The Occupational Health centre provide fitness to work advice for those employees who have been referred. The Health and Wellbeing Coordinators support departments with proactive initiatives focused on key health and wellbeing topics. The Employee Wellbeing team is also rolling out Stress Management workshops for all managers which help give a better understanding of managing employees with stress or mental health issues. This is one of the highest causes of absence, so should provide suitable skills for the managers who attend.
Service Head: Paul R Thomas	Performance status: Off target 

Theme: 5.Core Business Enablers							
Sub-theme: 5j - Policy & Performance							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of complaints completed within statutory deadline Comp/001	Not applicable		Q2: 55.6 End Of Year: 52.7	Target: 60.0 Result: 49.7	Target: 60.0 Result: 57.8 Calculation: (620÷1072) × 100	Target: 60.0	Target: 60.0
Comment	It's pleasing to note a slight improvement in the number of complaints being responded to within the statutory timescales. However, this continues to be an area of focus with work taking place to better understand the reasons affecting the timeliness of complaint responses						
Remedial Action	Further analysis of data to be undertaken						
Service Head: Jason Jones	Performance status: Off target						

Theme: 5.Core Business Enablers							
Sub-theme: 5k - Electoral Services & Civil Registration							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of births registered within the statutory timeframe of 42 days CivilReg/001	Not applicable		Q2: 88 End Of Year: 90	Target: 98 Result: 91	Target: 98 Result: 93 Calculation: (1188÷1274) × 100	Target: 98	Target: 98
Comment	The percentage of births registered within 42 days has steadily increased through the current quarter, recent months showing 96% and 97%.						
Remedial Action	Continue to implement the actions which have facilitated the improvement eg access to appointments, prompt reminders to parents,close working with maternity services.						
Service Head: Amanda Edwards	Performance status: Off target						

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of non-coronial deaths registered within the statutory timeframe of 5 days CivilReg/002	Not applicable		Q2: 63.0 End Of Year: 55.0	Target: 65.0 Result: 46.5	Target: 65.0 Result: 48.3 Calculation: (380÷786) × 100	Target: 65.0	Target: 65.0
Comment	Carmarthenshire performance is above the Wales average and in line with the UK average. This reflects factors such as pressures on the NHS leading to medical professionals being less available to complete documentation and engage with the Medical Examiner Service within the 5 days. These are issues beyond our control, which is recognised and accepted by the General Register Office.						
Remedial Action	Maintain good availability of appointments (once documentation has been received). Maintain close engagement with partners/stakeholders such as the MES and local hospitals and funeral directors.						
Service Head: Amanda Edwards	Performance status: Off target						

Theme: 5.Core Business Enablers							
Sub-theme: 5I - Estates & Asset Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage performance against target to generate capital receipts to support the capital program 2.1.2.12	Not applicable		Q2: 17.36 End Of Year: 36.07	Target: 10.00 Result: 2.43	Target: 35.00 Result: 4.12 Calculation: (106500 ÷ 2588000) × 100	Target: 60.00	Target: 100.00
Comment	Sale transactions have continued to be slow over the second quarter however significant receipts are expected to be realised by the end of this financial year, it is hoped that the year end capital receipt target will be met.						
Remedial Action	To ensure that all current and future sale transactions proceed efficiently and in a timely manner.						
Service Head: Jason Jones				Performance status: Off target			☹

Theme: 5.Core Business Enablers							
Sub-theme: 5m - Risk Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

% of non housing responsive repairs works completed within the target PropMaint/001	Not applicable		New measure	Target: 94.0 Result: 89.8	Target: 94.0 Result: 89.4 Calculation: (1972 ÷ 2207) × 100	Target: 94.0	Target: 94.0
Comment	In the first half of the year we received 2207 job & successfully completed 1972 (89.4%)						
Remedial Action	We will review the 235 jobs and look to improve.						
Service Head: Jason Jones (Env)				Performance status: Off target			☹

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)							
Sub-theme: WBO2a - Thematic Priority: Tackling Poverty							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q2: 18.80 End Of Year: 18.46	Target: 17.00 Result: 17.29	Target: 17.00 Result: 17.55 Calculation: 48901 ÷ 2787	Target: 17.00	Target: 17.00
Comment	The result is half a day above the target of 17 days at 17.55 days, and is above the result for the same quarter in 22/23 which was 18.80 days. The majority of new claims are now from claimants in homeless and supported accommodation and by the very nature of their circumstances it is difficult for them to quickly provide the supporting evidence required to process claims. Council Tax Reduction applicants who have claimed Universal credit are unable to notify us of their income award for 5 weeks as the assessment period with DWP for a notification to an applicant of their award of Universal Credit is 5 weeks.						
Remedial Action	no remedial action is required. we continue to support applicants to provide all supporting evidence as quickly as possible and our performance is well above that expected by DWP.						
Service Head: Helen Pugh				Performance status: Off target			☹

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of undisputed invoices which were paid in 30 days CFH/006	Not applicable		Q2: 95.7 End Of Year: 95.6	Target: 95.0 Result: 94.7	Target: 95.0 Result: 92.9 Calculation: (66514 ÷ 71627) × 100	Target: 95.0	Target: 95.0
Comment	All areas below target with a significant drop within Place & Infrastructure.						
Remedial Action	All relevant officers to investigate and address issues.						
Service Head: Randal Hemingway	Performance status: Off target						

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of weeks of training recruitment delivered to people through Community Benefits in the 21st Century School Programme, Housing and Regeneration Projects CP/001	Not applicable		Q2: 761 End Of Year: 1628	Target: 807 Result: 1091	Target: 1614 Result: 1453	Target: 2421	Target: 3229
Comment	Unfortunately due to illness and bereavement no figures have been received for Projects Lloyd and Gravel are leading on. These will be submitted with the next quarter. Activity is expected to increase on Pentre Awel Zone 1 when specialist trades commence on site.						
Remedial Action	Reports for Quarter 2 from Lloyd & Gravel will be added to quarter 3.						
Service Head: Helen Pugh	Performance status: Off target						

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of e-learning training on Violence Against Women, Domestic Abuse, Sexual Violence (VAWDASV) completed by staff CSGa/1	Not applicable		Q2: 69 End Of Year: 69	Target: 100 Result: 66	Target: 100 Result: 65 Calculation: (5412 ÷ 8277) × 100	Target: 100	Target: 100
Comment	There have been challenges with the current Learning at Wales system, it is anticipated performance will improve in this area when the new LMS has been implemented.						
Remedial Action	The new LMS system is due to be implemented before the end of the year which will enable increased monitoring. Targeted mandatory training is also one of the priorities for the Corporate Safeguarding Group.						
Service Head: Avril Bracey	Performance status: Off target						

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4g - Organisational Transformation - Customers & Digital Transformation

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of calls received at the Contact Centre M&M/005	Not applicable		Q2: 121550 End Of Year: 238297	Target: 62500 Result: 44950	Target: 125000 Result: 88238	Target: 187500	Target: 250000
Comment	The 'Options' menu to our telephone lines that directs customers to parts of the organisation that they require continues to be used. This reduces the double handling of calls with the calls going directly to their call teams rather than being passed on through the contact centre. Added messaging on our telephone line has reduced the number of customers needing to speak with a member of staff. Customers are choosing other means of contact e.g. email, social media, online forms etc. rather than the telephone.						
Remedial Action	The contact centre continues to deal with calls where customers need our support the most and enquiries through other media whilst improving the customer experience.						
Service Head: Deina Hockenhull	Performance status: Off target						

ON TARGET ETC.

