

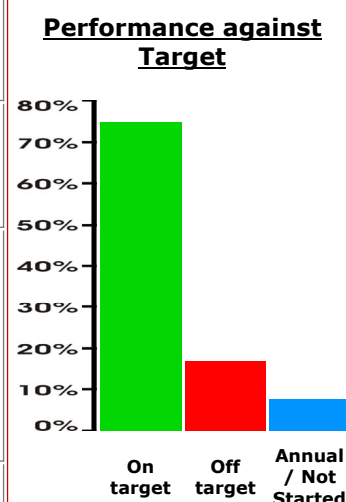
Scrutiny measures & actions full monitoring report Communities, Homes & Regeneration scrutiny - at Half Year 2023/24

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
WBO1.Enabling our children and young people to have the best possible start in life (Start Well)	Actions	2	2	0	0	N/A	0	100%	50%
	Measures	4	1	1	0	0	2	25%	
WBO2.Enabling our residents to live and age well (Live & Age Well)	Actions	21	20	1	0	N/A	0	95%	73%
	Measures	12	4	6	0	0	2	33%	
WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)	Actions	57	54	3	0	N/A	0	95%	77%
	Measures	30	13	11	0	0	6	43%	
WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)	Measures	1	1	0	0	0	0	100%	100%
5.Core Business Enablers	Actions	5	5	0	0	N/A	0	100%	79%
	Measures	9	6	2	0	0	1	67%	
Overall Performance	Actions and Measures	141	106	24	0	0	11	75%	



OFF TARGET

Theme: 5.Core Business Enablers Sub-theme: 5d - Planning							
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 planning applications Validated within 5 days, following payment PLA/015	Not applicable		Q2: 64.7 End Of Year: 63.4	Target: 100.0 Result: 42.0	Target: 100.0 Result: 47.8 Calculation: (409÷855) × 100	Target: 100.0	Target: 100.0
Comment	There has been a slight improvement to 47.8% from 42% in Q1.						
Remedial Action	Process review of the registration/validation of planning applications						
Service Head: Rhodri Griffiths				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
Percentage of planning appeals dismissed PLA/019	Not applicable		Q2: 66.7 End Of Year: 66.7	Target: 75.0 Result: 72.7	Target: 75.0 Result: 60.0 Calculation: (9÷15) × 100	Target: 75.0	Target: 75.0
Comment	Indicator has declined from 72.7% in Q1 to 60% in Q2. Three of the four appeals in Q2 were allowed.						
Remedial Action	Monitor Appeal decisions to identify learning opportunities						
Service Head: Rhodri Griffiths				Performance status: Off target			

Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well) Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention							
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 participations at sport and physical opportunities facilitated by Actif Communities (Participation only) 3.4.2.8	Not applicable		Q2: 73048 End Of Year: 215491	Target: 18994 Result: 11415	Target: 76700 Result: 61086	Target: 131815	Target: 226266
Comment	Progress being made against targets and confident of bringing back on target by year end with additional staffing resource coming back on-line. Poor weather through whole of School Summer holiday period affected numbers with many sessions and events cancelled.						
Remedial Action	Recruitment of vacant post imminent with full complement of staff and programmes set to resume to deliver beyond target by year end.						
Service Head: Ian Jones				Performance status: Off target			

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well) Sub-theme: WBO2b - Service Priority: Housing							
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 Private Sector Empty Homes (6 Months or more) within the county HS-EMP-/002	Not applicable		New measure	Target: 1963 Result: 2017	Target: 1942 Result: 2127	Target: 1921	Target: 1900
Comment	We exceeded our PI target in bringing 79 properties back into use (+7 over target) in Q1 and Q2, which would have reduced the number of properties empty to 1,950 from the start of the year. However, within the reporting period new additional empty properties have been identified due to market conditions, sales stalling and more short term empties (between 6-12 months). The net difference is 184 new properties that have been added to the Council Tax data and further analysis shows that the majority of these properties are delayed in their sales because of the current economic climate. They wouldn't have usually shown on the return and we would have otherwise seen a steady downward trend already.						
	We are going to continue to see fluctuations month on month and whilst we have exceeded our target						

Remedial Action figure by around 10% for properties brought back into use, the overall number of empty homes is not static and will mean we are having to work over and above our targets to ensure we hit the overall target of reducing empty homes within the County to 1,500 by 2026. Enforcement work in Q4, the introduction of the Premium in April 2024 will hopefully drive compliance in an effort to avoid additional charges ahead of time.