Theme: 5.Core Business Enablers							
Sub-theme: 5a - Information and Communication Technology (ICT)							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days 2.1.1.17	Not applicable		Q2: 94.86 End Of Year: 94.59	Target: 90.00 Result: 94.40	Target: 90.00 Result: 95.12 Calculation: (409÷430) × 100	Target: 90.00	Target: 90.00
Service Head: Jason Jones				Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% use of the ICT Self Service helpdesk ICT/002	Not applicable		Q2: 62.5 End Of Year: 65.8	Target: 65.0 Result: 65.2	Target: 66.0 Result: 66.9 Calculation: (2941÷4393) × 100	Target: 67.0	Target: 68.0
Service Head: Jason Jones				Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of employee laptops with 4GB of memory (RAM) or under ICT/009	Not applicable		Q2: 21 End Of Year: 16	Target: 15 Result: 13	Target: 14 Result: 11 Calculation: (373÷3475) × 100	Target: 13	Target: 12
Service Head: Jason Jones				Performance status: On target			

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5a - Information and Communication Technology (ICT)			
Action	16313	Target date	31/03/2024
Action promised	Implementation of a new Staff Desk Booking Cloud Solution including Sensor technology to facilitate Desk Management across our main council buildings and agile working spaces as part of continuing to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. CV108		
Comment	This system is deployed and running and is planned to be rolled out to staff at the end of October 23. It has been decided through the course of the deployment not to make desks bookable as it was agreed to give teams dedicated zones that they would own and manage to suit service delivery needs. All meeting spaces in core buildings will be bookable and monitoring of newly deployed zones will take place to gather data to support any strategic changes to accommodation.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16314	Target date	31/03/2024
Action promised	Roll-out of a Corporate Electronic Signature Solution (DocuSign) as part of continuing to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. CV108		
Comment	The DocuSign system is deployed and functioning with teams from Corporate Property, Procurement and Legal using the system. Teams from Pensions, Economic Development and Housing are trialling the system.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16494	Target date	31/03/2024
Action promised	We will fulfil our statutory obligation under the Data Protection Act and ensure we are up to date with revisions in law being introduced in the UK.		
Comment	The Data Protection and Digital Information (No. 2) Bill is now progressing to the report stage and information on the Bill is being continually monitored. Updates are being provided to the Corporate Information Governance Group.		
Service Head: Jason Jones		Performance status: On target	

Action	17092	Target date	31/03/2024
Action promised	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. CV110		
Comment	<p>We continue to work very closely with Media & Marketing to further develop the Corporate Website and Website Content for our residents and businesses including a continual programme of developing Online Services; jointly working to develop greater range of eForms and back-office end-to-end processes. This quarter we have developed and launched several new on-line services. Namely: Replacement Buss Pass, Planning Pre-Enquiry Form, and Schools Essential Grant Claim Forms. One of the key benefits with developing On-Line Forms and Processes is that the Customer can Self-Serve 24/7 via their My Account as well as the Contact Centre, Customer Service HWBs can use these same services via Face-To-Face or over the Telephone. Promotes greater Channel shift as well as allowing our traditional means of customer engagement to have the same capabilities.</p> <p>Other developments ongoing that will have profound customer / user experience improvements is the implementation of Oleo Web Recruitment System, which is close to completion with a Q4 launch expected this financial year. Improved online customer portal for applying for vacancies including the recruitment process being far easier via this on-line portal for both the customer and back-office with direct integration with their HR/Payroll system.</p> <p>Alloy (new Waste, Ground and Cleansing system) is currently in development with AHP Hygiene Nappy Collection Service being the first service to Launch by Q4 this financial year. The exciting prospect with this implementation is a true customer end-to-end capability. Form the initial request from the customer right through the delivery of the service via the back-office, the customer will real-time kept informed with up-to-date information throughout; exploiting greater use of the My Account, SMS, Email as key means to communicate with our customers. There is a comprehensive 3-year development programme for the service to streamline other services and decommission legacy systems my migration to a single platform to cover key services. Namely: Missed Bins, Recycling Items, Grounds and Cleansing including Fly Tipping / Dead Animals and Bulky Waste as identified priorities. Massive opportunities for the Waste, Ground and Cleansing Service to greatly improve customer access and experience to services along with huge back-office efficiencies including mobilising the workforce and vehicle fleet to drive further efficiencies across the service.</p>		
Service Head: Jason Jones		Performance status: On target	
Action	17093	Target date	31/03/2024
Action promised	We will in line with our Digital Transformation Strategy 2021-2024, continue to engage, prioritise and implement department needs to allow them to deliver effective services. CV110		
Comment	<p>ICT Services are currently working with HR and our 3rd party provider (Davies Group) to implement RPA (Robotics Process Automation) digital workforce solution for the Create New Post process in HR. As part of the Transformation Board and Customers & Digital Workstream, we have committed to a 3-year DTSG (Digital Transformation) funded programme until 31/03/2026 to exploit this technology across the council.</p> <p>This quarter, Create New Post has now been developed and went LIVE in Aug 2023 and has so far automated the creation of 30 new posts which translates to approximately 2 days FTE full-time staff time saved using a virtual worker to undertake many of the manual time-consuming tasks as part of the process. We are continuing to work with our key partner Davies Group to automate the Issue Contract process and are expecting this to go live Q4 this financial year.</p> <p>We are also working with the Transformation (TIC) Team to look to prioritise other processes in the authority such as 'Free School Meals' being an area expressing an interest to use this innovative digital technology.</p> <p>There are many other key projects continuing with their developments along with many systems migrating to the Cloud to exploit new technologies and functionality. i.e. LMS - Learning Management Systems which is a collaborative project with 4 other authorities has completed their procurement exercise and are starting the implementation of the ThinQ solution as an 'All Wales' solution / approach. Cohort Occupational Health system has completed it's migration to vendor hosted Cloud. Oleo Web Recruitment System is close to being implemented with a Q4 launch expected this financial year.</p>		
Service Head: Jason Jones		Performance status: On target	
Action	17101	Target date	31/03/2024
Action promised	We will provide responsive ICT support and expertise to all staff, elected members and schools at all times. To ensure they have a safe, secure, up-to-date and fit for purpose I.T. provision to carry out their work and duties effectively. CV110		
Comment	<p>We continue to provide a ICT Service Desk and Support service. We have invested in improving our self service system and promoted its use, which reduces the need for staff to be answering the phone. 65% of calls are currently logged via self service. IT devices such as laptops are upgraded or replace, to ensure they are fit for purpose and able to support the business requirement of the user. We have been proactive in the support model we provide to customers. As staff work in a hybrid manner, working from office locations across the county, we have teams based in core locations such as Ty Elwyn, Parc Dewi Sant, St David's Park and County Hall, to provide support and expertise, as well a scheduled site visits to schools and other office locations.</p>		
Service Head: Jason Jones		Performance status: On target	
Action	17102	Target date	31/03/2024
Action promised	We will ensure a robust approach to Cyber security and sustainable solutions are implemented for Information Governance.		
Comment	<p>We have developed and run a pilot of the new cyber awareness training module for staff which is ready to be rollout pending the launch of the new LMS system. We are told this will be towards the end of the year.</p> <p>We will develop a cyber action plan for the Council, which will align cyber security work to the digital strategy for Carmarthenshire 2024-27.</p> <p>We will investigate technology and costs available to enhance email filtering to provide added protection against email phishing. We will work with WG who are launching a Security Operation Centre for Wales (SOC) to ensure incident logs from Carmarthenshire are included and monitored. New TOR for the Corporate Information Governance Group have been drafted which will be taken to CMT for recommendation on reporting of information and cyber breaches and threats. Chief Digital Officer and ICT Operations & Governance Manager are scheduled to attend LRF JESIP Operational Commanders training.</p>		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers

Sub-theme: 5b - Marketing & Media including customer services

Action	17288	Target date	31/03/2024
Action promised	To introduce the Corporate Customer charter		
Comment	<p>This charter will be completed by the end of this financial year. Good customer service is expected, and we should be striving for this, particularly in the current climate of decreasing budgets and increasing workloads. Customer expectation is currently high primarily due to the speed and ease of mobile technology. Our aim is that this new customer charter will put our customers at the heart of everything we do. A meeting to move this forward to the next stage is taking place at the beginning of November.</p>		
Service Head: Wendy S Walters		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers**Sub-theme: 5c - Legal**

Action	16399	Target date	31/03/2024
Action promised	We will monitor and implement changes to the Local Government Pension scheme as a consequence of legislation changes, including Sargeant/McCloud		
Comment	All changes received have been implemented		
Service Head:	Randal Hemingway	Performance status:	On target

Theme: 5.Core Business Enablers**Sub-theme: 5e - Finance**

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority CFH/007	97.15	96.17	Q2: 59.00 End Of Year: 97.33	Target: 31.00 Result: 31.90	Target: 56.00 Result: 56.99 Calculation: (73283568.25 ÷ 128590955.13) × 100	Target: 84.00	Target: 97.50
Service Head:	Helen Pugh			Performance status:	On target		

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority CFH/008	98.21	97.46	Q2: 61.09 End Of Year: 97.97	Target: 31.00 Result: 33.88	Target: 56.00 Result: 62.50 Calculation: (27684273.06 ÷ 44297273.86) × 100	Target: 84.00	Target: 97.50
Service Head:	Helen Pugh			Performance status:	On target		

ACTIONS - Theme: 5.Core Business Enablers**Sub-theme: 5e - Finance**

Action	16400	Target date	31/03/2024
Action promised	We will undertake the closure and Audit of the Accounts within the appropriate timescales		
Comment	expecting to complete in October, well ahead of current year deadlines from Welsh Government / Audit Wales		
Service Head:	Randal Hemingway	Performance status:	On target
Action	16401	Target date	31/03/2024
Action promised	We will ensure an unqualified audit of the final accounts		
Comment	a number of minor amendments, but no material issues raised by Auditors with audit nearing completion		
Service Head:	Randal Hemingway	Performance status:	On target
Action	16403	Target date	31/03/2024
Action promised	We will continue to Develop Opportunities for collaboration with other Local Government Pension Schemes		
Comment	we continue to collaborate with other LGPS Funds		
Service Head:	Randal Hemingway	Performance status:	On target
Action	16404	Target date	31/03/2024
Action promised	To ensure timely closure of accounts for the Dyfed Pension Fund		
Comment	Pre-Audit Dyfed Pension Fund Statement of Accounts 2022-23 presented to Governance & Audit Committee on 14 July 2023		
Service Head:	Randal Hemingway	Performance status:	On target
Action	16443	Target date	31/03/2025
Action promised	Use of the Council`s reserves to invest in the County and support future development		
Comment	position to be finalised by Governance and Audit Committee in October approving the audited accounts		
Service Head:	Randal Hemingway	Performance status:	On target

ACTIONS - Theme: 5.Core Business Enablers**Sub-theme: 5f - Procurement**

Action	16395	Target date	31/03/2024
Action promised	We will work with departments to deliver compliant tender exercises through the implementation of a category management approach		
Comment	<p>A total of 14 contracts/Frameworks were awarded this quarter with a combined total value of approximately £6million.</p> <p>Construction and Waste During the last quarter the evaluation of submissions received for the Council's new Construction Professional Services Framework has been undertaken. The Framework will cater for the Council's requirements for property-related project management and full design team services, which will be provided by a range of consultants appointed to discipline-specific lots (e.g. Architectural, Mechanical, Electrical and Plumbing, Structural Engineering Services). The Framework expected to be awarded in early October. In September, two new arrangements were awarded. Firstly, a new arrangement for Sewerage Services & Remedial Works (worth approximately £1.6m over 4 years)was established. The 3 appointed contractors will provide the Council with sewage removal services, sewerage-related services and associated remedial works required for the delivery and operation of its Property Maintenance, Highways and Flood Defence assets. Secondly, a tender for food waste caddy liners (worth approximately £1.2 million over 4 years) was also completed and awarded, this exercise being undertaken jointly on behalf of Carmarthenshire, Ceredigion and Pembrokeshire County Councils.</p> <p>Procurement officers have been working closely with the Housing Property & Strategic Projects Division in developing a new Property Works Framework to replace the Council's current Minor Works Framework in 2024. A significant amount of market engagement activity has been undertaken with two tender briefing sessions held in Carmarthen and Llanelli. The tender is expected to be published in October.</p> <p>Procurement officers continue to support departmental officers with mini-competitions from two of the Council's Dynamic Purchasing System (DPS) arrangements. 49 mini-competitions were held under the DPS for the Supply and Installation of Stairlifts, Hoists and Lifts.</p> <p>Work continues in conjunction with departmental officers to scope and prepare other up-coming tender exercises such as the South West Wales Regional Contractors Framework, the Tyisha Redevelopment Scheme, and the collection and treatment of Gully & Sweeper Waste.</p> <p>Social Care Category CICES Community Equipment Service and Maintenance (£900,000) was tendered, evaluated and awarded to a single supplier. Carmarthenshire acting as the Central Purchasing Body for Pembrokeshire and Ceredigion.</p> <p>Work continued preparing documents for the VAWDASV tender and a consultation and engagement event was held virtually on 13th September 2023. The tender will be published in October with a proposed Contract start date of April 24.</p> <p>Meetings were held to prepare for the Community Based Support tender which will now encompass Community Support Services, Fulfilled Lives, Complex Care and Supported Accommodation. A provider event was held in Llanelli on 5th September 2023. The tender will hopefully be published end of November for a proposed Framework start date of April 24.</p> <p>Replacement Care will hopefully be published at the start of November and preparation work has begun for the Playworks Holiday Grant tender to be published end of November. Awaiting to hear back from the Lead Officer on Coroner Services. Localities Floating Support scheduled for tender January 2024.</p> <p>Highways and Transport Category Fleet: Further Competition held to purchase 2 x 7.5 tonne Hotboxes (£200,000) from YPO. Received no responses and therefore it was decided to tender for this requirement ourselves. Open tender published in June and was evaluated and awarded in August to ND Brown.</p> <p>Further Competition held to purchase 40 Tipper Vans (£1.4 million) from YPO. Awaiting for suppliers to price (Ford currently closed their order books).</p> <p>Direct award was made for the Fuel Cards requirement through the CCS Framework.</p> <p>Meetings held to discuss the upcoming Waste Vehicle Replacement project. Planning a Further Competition through the ESPO Framework to be published by mid November.</p> <p>No further information from department in regards to the Maintenance Framework tender.</p> <p>Highways, Transport and Parks: Two Further Competitions were held from the Ash Die Back DPS with a total value of £10,825.</p> <p>Two additional Non PSV (Taxi) tenders from the DPS were published and awarded.</p> <p>Direct Award undertaken for Adverse Weather Forecasting Services (£26,000) from the WGCD Framework.</p> <p>Bwcabus tender put on hold due to no funding commitment from the Welsh Government.</p> <p>Tender preparation continued for a new Traffic Enforcement System (car and camera system), planning to publish in November.</p> <p>Annual checks started for the Specialist Countryside Contractors Framework.</p> <p>A further Bus Tender to be undertaken in December.</p> <p>No further information from the Department regarding the Landscape Management Tender (£2.8 million), formally Grounds Maintenance.</p> <p>Corporate Services, ICT and FM category Corporate workwear framework has been awarded and is now live (worth approximately £1.4m over 4 years).</p> <p>Wales Pension Partnership ITT is currently being developed alongside consultants who have worked on the tender documentation with the tender due to go live in October 2023.</p> <p>Food procurement – The Welsh Public Sector Collaborative Food Group (WPSCFG) Food Framework tender evaluation continues during Qtr 2 with representatives from Catering and Corporate Procurement Team in attendance for the technical evaluation sessions. The framework provides geographical and commodity lotting to encourage local bidders and local food and support the foundational economy of Wales. Future proofing the Framework has been critical to allow for new product development and/or product reformulation to meet varying requirements and changes to legislation and individual organisational policies. Caerphilly Council, the lead organisation, has incorporated robust contract and provider relationship management capable of capturing spend, savings and KPI data, with a consistent approach on usage trends that will assist the effective use of this framework and inform planning for future procurements. The Framework is on track to commence 1st December 2023 and will be let for an initial period of 3 years, with an option to extend for up to a further 1-year period (if required).</p> <p>IT Structured Cabling and Related Works framework has been awarded (worth approximately £160k over 4 years) and is now live.</p> <p>First Aid Training is currently at the scoping stage and the intention is to be published the invitation to tender in early November.</p> <p>Office365 consultancy services contract. Discussions have taken place with category managers from BLOOM to see if this is an appropriate route to market. Lead Officers in the IT Services are currently looking at potential projects that could be used as a pilot to determine if we can use BLOOM or whether we would need to undertake an open competition. Exercise is currently on hold until projects have been identified.</p> <p>Cleaning services for schools and corporate buildings tender has been evaluated and standstill letters are to be issued on 12/10/23. There is an exception report that has been approved by CMT to extend the current arrangement to November 2023 to cover any delays or possible mobilisation periods.</p> <p>OHMS replacement tender is live and the deadline for submissions is early November 2023.</p> <p>Local broadband fund – Llanarth and Cennen tender has been cancelled due to advice from the UK Government.</p> <p>Saleable Goods (which relates to the sale of poolside products at CCC Leisure Centres to members of the public) has been awarded</p>		