Service Head: Jonathan Morgan **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 new additional properties managed by our internal social lettings agency HS-SLA/001	Not applicable		Q2: 4 End Of Year: 8	Target: 5 Result: 1	Target: 15 Result: 2	Target: 30	Target: 40

Comment Whilst achieving the overall target by the end of the year will be difficult and challenging, we have a strong pipeline of properties coming through and that the majority of these will be delivered in Q3,4. The current pipeline includes at least 15 additional units of accommodation, single person and family in areas of high housing need including Carmarthen and some rural market towns.

Remedial Action We are currently piloting different models that will help us develop a strong competitive landlord offer, that wont necessarily match the general private housing market but will provide a good alternative to landlords who want to continue letting but not through self management.

Service Head: Jonathan Morgan **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
Average number of calendar days taken to complete all housing repairs PAM/037	Not applicable		Q2: 7.3 End Of Year: 6.3	Target: 10.0 Result: 20.5	Target: 10.0 Result: 24.0 Calculation: 330307÷13736	Target: 10.0	Target: 10.0

Comment Result is higher than anticipated but this is due to catching up with older pending jobs on the system.

Remedial Action We will continue to monitor performance over the coming months to see if the trend continues going forward. Implement plans and actions recommended through improvement board.

Service Head: Jonathan Fearn **Performance status:** Off target 

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2b - Service Priority: Housing

Action	16432	Target date	31/03/2024
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Action promised We will improve turnaround times and reduce the backlog of repairs, Voids and DFGs and value for money


Comment Progress on procuring the new Property Works Framework has progressed very well, with contactor engagement events being held across the county. The framework specification and lotting structure are nearing completion and the team and officers have attended 2 engagement events with our current Minor Works Framework contactors. Demands on both adaptations and responsive repairs has continued to increase compared to previous years.

While we have slightly increased our operational workforce in both the responsive repairs and the Voids teams, reduced contractor capacity with the current framework continues to be an issue. Proposals for additional staffing to further improve turnover of work have been put forward as part of the wider annual review of the HRA Business Plan.

The number of void properties continues to reduce with 223 voids in hand at 30/09/2023.

Demand for DFGs and Council house adaptations continues to grow significantly and, as a result, the backlog of outstanding work remains high in this area. A revised structure with additional resources enable an effective response to the demand has been proposed and is awaiting approval.





Remedial Action Continue to develop the new Property Works Framework to increase capacity across the division. Monitor the impact of our new operational staff to determine whether further recruitment would be beneficial and cost effective in conjunction with Improvement Board.

Service Head: Jonathan Fearn **Performance status:** Off target 

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2c - Service Priority: Social Care

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 people referred to the National Exercise Referral scheme that attend the initial consultation of the programme (CV23)	Not applicable		Q2: 47.7 End Of Year:	Target: 50.0 Result:	Target: 60.0 Result:	Target: 60.0	Target: 70.0

3.4.2.6		54.5	32.1	37.6			
				Calculation: (289÷768) × 100			
Comment	Progress being made against targets and aiming to bring back on target by year end with additional staffing resource coming back on-line.						
Remedial Action	New NERS Co-ordinator now in post along with return to work of another staff member due to long-term illness. We have introduced a new digital/communication system for booking initial assessments that is being managed centrally. These factors will positively support the volume of assessments of referrals between now and year-end.						
Service Head: Ian Jones				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 average number of calendar days taken to deliver a Disabled Facilities Grant (CV23) PAM/015	Not applicable		Q2: 265 End Of Year: 277	Target: 275 Result: 271	Target: 275 Result: 289 Calculation: 26630÷92	Target: 275	Target: 275
Comment	Demand for adaptations is high, we currently have a backlog of enquiries which is having an adverse effect on the average days to complete adaptations.						
Remedial Action	An officers decision report for additional resource has been submitted and is currently awaiting sign off, this will increase the resource across the team and strengthen our ability to turn around more adaptations and quicker.						
Service Head: Jonathan Fearn				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 average number of calendar days taken to deliver low cost adaptation works (including equipment) in private dwellings where the Disabled Facilities Grant process is not used PSR/006	Not applicable		Q2: 10 End Of Year: 11	Target: 11 Result: 13	Target: 11 Result: 15 Calculation: 10965÷753	Target: 11	Target: 11
Comment	High demand for the service continues resulting in the average number of days to complete low cost adaptations increasing. Clients are having to wait several days longer in order for the works to be undertaken due to volume.						
Remedial Action	Team are working to full capacity, currently there is an Officers Decision Report awaiting sign off for additional handy person officers, this will increase our capacity to carry out more work and reduce the average turn around times.						
Service Head: Jonathan Fearn				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
Direct Jobs created (including jobs accommodated & placed into Jobs) with Regeneration assistance EconD/009	Not applicable		Q2: 360.0 End Of Year: 1350.0	Target: 50.0 Result: 65.0	Target: 175.0 Result: 155.0	Target: 300.0	Target: 858.0
Comment	155 direct jobs created to date via Markets, Bureau, Leader, Workways/STU, Llandeilo Market Hall, CREF, Business Support Town Centre Loans, Carmarthenshire Working and C4W+						
Remedial Action	Initiatives being delivered that will result in delivery of outputs later in year						
Service Head: Jason Jones				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 accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus Programmes.	Not applicable		Q2: 112 End Of Year: 502	Target: 30 Result: 24	Target: 50 Result: 44	Target: 170	Target: 300