and the contract is live (worth approximately £100k).
 Lead Officer is currently working in partnership with Occupational Health to prepare an outline specification for Wellbeing Support Services for lawyers, and this will be shared with Procurement when an outline of the requirements has been developed. No officer update on this exercise.
 Celtic Routes video and photography has been awarded and is now live (worth approximately £65k).
 STAR survey quotation exercise has been awarded and the contract is now live. (Worth approximately £70k).
 Character landscape assessment has been awarded and the contract is now live. (Worth approximately £50k).
 Crazy golf for Pendine tender is due to go live asap. Currently waiting for terms and conditions for the works element of the contract.
 Theatres planner diary system has been awarded via the Gcloud framework (Worth approximately £7k)..
 Council tax billing contract has been awarded via Gcloud framework. (Worth approximately £400k).
 Agency workers contract is at the decision stage on whether to go down the managed vendor or neutral vendor route. A number of demonstrations and discussions have been held regarding the benefits of a neutral vendor contract. Decision to be made asap with the contract to go live in November.
 Assistance has been provided to the Marketing Team to procure services for Photography, Videography and Tourism Support as well as working together to streamline quotation documentation for low value goods, works and services.
 Work has commenced to appoint a management consultant to undertake a feasibility assessment for the provision of nursing care.

Service Head: Helen Pugh	Performance status: On target		
Action	16442	Target date	31/03/2024
Action promised	We will continue to develop our approach to spend analysis		
Comment	<p>In quarter 2 of 2023/24, 3 further months of spend data were uploaded in Atamis. These months were June, July and August. A number of supplier spend reports have been produced in response to requests from Procurement Officers and Council Lead Officers & Budget Holders.</p> <p>Further category classification of suppliers has continued with 5 months of spend data in 2023/24.</p> <p>The Spend Analysis Officer has undertaken Power BI Training (beginner level). This training involves presenting data into various data visualisation and interactive tools. Further training on this topic is planned for the Officer. A meeting will be held in October to discuss the implementation of spend reports into this format.</p> <p>The Contract Procedure Rules (version 5) have been uploaded onto the Procurement pages of the intranet. They have also been promoted in the Staff News section of the Intranet and advertised in the weekly staff newsletter e-mail. The Introduction to Procurement (E-Learning Module) has also been updated to reflect the new Contract Procedure Rules.</p>		
Service Head: Helen Pugh	Performance status: On target		

Theme: 5.Core Business Enablers							
Sub-theme: 5g - Internal Audit							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Actual achievement against Annual Audit Plan 6.4.1.3	Not applicable		Q2: 33 End Of Year: 83	Target: 10 Result: 13	Target: 35 Result: 36 Calculation: (447÷1240) × 100	Target: 60	Target: 90
Comment	Plan is on target.						
Service Head: Helen Pugh	Performance status: On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of draft Internal Audit reports issued within 10 working days of the fieldwork completion date IA/001	Not applicable		Q2: 100 End Of Year: 87	Target: 80 Result: 100	Target: 80 Result: 88 Calculation: (14÷16) × 100	Target: 80	Target: 80
Comment	88% of Draft Reports have been issued within 10 working days of the audit fieldwork concluding.						
Service Head: Helen Pugh	Performance status: On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of management responses received within 15 working days of the draft Internal Audit report being issued IA/002	Not applicable		Q2: 50 End Of Year: 38	Target: 80 Result: 100	Target: 80 Result: 93 Calculation: (13÷14) × 100	Target: 80	Target: 80
Comment	93% of Draft Reports issued have been responded to by Management within the requested 15 working days.						
Service Head: Helen Pugh	Performance status: On target						

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of final reports issued within 10 working days of management responses being received IA/003	Not applicable		Q2: 100 End Of Year: 100	Target: 80 Result: 100	Target: 80 Result: 100 Calculation: (14÷14) × 100	Target: 80	Target: 80
Comment	All Final Reports have been issued within 10 working days of the management responses being received.						
Service Head: Helen Pugh			Performance status: On target				

Theme: 5.Core Business Enablers
Sub-theme: 5h - People Management

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people that would recommend the Council as an employer (Annual Employee Engagement survey) (Average Index Score) 1.3.4.8	Not applicable		New measure	--	--	--	Target: 1.10 Result: 1.10
Comment	This is an excellent result as it achieved the set target and improved on last year.						
Remedial Action	We will continue to promote the benefits of working for us which are key contributors to being a good employer.						
Service Head: Paul R Thomas			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers
Sub-theme: 5h - People Management

Action	16472	Target date	31/03/2024
Action promised	Conduct an annual employee engagement survey.		
Comment	The second annual employee engagement survey closed on 21 July. The results have been analysed and the report is being considered by CMT on 28 September. It is pleasing to note that all the indicators have improved when compared to last year's overall results. There are of course departmental variations. The additional comments provided by those that took part have also been analysed and action plans (both corporately and departmentally) will be developed. Communication to all staff of the overall results will be provided during November. Departments will take responsibility for communicating their own results and action plans.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16473	Target date	31/03/2024
Action promised	Further improve internal communications by developing a new Internal Communications Strategy		
Comment	A document titled "Improving Internal Communication" was considered and approved by the Transformation Board in September. This document outlined all the mechanisms that are currently being used to support effective communication and detailed the roles that Leaders, Managers and Individuals have in supporting effective communication. This document will form part of a wider Corporate Communications Plan (being developed by the newly appointed Communications and Engagement Manager, and will also be a feature of the new management development pathways.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16474	Target date	31/03/2024
Action promised	Support services to ensure the management of all Health & Safety risks across the authority.		
Comment	this is an on ongoing piece of work, the H&S professionals will support and review with managers the risk and ensure mitigations are in place to manage the risks		
Service Head: Paul R Thomas		Performance status: On target	
Action	16475	Target date	31/03/2024
Action promised	Develop and implement a health & wellbeing plan and programme to support the health & wellbeing of all our staff as we move through the cost-of-living crisis.		
Comment	This work will be ongoing the wellbeing team work with HR and Comms to promote all the support that is available to our employees and also signpost to external organisations as may be needed.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16476	Target date	31/03/2024
Action promised	Fully roll out new Digital Skills Framework.		
Comment	Skills survey across pilot service area completed and results are used to design skills survey for entire workforce.		
Service Head: Paul R Thomas		Performance status: On target	

Action	16477	Target date	31/03/2024
Action promised	Introduce new competency framework aligned to our core values.		
Comment	Trials have successfully concluded. Framework is currently being re-designed by our graphics department. Launch pack & a how-to-use guide have been drafted and are currently being reviewed and finalised. We expect to take the framework to DMT's in November 2023		
Service Head: Paul R Thomas		Performance status: On target	
Action	16478	Target date	31/03/2024
Action promised	Review the end-to-end induction and on-boarding process including the launch of a new corporate induction.		
Comment	Induction eLearning module has been updated to include Corporate Strategy. Working group to look at relaunch of Corporate Induction due to meet in November with a view to deliver new Induction from early 2024.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16479	Target date	31/03/2024
Action promised	Develop and implement a new Learning & Development Policy		
Comment	Draft has been finalised and consultation has begun. Currently we have consulted with the Transformation Board, Chief Executive's DMT and the Heads of Service Forum. The final policy is due to go to CMT in October.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16480	Target date	31/03/2024
Action promised	Review current appraisal / supervision framework and ensure it is embedded in our management development programme and induction process.		
Comment	The 'One Carmarthenshire – Our Values, Our Behaviours, Our Future' Behaviour framework is nearing completion and due to be launched next month. This will support effective supervision. The Leadership & Management Development Framework will be available from the new year which will support effective supervision		
Service Head: Paul R Thomas		Performance status: On target	
Action	16481	Target date	31/03/2024
Action promised	Complete the implementation of new Staff Recruitment process and system.		
Comment	Phased implementation to commence end of October/early November. Training for managers in process of being rolled out.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16482	Target date	31/03/2024
Action promised	Ensure our Pay Policy for 2023 / 2024 and annual Equal Pay Audit comply with legislation and provide transparency around pay decisions. Separate Pay Policy for Teachers.		
Comment	Pay Policy 23/24 agreed by Full Council in March 2023 and published on Council website. EP audit for 22/23 currently being compiled.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16483	Target date	31/03/2024
Action promised	Look at ways of improving the quality of our workforce equality data and continuously improve the quality of information gathered. (CV102)		
Comment	This work is ongoing. An all staff message was issued via June staff news, encouraging our Employees to complete a voluntary declaration in terms of their Equality profile. We have refreshed content of our Intranet Page, explaining what we do with the data & why it's important. We are in 'Direct Communication' with Employees with no or partial equality data against their Employment record. Ultimately, it's for Employees to voluntarily declare, so we are working to provide them with every opportunity to do so. The data capture is then used to inform Policy development, highlight trends and produce our Workforce Information report as part of the Welsh Government Statutory reporting requirement.		
Service Head: Paul R Thomas		Performance status: On target	
Action	17289	Target date	30/09/2024
Action promised	Further develop existing reward and recognition frameworks that value innovation and creativity		
Comment	Initial consultation has been carried out and a project proposal has been developed.		
Service Head: Paul R Thomas		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers
Sub-theme: 5i - Democratic Services

Action	16484	Target date	31/03/2024
Action promised	Review of the public participation Strategy.		
Comment	CRWG at its meeting held on the 5th April 2023 considered the results of the public engagement exercise and whether there was a need to review the existing Public Participation Strategy. CRWG was of the opinion that the Strategy was fit for purpose and that there was no need to recommend any changes to Council		
Service Head: Linda Rees Jones		Performance status: On target	

Action	16532	Target date	31/03/2024
Action promised	Supporting a pre-decision scrutiny approach to policy development and decision making. CV 107		
Comment	The Authority moved to a pre-decision scrutiny approach in September 2022. The Cabinet Forward Plan is regularly updated and circulated to Cabinet and Scrutiny Chairs and Vice who now have the option to continually review and update their forward plans so that they can feed into any decision at an earlier stage. Democratic Officers are supporting members in this change. Report Authors are reminded that there should be no - non submission reports as the Scrutiny Cttees are entitled to feed in to Cabinet reports in advance.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	16535	Target date	31/03/2024
Action promised	AUDIT WALES: Put in place arrangements for assessing the effectiveness and impact of overview and scrutiny.(CV107)		
Comment	The Scrutiny Chairs and Vice Chairs Forum have agreed a self evaluation questionnaire which will be circulated to all members w/c 11/09/2023. Once the results are known the Authority will commission the WLGGA to facilitate a two part self evaluation workshop.		
Service Head: Linda Rees Jones		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers
Sub-theme: 5j - Policy & Performance

Action	15489	Target date	31/03/2024 (original target 31/03/2023)
Action promised	We will continue to support and monitor the implementation of the 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		
Comment	The Policy Team are working work the Democratic Services Unit to pilot key reports which form part of the forward work programme. This pilot aims to ensure that the IIA digital form is fully connected to the back office information and is easily facilitated by colleagues in DSU.		
Service Head: Jason Jones		Performance status: On target	
Action	16321	Target date	31/03/2024
Action promised	Keep regional partnership working under review, together with local government partners, to ensure they are efficient and work for Carmarthenshire as new Corporate Joint Committee arrangements are introduced. CV112		
Comment	On-going discussion to ensure collaboration between PSB and RPB as well as community safety related partnerships. A number of officers and elected members have contributed to the OECD review of CJC - findings of the review awaited		
Service Head: Jason Jones		Performance status: On target	
Action	16396	Target date	31/03/2024
Action promised	We will align the timescale for producing the Annual Governance Statement with the Statement of Accounts.		
Comment	The Annual Governance Statement process is embedded with the production of the Annual Governance Statement included as an Agenda Item that is discussed and progress is monitored through the Corporate Governance Group. The Annual Governance Statement for 2022/23 was reviewed and endorsed by the Governance and Audit Committee on 14th July 2023.		
Service Head: Helen Pugh		Performance status: On target	
Action	16495	Target date	31/03/2024
Action promised	The Council should explore the options available to share performance information in a more transparent and easily accessible way. This extends to sharing with residents (where possible) how and why financial resources are spent and invested where they are. (From Residents Survey 2022)		
Comment	The analysis of the second year of consultation survey results will be reported to CMT and HOS and a Corporate Action Plan developed.		
Service Head: Jason Jones		Performance status: On target	
Action	16496	Target date	31/03/2024
Action promised	We will implement the Public Services Boards (PSBs) Well-being Plan (2023-28) developing a new delivery framework to ensure progress on the well-being objectives and steps		
Comment	A proposal to establish a number of multi-agency task and finish groups to drive forward the delivery of the next steps identified in the PSB's Well-being Plan will be considered at the PSB's next meeting on 3 October. The Board will discuss and agree the terms of reference for the groups, nominations for representatives from each PSB organisation and consider any contributing projects undertaken by the Member organisations.		
Service Head: Jason Jones		Performance status: On target	

Theme: 5.Core Business Enablers
Sub-theme: 5k - Electoral Services & Civil Registration