EconD/022							
Comment	Personal circumstances some individuals did not attend						
Remedial Action	Courses scheduled for Quarter 3						
Service Head: Jason Jones	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 "major" applications determined within time periods required. (CV61) PLA/009	Not applicable		Q2: 64.7 End Of Year: 72.4	Target: 80.0 Result: 50.0	Target: 80.0 Result: 66.7 Calculation: (10÷15) × 100	Target: 80.0	Target: 80.0
Comment	The result for Q2 alone is 72.7% which increases the cumulative total to 66.7%. The 3 applications determined outside the relevant period during Q2 related to two applications received in 2019 and one received in March 2022. Two were the subject of protracted viability challenges and one was a complex opencast coal application.						
Remedial Action	None proposed						
Service Head: Rhodri Griffiths	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
Average time taken to determine "major" applications in days. (CV61) PLA/010	Not applicable		Q2: 512 End Of Year: 602	Target: 80 Result: 345	Target: 80 Result: 673 Calculation: 10096÷15	Target: 80	Target: 80
Comment	The indicator has increased from 345 days in Q1 to 673 days in Q2. This is reflective of the ongoing need to address the backlog of historic cases. The figure includes an application from 2015, two from 2019, two from 2020, one from 2021 and three from 2022.						
Remedial Action	None proposed						
Service Head: Rhodri Griffiths	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 Statutory pre-application response within the time period required (21 days) PLA/014	Not applicable		Q2: 37.4 End Of Year: 36.9	Target: 85.0 Result: 27.6	Target: 85.0 Result: 55.3 Calculation: (42÷76) × 100	Target: 85.0	Target: 85.0
Comment	Whilst the indicator is significantly below target the result for Q2 alone was 72.3% increasing the cumulative total to 55.3% from 27.6%						
Remedial Action	None proposed						
Service Head: Rhodri Griffiths	Performance status: Off target						

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

Action	16260	Target date	31/03/2027
Action promised	Do everything we can to increase our local procurement spend and upscale above the current 53%. (CV46)		
Comment	In 22/23 our total category supplier spend with Carmarthenshire suppliers was 47% compared to 51% in 21/22. This compares with the average (Welsh) local authority spend within county of 30%. Some of this % change is attributed to an increase in spend in the last financial year on projects which were delivered by suppliers who are based out of County and appointed through a compliant, competitive procurement exercise. 3 of these schemes accounted for an extra spend of almost £16m in 22/23, attributing to the percentage of spend with County Based Suppliers to decrease.		
	<p>This figure is generated from our Spend Analysis system, Atamis, which categorises 'Local' or 'Carmarthenshire' spend purely by the supplier's invoice postcode. There will be a proportion of spend in Carmarthenshire with companies which do not have Carmarthenshire postcodes but do however have satellite offices, depots etc based in Carmarthenshire and/or employees based in Carmarthenshire. With this in mind CPU is working on an additional, classification method to more accurately reflect our spend data to enable us to attribute spend in Carmarthenshire beyond those companies with Carmarthenshire postcodes. This will involve us applying a defined percentage of the spend currently classed as from outside Carmarthenshire but either;</p> <ul style="list-style-type: none"> •The supplier employs the majority of staff working on the contract from within Carmarthenshire, or •The suppliers invoice address is a central office outside of Carmarthenshire but the supplier has a smaller satellite base 		