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Priority Service certificates (i.e. births and deaths) issued within 24 hours CivilReg/004	Not applicable		Q2: 100.0 End Of Year: 98.2	Target: 100.0 Result: 100.0	Target: 100.0 Result: 100.0	Target: 100.0	Target: 100.0
Service Head: Amanda Edwards			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5k - Electoral Services & Civil Registration			
Action	16453	Target date	31/03/2024
Action promised	To administer and work with our stakeholders in delivering the Civil Partnerships, Marriages and Deaths (Registration etc. Act 2019		
Comment	We continue to work with stakeholders such as Coroner Office, Medical Examiners and Mortuary Services. We will hold a meeting in the near future with Funeral Directors and hope for one of the Registrars to have work experience at the Coroners' Office.		
Service Head:	Amanda Edwards	Performance status:	On target
Action	16458	Target date	31/03/2024
Action promised	We will publish and maintain an accurate and legally compliant Electoral Register and maximise registration for target groups within the County.		
Comment	We are in the process of updating the Register of Electors. Have promoted this current update on our Council Facebook page and on our Web pages. Will continue to update the Register and possibly carry out another exercise early February if budget allows.		
Service Head:	Amanda Edwards	Performance status:	On target

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5l - Estates & Asset Management			
Action	16352	Target date	31/03/2024
Action promised	A Rural Estate strategy will be prepared to support the efficient management of the estate and to maximise the opportunities available to support our corporate wellbeing objectives. (CV80)		
Comment	Draft Rural Estate Plan currently in draft. Research currently being carried out on Farming Practices and Constraints within the Rural sector.		
Service Head:	Jason Jones	Performance status:	On target
Action	17290	Target date	31/03/2024
Action promised	A new Rural Estate Plan will be drafted over the next 12 months to highlight the extent and performance of the current portfolio, together with the key issues and future strategy of the Estate to enable the Council to maximise the opportunities available to support its well-being objectives		
Comment	Draft Rural Estate Plan currently in draft. Research currently being carried out on Farming Practices and Constraints within the Rural sector.		
Service Head:	Jason Jones	Performance status:	On target

Theme: 5.Core Business Enablers							
Sub-theme: 5m - Risk Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of motor vehicle incidents reported to Risk Management within 5 working days RM/001	Not applicable		Q2: 57 End Of Year: 49	Target: 40 Result: 44	Target: 40 Result: 51	Target: 40	Target: 40
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of departmental reports returned to Risk Management within 15 days from request RM/002	Not applicable		Q2: 55 End Of Year: 66	Target: 50 Result: 78	Target: 50 Result: 71	Target: 50	Target: 50
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of motor claims reports provided by risk management within 7 working days RM/003	Not applicable		Q2: 100 End Of Year: 100	Target: 80 Result: 100	Target: 80 Result: 98	Target: 80	Target: 80
Service Head: Helen Pugh			Performance status: On target				

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of liability claims reports provided by risk management to insurers within 10 working days RM/004	Not applicable		Q2: 97 End Of Year: 95	Target: 80 Result: 91	Target: 80 Result: 88 Calculation: (50÷57) × 100	Target: 80	Target: 80
Service Head: Helen Pugh			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5m - Risk Management			
Action	15292	Target date	31/03/2024 (original target 31/03/2023)
Action promised	We will address the recommendation or proposals for improvement arising from Wales Audit Office review of Risk Management arrangements		
Comment	Risk Management Action Plan for Improvement is in place and monitors progress on WAO, Internal Audit and TIC recommendations. This is being monitored and updates reported to Head of Revenues & Financial Compliance.		
Service Head: Helen Pugh		Performance status: On target	
Action	16398	Target date	31/03/2024
Action promised	We will maintain an effective insurance programme and manage claims in a timely manner		
Comment	Renewal of the Council`s insurance portfolio was completed by 29th June 2023. All policies renewed for 12 months up to and including 29th June 2024.		
Service Head: Helen Pugh		Performance status: On target	

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)							
Sub-theme: WBO2a - Thematic Priority: Tackling Poverty							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q2: 4.43 End Of Year: 3.62	Target: 4.00 Result: 3.55	Target: 4.00 Result: 3.76 Calculation: 158252÷42084	Target: 4.00	Target: 4.00
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q2: 96.73 End Of Year: 97.69	Target: 92.50 Result: 97.37	Target: 92.50 Result: 96.14 Calculation: (299÷311) × 100	Target: 93.00	Target: 95.00
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of individuals supported through Council employability schemes to earn a real living wage EconD/023	Not applicable		Q2: 93 End Of Year: 204	Target: 20 Result: 31	Target: 50 Result: 60	Target: 70	Target: 200
Service Head: Jason Jones			Performance status: On target				

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of jobs created through Community Benefits in our construction projects (21st Century School programme, housing & regeneration projects) CP/002	Not applicable		Q2: 27 End Of Year: 43	Target: 15 Result: 20	Target: 30 Result: 31	Target: 45	Target: 60
Comment	Figures reported on new jobs for Ysgol Pembrey, Pentre Awel Zone 1, and Cross hands Plot 3 East.						
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of STEM pupil engagements (Science, Technology, Engineering & Maths) through Community Benefits in our Construction Projects (21st Century School programme, Housing & Regen Projects) CP/003	Not applicable		Q2: 1572 End Of Year: 2360	Target: 405 Result: 1043	Target: 810 Result: 1732	Target: 1215	Target: 1622
Comment	Figures delivered through the following projects - Education; Ysgol Pembrey (TRJ) and Economic Development Projects; Pentre Awel Zone 1 (Bouygues) and Cross hands Plot 3 East (Andrew Scott).						
Service Head: Helen Pugh			Performance status: On target				

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3b - Thematic Priority: Decarbonisation & Nature Emergency

Action	16491	Target date	31/03/2024
Action promised	Strategic Land Use Group – complete high-level review of CCC land holdings		
Comment	Review in progress. Programme to be the subject of Cabinet Report in November.Meetings scheduled to conclude high level consideration of Authority` s land holdings by target date.		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion

Action	15493	Target date	31/03/2024 (original target 31/03/2023)
Action promised	We will ensure that we embed any relevant recommendations from the Equalities & Diversity (Black Asian Minority Ethnic) Task & Finish Group into the Council's Strategic Equality Plan.		
Comment	The revision of the Strategic Equality Plan is underway and a revised strategy will need to be approved and published by 1 April 2024. This is a timely opportunity to embed the recommendations and cross-reference with the Anti-Racist Wales Action Plan.		
Service Head: Jason Jones		Performance status: On target	
Action	16267	Target date	31/03/2024
Action promised	Increase the utilisation of school facilities for community use outside of teaching hours. (CV5)		
Comment	We continue to invest in schools to ensure that they can safely and effectively open to the community outside traditional school hours via the Welsh Government Opening Schools to the Community Grant. Our new school designs aspire to provide integrated community spaces to encourage use of its facilities outside traditional school hours.		
Service Head: Simon Davies		Performance status: On target	
Action	16305	Target date	31/03/2024
Action promised	To work with relevant groups to promote the council as an employer across all communities including within the Black, Asian and Minority Ethnic community. CV99		
Comment	This work is ongoing with new recruitment system implementation commencing October onwards and development of recruitment webpages and recruitment strategy ongoing.		
Service Head: Paul R Thomas		Performance status: On target	