Remedial Action	<p>within Carmarthenshire, or</p> <ul style="list-style-type: none"> The supplier subcontracts a proportion of the contract to suppliers within Carmarthenshire. <p>This will provide a more realistic view of the Council's spend in Carmarthenshire. Most other Local Authorities have already done this but there is no defined or established common methodology to do so. This is work in progress. Welsh Government and the WLGA accept the invoice address way of measuring local spend does not take into account spend with local suppliers in the supply chain nor employment invested in the County through our contracts and we understand work is on-going to address the differences in reporting across Wales.</p> <p>For the Pentre Awel Zone 1 project, we have worked with the Centre for Local Economies Strategies (CLES) and the main contractor, Bouygues, to pilot a means of collating supply chain spend and tracking main contractor and sub-contractor locations. This is additional data reporting to that collated for the Welsh Government Community Benefits Measurement Tool requirement and aims to track the spend which circulates in the local economy.</p> <p>The Corporate Procurement Unit, working with colleagues in Economic Development on future tender exercises looks to promote opportunities to local businesses who might be interested in tendering, putting in place support as required to encourage them to bid for work.</p>
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Service Head: Helen Pugh	Performance status: Off target	
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Action	16343	Target date	31/03/2025
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Action promised	Under the Shared Prosperity Fund Sir Gar Business Engagement Project, encourage local businesses to apply for Carmarthenshire contracts by highlighting opportunities for spend in county, promoting the Think Carmarthenshire First initiative, developing inter trading and delivering progressive procurement initiative (CV35)
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Comment	Three team members have now been recruited and are in post. Those members of the team are now finalising the delivery plan for the project with a view to commencing in October 23. The team are now working with procurement to develop opportunities for businesses.
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Remedial Action	Complete and implement delivery plan that will run from October 23 to December 24.
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Service Head: Jason Jones	Performance status: Off target	
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Action	16346	Target date	31/03/2025
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Action promised	Deliver the Levelling Up funded "Carmarthen Hwb" by redeveloping the former Debenhams store. (CV35)
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Comment	Having reached RIBA design stage 4 and cost certainty, revisions to the designs have had to be made to accommodate required changes to end use of Museum and Hywel Dda areas of the building. The required revisions will take a further three months to complete and it is now expected to commence construction early in 2024 with completion scheduled for Spring 2025
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Remedial Action	A revised design and construction programme has been provided by the contractor and discussions will need to take place with funders and partners to ensure that the project is delivered within the required timeframes issued by the funders.
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Service Head: Jason Jones	Performance status: Off target	
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Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3b - Thematic Priority: Decarbonisation & Nature Emergency


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 Planning Ecology responses made to planning consultations within 21 days PLA/020	Not applicable		Q2: 72.6 End Of Year: 75.6	Target: 85.0 Result: 77.6	Target: 85.0 Result: 74.8 Calculation: (341÷456) × 100	Target: 85.0	Target: 85.0
Comment	74.8% responses have been made within the target period. Q2 saw a 9% increase in ecology consultations received, the highest in any recent quarter, (84% of all planning applications). In Q.2 295 ecology responses were made compared with 229 in Q1, an increase of 28%, the highest number made in any quarter.						
Remedial Action	We will continue to provide training to new Development Managers to ensure only appropriate request for ecology advice are made, and we will provide training to developers to improve the quality of ecological information submitted, as this is often inadequate.						
Service Head: Rhodri Griffiths	Performance status: Off target						


Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3c - Thematic Priority: Welsh Language & Culture


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 Built Heritage responses made to planning consultations within 21 days PLA/026	Not applicable		New measure	Target: 100.0 Result: 58.8	Target: 100.0 Result: 68.2 Calculation: (45÷66) × 100	Target: 100.0	Target: 100.0
Comment	Of the 7 off target 4 were for dual applications, where the concurrent Listed Building consultation would not have been completed so comment on the related Planning App could not have been made within target. Remaining 3 had Develop Manager and agent iteration/site visits which caused delay.						

Remedial Action	The reporting procedure will be reviewed at the end of the year to either remove dual apps from the process or extend the consultation period for dual apps. Improved comms with DMs or Agent directly, and better use of REGConsultations will record a response so the consultation clock is stopped! Site visits need to be undertaken more promptly. This is not a capacity issue
Service Head: Rhodri Griffiths	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
Average time taken to take positive planning enforcement action PLA/022	Not applicable		Q2: 178 End Of Year: 211	Target: 180 Result: 298	Target: 180 Result: 338 Calculation: 29080÷86	Target: 180	Target: 180
Comment	Backlog cases – the number of cases increased during the pandemic as officers were unable to conduct site visits to investigate if unauthorised development / activities had taken place. By the time some of these cases were reviewed, considerable time may have passed before positive action is taken. As these historic cases are closed, they continue to skew the positive action average. However, we have cleared 755 backlog cases in the last 18 months in addition to cases arising in that time period.						
Remedial Action	The service will continue to focus on reducing the backlog of cases to improve on the average time taken.						
Service Head: Rhodri Griffiths	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 Planning Enforcement complaints replied to within 5 working days of receipt PLA/023	Not applicable		Q2: 92.9 End Of Year: 93.8	Target: 100.0 Result: 93.0	Target: 100.0 Result: 95.2 Calculation: (296÷311) × 100	Target: 100.0	Target: 100.0
Comment	Reasons for PI not being met have been identified and measures have been put in place to minimise delays. This has improved over Quarter 1 so new measures are starting to become effective but further improvement required to meet 100% target. The measure has seen continuous improvement over the last 18 months, from 90.9% to 95.2%						
Remedial Action	Please see comment.						
Service Head: Rhodri Griffiths	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 'Positive Action' taken on planning enforcement cases where action has been deemed expedient within 180 days of the 'investigation date' PLA/027	Not applicable		New measure	Target: 80.0 Result: 63.4	Target: 80.0 Result: 59.3 Calculation: (51÷86) × 100	Target: 80.0	Target: 80.0
Comment	The figure reflects the continuation of clearing the older cases as well as handing new ones. There was a delay in the new officer starting but now in post so the county has been split into smaller areas which will aid speed of action. Vast majority of new cases are being completed within the time and the % of planning enforcement cases investigate within 84 days is achieving an above target result of 84.4%. The service continues to reduce the number of older cases from 76 at end of qtr.1 2022 to 18 at end of qtr.2 2023						
Remedial Action	Please see comment.						
Service Head: Rhodri Griffiths	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 Complainants notified in writing within 5 working days of a decision being made to close an enforcement	Not applicable		New measure	Target: 100.0	Target: 100.0	Target: 100.0	Target: 100.0