Action	16306	Target date	31/03/2024
Action promised	Work with the Public Services Board to drive community engagement and good practice in relation to recruitment from Black, Asian and Minority Ethnic communities.CV100		
Comment	As part of the delivery of the Well-being Plan, we will continue to work with Co-production Wales as part of the Dewi project to involve our seldom heard communities. The PSB has adopted a Task and Finish approach in order to progress the Well-being Objectives and as part of those groups, we will consider opportunities to improve our community engagement.		
Service Head: Jason Jones		Performance status: On target	
Action	16307	Target date	31/03/2024
Action promised	To work with relevant external groups, to improve representation and signposting for Black, Asian and Minority Ethnic communities on the Council's website. CV101		
Comment	We will be working closely with the Llanelli Multicultural Network to build information and content for the Council's website and looking at the Languages in which the information is needed.		
Service Head: Jason Jones		Performance status: On target	
Action	16308	Target date	31/03/2024
Action promised	Ensuring that Carmarthenshire County Council is a diverse and inclusive organisation. CV101		
Comment	In previous Strategic Equality Plans, we have had specific Equality Objectives in terms of our role as an employer and the importance of an inclusive workplace. As part of the revision work of the SEP for 2024-28, we will prepare an update Objective, which will link closely to the Workforce Strategy and Being and Employer of Choice.		
Service Head: Jason Jones		Performance status: On target	
Action	16309	Target date	31/03/2024
Action promised	Develop focused training for Members on areas relating specifically to equality, diversity, and equity, to be included within Code of Conduct training. CV106		
Comment	Arrangements are in progress for the WLGA to deliver `Anti Racism` training to Elected Members		
Service Head: Paul R Thomas		Performance status: On target	
Action	16310	Target date	31/03/2024
Action promised	Support the implementation of the Anti-Racist Wales Action Plan. CV87		
Comment	Welsh Government published an Anti-Racist Action Plan for Wales in June 2022. The vision is to eradicate Racism in Wales by 2030. The Plan includes key areas of work such as Education, Housing and Leadership. As part of our review of the Strategic Equality Plan, we will embed key actions into the work from 2024-28. The Housing Division will be working with Tai Pawb, who have been commissioned by Welsh Government to offer practical support and guidance on the ARWAP to all Councils in Wales.		
Service Head: Jason Jones		Performance status: On target	
Action	16311	Target date	30/03/2024
Action promised	Support campaigns to strengthen the rights of disabled people and tackle the inequalities they continue to face. CV88		
Comment	We will now be working with CAVS to identify key stakeholders and groups to strengthen the Carmarthenshire Disability Partnership. This partnership is chaired by Cllr. Jane Tremlett. Following this work, we will look to develop a calendar of campaigns in order to strengthen the rights of disabled people. We will also work with Welsh Government through the all-Wales Disability Action Plan.		
Service Head: Jason Jones		Performance status: On target	
Action	16312	Target date	31/03/2024
Action promised	Support the publication of the Welsh Government LGBTQ+ Action Plan. CV89		
Comment	As part of the review of the Strategic Equality Plan, we will incorporate key actions from the Welsh Government LGBTQ+ action plan into our planning work. This will be discussed with the People Management Division to ensure workforce and workplace support and links to current policies and guidance.		
Service Head: Jason Jones		Performance status: On target	
Action	16464	Target date	31/03/2024
Action promised	Review employment safeguarding framework and develop training programme for recruiting managers.		
Comment	Training program is being developed as a bite-size learning option for recruiting managers.		
Service Head: Paul R Thomas		Performance status: On target	

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4a - Organisational Transformation - Overarching

Action	16370	Target date	31/03/2024
Action promised	To develop a Council Transformation Strategy which will provide the strategic framework to support the implementation of a programme of transformation and change across the organisation. (CV111)		
Comment	The Transformation Strategy was approved by Cabinet in April 2023 and 8 Workstreams have been established to deliver the priorities encompassed within the Strategy. Progress updates are provided to the Transformation Board on a quarterly basis and 6 monthly updates will be provided to Cabinet.		
Service Head: Paul R Thomas		Performance status: On target	

Action	16465	Target date	31/03/2024
Action promised	Develop and implement a Transformation Delivery Programme for 2023/24.		
Comment	Following on from the approval of the Council's first Transformation Strategy April, 8 Workstreams were established to deliver the key priorities and projects encompassed within the Strategy. These Workstreams meet on a monthly basis and progress updates are reported to Transformation Board on a quarterly basis.		
Service Head:	Paul R Thomas	Performance status:	On target
Action	16466	Target date	31/03/2024
Action promised	Integrate Transformation activity within departments.		
Comment	A number of the projects included within the Transformation Programme are cross-cutting in nature, and therefore will impact on and/or require the input of the majority of services at some stage. The Transformation Team also attend DMT's to raise awareness of the Programme priorities and the role of departments/services in delivering on these priorities and projects. The agendas/action notes from Transformation Board are also communicated to Heads of Service. Members of staff also have the opportunity to submit ideas for future projects and /or spend time working with the Transformation Team as part of a development opportunity.		
Service Head:	Paul R Thomas	Performance status:	On target
Action	16467	Target date	31/03/2024
Action promised	Develop learning and development initiatives to support the transformation programmes (linked to Leadership & Management pathways).		
Comment	A proposal for a development programme has been drafted and presented to the Transformation Board for consultation		
Service Head:	Paul R Thomas	Performance status:	On target
Action	16468	Target date	31/03/2024
Action promised	Raise awareness of the opportunities for staff to participate in, or lead on, Transformation related projects.		
Comment	used to communicate the opportunity for staff to suggest project ideas and also to spend time working with the Transformation Team to help deliver this project or to work on another corporate/service based project. 12 members of staff who are participating in the Council's Future Leaders Project are also undertaking transformation projects as part of their development programme. All participants in the Council's Graduate Trainee Programme are also offered the opportunity to spend a placement with the Transformation Team as part of the 2 year programme.		
Service Head:	Paul R Thomas	Performance status:	On target

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4b- Organisational Transformation - Efficiencies and Value for Money

Action	16261	Target date	31/03/2024
Action promised	Consider and implement appropriate changes in line with Welsh Government Council Tax reform (CV97)		
Comment	Over the coming months we will be looking to further develop the council tax citizen access module. We will aim to further develop the module to include the development of automated forms making it easier for residents to claim the discounts and exemptions that they are entitled to. It will allow applicants to submit all the information online allowing for a more efficient process and also will allow for further system automation. As part of the council tax reforms there will be a re-valuation in April 2025 and we will be implementing this in line with the requirement of WG.		
Service Head:	Helen Pugh	Performance status:	On target

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4d - Organisational Transformation - Workplace

Action	16355	Target date	30/09/2023
Action promised	Continue to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. (CV108)		
Comment	A series of presentations to all DMT's is taking place to demonstrate available tools to support Departments in their promotion and adoption of agile and hybrid working. This will inform the development of an organisational plan to ensure that authority is able to maximise opportunities presented by technology to deliver smarter ways of working/efficiencies. Staff are also currently being consulted via a Hybrid Working survey which will identify ways in which the authority can better support staff to work in a agile/hybrid way.		
Service Head:	Paul R Thomas	Performance status:	On target

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4e - Organisational Transformation - Workforce

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees (CV104) PAM/044	Not applicable		Q2: 10.6 End Of Year: 15.2	Target: 9.0 Result: 8.9	Target: 10.0 Result: 10.7	Target: 11.0	Target: 12.0
			Calculation: (70 ÷ 6568) × 1000				
Service Head:	Paul R Thomas		Performance status: On target				