investigation. PLA/028		Result: 94.3	Result: 95.4	Calculation: (226÷237) × 100
Comment	Reasons for PI not being met have been identified and measures have been put in place in terms of training in order to minimise delays. This has improved over Quarter 1 so new measures are starting to become effective but further improvement are required to meet 100% target. However, the measure is improving with 226 of the 237 complainants being notified within the time.			
Remedial Action	Please see comment.			
Service Head: Rhodri Griffiths	Performance status: Off target			

ON TARGET ETC.

Theme: 5.Core Business Enablers							
Sub-theme: 5d - Planning							
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 Minor planning applications determined within 8 weeks or within Extension Of Time agreed PLA/011	90.3	81.9	Q2: 86.5 End Of Year: 85.5	Target: 80.0 Result: 87.2	Target: 80.0 Result: 85.7 Calculation: (227÷265) × 100	Target: 80.0	Target: 80.0
Comment	Slight decline from the 87.2% achieved in Q1 but still on target						
Service Head: Rhodri Griffiths			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 householder planning applications determined within 8 weeks or Extension of Time agreed PLA/012	96.1	92.6	Q2: 95.6 End Of Year: 94.7	Target: 90.0 Result: 91.2	Target: 90.0 Result: 92.6 Calculation: (200÷216) × 100	Target: 90.0	Target: 90.0
Comment	Indicator improved from Q1 to Q2 and exceeds target						
Service Head: Rhodri Griffiths			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 Building Control Recommendations Made and Contact with Applicant / Agent within 21 days. PLA/016	Not applicable		Q2: 82.4 End Of Year: 83.1	Target: 75.0 Result: 93.9	Target: 75.0 Result: 92.6 Calculation: (100÷108) × 100	Target: 75.0	Target: 75.0
Comment	During Q2 we saw an increase in the number of applications and the effects of one of our Plan vetting teams retirement. We also experienced both of our plan vetting team taking annual leave over this period of time too. However based on least years figures there is an improvement and nationally based on the minimum figure of 75% we are still performing over the minimum requirements for all local authorities in England and Wales						
Remedial Action	Please see comment.						
Service Head: Rhodri Griffiths			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 Building Control decisions taken within 6 weeks PLA/017	Not applicable		Q2: 95.2 End Of Year: 93.0	Target: 75.0 Result: 96.1	Target: 75.0 Result: 90.9 Calculation: (100÷110) × 100	Target: 75.0	Target: 75.0
Comment	During Q2 we saw an increase in the number of applications and the effects of one of our Plan vetting teams retirement. We also experienced both of our plan vetting team taking annual leave over this period of time too. However based on least years figures there is an improvement and nationally based on the minimum figure of 75% we are still performing over the minimum requirements for all local authorities in England and Wales.						
Remedial Action	Please see comment.						
Service Head: Rhodri Griffiths			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

	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	Year
Percentage of all planning applications determined in time PLA/018	93.8	87.1	Q2: 89.1 End Of Year: 89.0	Target: 85.0 Result: 89.1	Target: 85.0 Result: 88.1 Calculation: (635 ÷ 721) × 100	Target: 85.0	Target: 85.0
Comment	Indicator has declined slightly from 89.1% to 88.1% but still above target						
Service Head: Rhodri Griffiths			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 `Other` planning applications determined within 8 weeks or within Extension of Time agreed. PLA/024	Not applicable		New measure	Target: 80.0 Result: 90.5	Target: 80.0 Result: 88.0 Calculation: (198 ÷ 225) × 100	Target: 80.0	Target: 80.0
Comment	Indicator declined slightly from 90.5% to 88% but still above target						
Service Head: Rhodri Griffiths			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers

Sub-theme: 5d - Planning

Action	16545	Target date	30/04/2024
Action promised	To implement a Street Naming & Numbering Policy that will provide a framework to operate the Street Naming and Property Numbering function effectively and efficiently for the benefit of Carmarthenshire residents, emergency services, businesses, and visitors.		
Comment	<p>The Street Naming and Numbering Policy was presented as an item at the Council meeting on 21 June 2023. The Council was informed that the Cabinet at its meeting held on the 22 May 2023 had considered a report on the adoption of a Street Naming and Property Numbering Policy for Carmarthenshire, following consultation on the draft policy considered by Council on the 28 September 2022. It was noted that six responses had been received to the consultation, none of which, required a specific amendment to be made to the draft policy.</p> <p>The Cabinet resolved that the Draft Street Naming and Numbering Policy be adopted. The Street Naming and Numbering webpage has been updated accordingly to include the new policy for viewing or downloading.</p>		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	16546	Target date	31/12/2023 (original target 31/07/2024)
Action promised	Improve customer experience of the planning applications public register to rationalise information for better understanding and easier access to documents for viewing online		
Comment	<p>The major improvements are dependent on the core system upgrade taking place first. This was implemented in mid September that included a number of after go-live activities.</p> <p>The next step will be to discuss a programme of works and resources with Arcus to deliver the public register upgrade.</p>		
Service Head: Rhodri Griffiths		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers

Sub-theme: 5j - Policy & Performance

Action	16418	Target date	31/03/2024
Action promised	We will ensure that the Council facilitates an on-going discussion with interested parties and stakeholders to ensure delivery and further development of the Council's rural affairs strategy, working in a multi-agency and multi-sector way. MFR-54		
Comment	Next meeting of the Fforwm Amaeth scheduled for 25 October. On-going engagement with key stakeholders from agri sector on matters relating to food strategy; phosphates; planning; Welsh language have been held - led by the Cabinet Member for rural affairs		
Service Head: Jason Jones		Performance status: On target	
Action	16419	Target date	31/03/2024
Action promised	We will lobby Welsh Government and other national agencies to improve understanding of the challenges, pressures and logistics of planning and providing services in a rural community and to revisit its definition of deprivation to better reflect issues relating to rurality. MFR-55		
Comment	This is done on an on-going basis through various channels as they arise be that any WG working groups and engagement fora, WLGA networks and meetings, direct briefings with WG officials and ministers		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers

Sub-theme: 5n - Business Support

Action	16547	Target date	31/03/2024
Action promised	Improve web content relating to Planning Applications and the Enforcement Statement to improve customer understanding and experience of the process flow		
Comment	We have completed the draft of the new planning application webpage in it`s new format. We have now shared with the Development Management Team to ask them to review the content and share any feedback by the 29th Sep.		
Service Head: Jackie Edwards		Performance status: On target	

Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)							
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention							
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 of households successfully prevented from becoming homeless (CV33) PAM/012	61.5	53.0	Q2: 63.5 End Of Year: 71.6	Target: 65.0 Result: 67.2	Target: 68.0 Result: 69.4 Calculation: (150÷216) x 100	Target: 70.0	Target: 72.0
Comment	The good performance has been achieved through a number of factors including the creation of the Housing Hwb Team, changes to operational practices, the direct allocation of homes to people in greatest need through the adoption of the Emergency Allocations Policy, and additional WG grant funding.						
Service Head: Jonathan Morgan				Performance status: On target			

ACTIONS - Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)			
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention			
Action	16431	Target date	31/03/2025
Action promised	We will deliver plans for a new Hub for the community at Tyisha providing recreational facilities, learning and development and supporting children and young people across the ward area.		
Comment	Feasibility Study completed and deliver of the Hub will be progressed as part of the wider Tyisha development once a development partner has been selected.		
Service Head: Jonathan Fearn		Performance status: On target	

ACTIONS - Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)			
Sub-theme: WBO1b - Service Priority: Early years			
Action	16782	Target date	31/03/2024
Action promised	We will develop a new schools and community aquatics plan for the County		
Comment	Both plans are in development phases, working with Education colleagues, both DMT`s. Councillor forums (Scrutiny and Exec Board) and CMT in order to align to corporate ambitions. Final plans will link to work of Scrutiny T&F review on childhood obesity, scheduled for completion before 31/3/24		
Service Head: Ian Jones		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
Number of Hwb adviser referrals for customers requiring help and guidance with cost of living. M&M/009	Not applicable		New measure	Target: 450 Result: 434	Target: 900 Result: 999	Target: 1350	Target: 1800
Service Head: Deina Hockenhull				Performance status: On target			