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)			
Sub-theme: WBO4e - Organisational Transformation - Workforce			
Action	16357	Target date	31/03/2024
Action promised	Consider the short and long-term capacity of our workforce to deliver the current administration's vision. (CV105)		
Comment	A refreshed toolkit and template for managers to assist them with their workforce planning is available on the intranet. Business Partners are working with DMT's to support them. Directors are encouraged to develop their plans in conjunction with business and budget planning.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16358	Target date	04/12/2023 (original target 30/06/2023)
Action promised	Work to position our recruitment competitively and work towards continuously improving recruitment levels across the organisation. Seeking to understand the steps needed to become the employer of choice in West Wales (CV103)Transformation Strategy - Create a strategy to attract, recruit and retain talent.		
Comment	Information presented to workforce workstream. next steps to be agreed		
Service Head: Paul R Thomas		Performance status: On target	
Action	16469	Target date	31/03/2024
Action promised	Improve opportunities for people to have a say via the development of an online employee participation platform.		
Comment	A proof of concept project within the People Management Division has been established that has tested the functionality of the proposed platform. Evaluation of the pilot is now underway. Once this has concluded a decision will be taken in relation to full implementation		
Service Head: Paul R Thomas		Performance status: On target	
Action	16470	Target date	31/03/2024
Action promised	Further develop a framework for the Council's Leadership and Management framework to support the workforce to transform and deliver.		
Comment	Leadership and Management program is ready to be launched in November 2023. Design of final presentations for launch in progress.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16471	Target date	31/03/2024
Action promised	Fully implement the new Learning Management System to support the provision of targeted Learning & Development interventions that support the strategic aims of the organisation while streamlining processes.		
Comment	<ol style="list-style-type: none"> 1. Contract / Agreement - All 22 LAs [+ WLGA, SCW & NRW] formally agreed to be named on the joint contract via All Wales HRD Network – completed. 2. Procurement – Contract specification finalised pending GCloud13 award – September '23. 3. All Wales Tenant – specification submitted for content and functionality – completed. 4. Prototype – User Acceptance Testing [UAT] environment / system build – ongoing. 5. Test Group – L&D Team – ongoing. 6. Content Creation [Testing] – Key eLearning, Member Development & P&I [pending review] – ongoing. 7. WLGA Digital Skills Fund [Approved] – August '23. 8. Zellis ResourceLink - Integrations Scoping - completed. 		
Service Head: Paul R Thomas		Performance status: On target	
Action	17074	Target date	31/03/2024
Action promised	Implement Future Workforce Programme to encompass graduate, apprenticeship, and work experience opportunities, which are aligned to workforce planning priorities. (CV104)		
Comment	Still reviewing future workforce programme to showcase graduate, apprenticeship and work experience opportunities. Working group has met to discuss possible Career Fairs in schools to promote pathways into the Council with young people.		
Service Head: Paul R Thomas		Performance status: On target	

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)							
Sub-theme: WBO4f - Organisational Transformation - Service Design & Improvement							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online (CV110)	Not applicable		Q2: 51	Target: 54	Target: 54	Target: 55	Target: 56
ICT/003			End Of Year: 53	Result: 54	Result: 57		
Comment	this quarter we have launched several on-line forms and processes. Namely: School Transport - Replacement Buss Pass. Planning Applications Pre-Enquiry Service Form and Schools Essential (PDG Access) Grant Claim Form.						
Service Head: Gareth Jones			Performance status: On target				

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4f - Organisational Transformation - Service Design & Improvement

Action	16334	Target date	31/03/2024
Action promised	Develop solutions to communicate effectively with all staff including frontline staff and ensure corporate brand is consistent across all services reflecting the use of the intranet and readership of staff newsletters etc (CV103)		
Comment	<p>Regular internal e-newsletters continue:</p> <ul style="list-style-type: none"> • Weekly staff e-newsletter • Fortnightly Members e-newsletter • Monthly People Managers e-newsletter • Quarterly update from the Chief Executive. <p>To date the first of six staff roadshows have taken place with the final roadshow being held on November 9. Staff are able to access information and meet staff from across a variety of services, including Learning & Development, Health and Wellbeing, People Management (staff benefits/H&R), IT, Transformation Project, find out more about what we are doing on our Carbon Net Zero journey and learn more about and get support from our Hwb team.</p> <p>Following these six sessions we will evaluate and plan for a further six roadshows between February-April 2024. Continue to work closely with comms colleagues in Communities, Place & Infrastructure and Education departments to share corporate messages and create posters to be placed in locations such as depots, care homes.</p>		
Service Head:	Deina Hockenhill	Performance status:	On target

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4g - Organisational Transformation - Customers & Digital Transformation

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the County Council website M&M/001	Not applicable		Q2: 1689556 End Of Year: 3363214	Target: 1000000 Result: 1133556	Target: 1700000 Result: 2230230	Target: 2450000	Target: 3400000
Service Head: Deina Hockenhill			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of residents requesting a face to face appointment at one of the three main town centre Hwbs (Carmarthen, Llanelli or Ammanford). M&M/004	Not applicable		Q2: 6822 End Of Year: 12795	Target: 2500 Result: 3464	Target: 5000 Result: 7371	Target: 7500	Target: 10000
Service Head: Deina Hockenhill			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average speed to answer calls to the Contact Centre. (minutes and seconds) M&M/006	Not applicable		Q2: 7.44 End Of Year: 6.32	Target: 5.00 Result: 1.26	Target: 5.00 Result: 1.07	Target: 5.00	Target: 5.00
Service Head: Deina Hockenhill			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the staff intranet M&M/008	Not applicable		New measure	Target: 450000 Result: 461464	Target: 900000 Result: 932141	Target: 142500	Target: 1900000
Service Head: Deina Hockenhill			Performance status: On target				

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)			
Sub-theme: WBO4g - Organisational Transformation - Customers & Digital Transformation			
Action	16336	Target date	31/03/2024
Action promised	We will advise and support services in making better use of technology. Working with and supporting web editors within services to improve web content to deliver smarter, efficient service processes, to deliver a better experience for customers. (CV110)		
Comment	<p>During the Second quarter, the corporate website Umbraco upgrade was completed successfully and we have been continually working with services to update their content and to digitalise some of their processes. SPF pages have been updated with the successful projects and are continuing to work with the service to update and add content.</p> <p>Pentre Awel pages are now updated and can add more content on the variety of projects that will happening on the Project.</p> <p>After working with the Skills Hub at The Urdd, we designed a new web page and created a QR code for the page for them to use on their products, so buyers can meet the Crafters. We will be introducing further product crafters soon.</p> <p>We worked with property to design webpages for the sale of St. David's Park and currently working on the pages for Llandeilo Market Hall.</p> <p>Our work continues with HR on the implementation of Oleo and working on the How to Guides content for the Intranet for Users.</p> <p>We monitor daily the feedback and rate this page buttons on the website and make any necessary amendments.</p>		
Service Head: Deina Hockenhuil		Performance status: On target	
Action	16422	Target date	31/03/2024
Action promised	To develop a Corporate Communications Plan that will incorporate internal communications, engagement, digital, advertising, and customer services. This will fall in line with the brand guidelines.		
Comment	We have now successfully appointed a Communications and Engagement Manager and they will start mid October. Developing and delivering the corporate communications plan will be their priority. The first aspect will be to undertake and review the type of plan we wish to create and engage with the services.		
Service Head: Deina Hockenhuil		Performance status: On target	

NO TARGET SET

Theme: 5.Core Business Enablers							
Sub-theme: 5h - People Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of senior management posts filled by women. (CV98) 1.3.2.4	Not applicable		Q2: 25.0 End Of Year: 25.6	Target: NO TARGET Result: 27.9	Target: NO TARGET Result: 28.9 Calculation: (6.5÷22.5) × 100	--	Target: NO TARGET
Service Head: Paul R Thomas				Performance status: N/A			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of local authority employees declaring that they are disabled under the terms of the Equality Act 2010.(CV98) 1.3.4.5	Not applicable		Q2: 11.37 End Of Year: 11.93	Target: NO TARGET Result: 12.31	Target: NO TARGET Result: 12.01 Calculation: (994÷8273.5) × 100	--	Target: NO TARGET
Service Head: Paul R Thomas				Performance status: N/A			

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)							
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of local authority employees from minority ethnic communities (CV98) 1.3.4.4	Not applicable		Q2: 0.85 End Of Year: 0.86	Target: NO TARGET Result: 0.87	Target: NO TARGET Result: 0.91 Calculation: (75.5÷8273.5) × 100	--	Target: NO TARGET
Service Head: Paul R Thomas				Performance status: N/A			