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)			
Sub-theme: WBO2a - Thematic Priority: Tackling Poverty			
Action	16255	Target date	31/03/2027
Action promised	Consider the greater use of the additional powers afforded by Welsh Government to tackle the second homes crisis. (CV31)		
Comment	<p>whilst supporting the cabinet vision statement of Consider the greater use of the additional powers afforded by Welsh Government to tackle the second home crisis. The Council has determined that it will use its discretionary powers to charge a premium on second homes and long-term empty properties as follows:</p> <ul style="list-style-type: none"> • A premium of 50% will be charged in 2024/25 on second homes with a view to increasing the premium to 100% from 1.4.25 • On long term empties 50% premium will be charged for properties empty for more than 1 year and less than 2 years, 100% for 2 to 5 years and 200% for properties empty over 5 years. <p>There is a benefit in introducing premiums including bringing long term empty properties back into use and supporting the</p>		

	Council's supply of affordable housing, thereby enhancing the sustainability of local communities. By reducing the number of empty properties, it is expected that there will be less need to build new properties, thus utilising less green space and the associated carbon footprint of the new build, therefore having a positive impact on climate and nature. There is a financial benefit to the Council of introducing premiums as they will generate additional income which could fund increased empty home monitoring and activity within Housing Options and Advice Team or be used for other council services in general.	
Service Head:	Helen Pugh	Performance status: On target
Action	16298	Target date 30/04/2023
Action promised	Appoint a Cabinet Member to lead on the Tackling Poverty Agenda. CV-92	
Comment	Cllr Linda Davies Evans has been confirmed as the lead Cabinet member for Tackling Poverty	
Service Head:	Jason Jones	Performance status: On target
Action	16299	Target date 30/04/2023
Action promised	Review the Terms of Reference of the Tackling Poverty Advisory Panel to ensure that they have the necessary scope to undertake a review of the work required in relation to Tackling Poverty. CV-93	
Comment	Terms of Reference reviewed and Panel has been meeting every 6-8 weeks as the Council worked towards agreeing its Tackling Poverty Plan and supporting response to the Cost of Living crisis	
Service Head:	Jason Jones	Performance status: On target
Action	16300	Target date 30/04/2023
Action promised	Request that the Tackling Poverty Advisory Panel immediately begins an additional strand of work in relation to the current cost of living crisis.CV-94	
Comment	Cost of living response is embedded into the Advisory Panel remit and has been contributing to this planning and response. In addition, a Head of Service Officer Working Group has been established to ensure the Council provides a holistic response to the Cost of Living crisis	
Service Head:	Jason Jones	Performance status: On target
Action	16323	Target date 31/03/2024
Action promised	To establish rural HWB centres across the County's rural market towns that provide access to services, information, and support to rural residents (SPF - Share Prosperity Funding) (CV94)	
Comment	Rural Hwb Supervisor and 4 Rural Hwb Advisors appointed and commenced duties. Locations at each rural market Town identified and Hwb service delivered at each from 18.09.23. Will continue to monitor and review locations, frequency of visits, take up etc. and revise if necessary.	
Service Head:	Deina Hockenhull	Performance status: On target
Action	16324	Target date 31/03/2024
Action promised	Enhance and work closely with partner organisations in supporting customers with the cost of living as part of the Council's tackling poverty agenda (CV95)	
Comment	<p>How we communicate with partners and understand each others roles in supporting customers with the cost of living has improved immensely during the last 12months. In addition to communicating regularly with around 25 partners the following following partners also take advantage of the opportunity to attend the Hwbs on a regular basis:</p> <p>CAB Wallich Llanelli Dyfed Powys Police Llanelli Connecting Carmarthenshire Dwr Cymru Carers Trust SSAFA MAWW Fire Service</p> <p>The following partners have shown an interest in attending the Hwbs and will start attending shortly:</p> <p>The Bond Scheme Planed Age Cymru Domestic Abuse Dementia Friendly</p>	
Service Head:	Deina Hockenhull	Performance status: On target
Action	16325	Target date 31/03/2024
Action promised	As part of the Tackling Poverty Agenda and Cost of living campaign, we will promote all new funding availability and support (CV92,93)	
Comment	<p>Marketing & Media continue to promote the range of cost of living support available to residents.</p> <p>Following on from the cost of living leaflets inserted into every council tax bill in March, this content was re-developed to provide information on the help, support and advice that someone may need when registering a birth or death in Carmarthenshire. This information is now provided by the Council's Registrars Service with every birth and death registered. This includes the advice and support available from our Hwb Advisors in person, on the phone as well as contact details for the support offered by partner organisations such as the Family Information Service and Age Cymru.</p> <p>In addition, schemes to support families during the summer holidays were also promoted using press releases, social media, the Council's website and various newsletters. This included:</p> <ul style="list-style-type: none"> • The Welsh Local Government Association's Food and Fun programme, a school-based education programme, run over the school summer holidays, that provides healthy meals, nutrition, education, physical activity and enrichment sessions to schools that have 16% or greater Free School Meal Eligibility. • The Summer Reading Challenge encourages children between the ages of 5 - 14-year-olds to read throughout the summer holidays. Children that attended the Summer Reading Challenge activities were provided with two activities, breakfast and lunch 	

for three days a week throughout the Summer holidays.

- Fit, Fed and Fun in partnership with the Scarlets was supported by the Council`s Actif Community Sport Coaches and was open to children in school years three to six.

- Open Access Play sessions were provided by the Council through the delivery of Welsh Government`s Playworks Holiday Grant which People Speak Up were commissioned to deliver. The provision was delivered in areas where there was an identified need and all sessions were bilingual, encouraging families to create a positive approach to play. Health snacks were also provided.

Promotion of the PDG grant also continued, encouraging parents to make use of this in the run up to the new school year.

Service Head: Deina Hockenull		Performance status: On target	
Action	16353	Target date	31/03/2024
Action promised	Work with Welsh Government, Public Service partners and Trade Unions in further progressing the Real Living Wage agenda. (CV109)		
Comment	<ul style="list-style-type: none"> • As an Employer, we pay the Foundation Living Wage, so we are working with Procurement Colleagues to establish the far-reaching implications of becoming an accredited Real Living Wage Employer. • A series of Work Model Options has already been presented to the Pay Policy Advisory Panel and County Council, and a commitment has been given to explore what pay model options can be applied to assist with improving pay for our lowest paid. • The Foundation Living wage rate will be announced in November 23, and meetings have already been arranged between PMP and Finance to explore the finance impact of becoming a registered Real Living Wage Employer, as part of this Autumn`s Budget preparations. • The Trade Unions are included in the deliberations, although their aspirations collectively are to pay a minimum of £15.00per hour. 		
Service Head: Paul R Thomas		Performance status: On target	
Action	16389	Target date	31/03/2024
Action promised	We will implement and update the Tackling Poverty Plan to respond to the current challenges faced by residents and communities.		
Comment	Tackling Poverty Advisory Panel meeting held on the 25 September where the action plan was considered. Agreed to embed actions into business plans for future monitoring.		
Service Head: Jason Jones		Performance status: On target	
Action	16390	Target date	31/03/2024
Action promised	We will contribute to tackling poverty within Carmarthenshire by supporting families to claim all the financial support they are entitled		
Comment	We continue to support families to claim all the support they are entitled and actively pursue information to enable Housing Benefit and Council Tax Reduction Scheme claims to be processes as quickly as possible. We ensure we promote Discretionary Housing Payments and also actively encourage take up and work closely with the Housing department and housing associations. An extra £100k over the 2 years from 1.4.22 has been allocated to the DHP fund via the cost of loving discretionary scheme. In addition, we will undertake the relevant sign posting and referrals to ensure that families receive the relevant advice and support. We are also working closely with colleagues in the housing team to ensure the relevant referrals are made for applications for the homeless prevent grant payments, which is an additional discretionary fund administered by the housing team. Our Personal Budgeting Support Officer is undertaking pro active work for those falling into arrears with their Council Tax and he is working closely with the Budgeting officer in the Hwb and the Hwb advisors.		
Service Head: Helen Pugh		Performance status: On target	
Action	16391	Target date	31/03/2024
Action promised	We will continue to administer grants and payments on behalf of the Welsh Government & Central Government such as cost of living grant, business grants and winter fuel grants		
Comment	All WG grants have now closed.		
Service Head: Helen Pugh		Performance status: On target	

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2b - Service Priority: Housing

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 private sector empty properties returned to use through direct intervention (CV34) HS-EMP/001	Not applicable		New measure	Target: 30 Result: 50	Target: 70 Result: 79	Target: 118	Target: 167
Comment	2022/23 we restored 143 properties back to use in the whole year. 50 properties in a single quarter restored to use via direct intervention was a very positive start to the year. Cumulatively we're exceeding performance (79 in total) but the down turn in Q2 of numbers returned was because the team had been focusing on assessing and approving empty property grant schemes. 83 have been assessed and scheduled that will complete in Q3 & Q4 and contribute to the overall number.						
Remedial Action	Continue to monitor and drive the grant schemes in Q3 and increase enforcement activity towards the end of Q3 & during Q4 when the resource plan has been fully implemented.						
Service Head: Jonathan Morgan			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter	Quarter 2	Quarter	End of

			1		3	Year
Percentage of rent lost due to properties being empty (CV34)	Not applicable	Q2: 4.0	Target: 3.3	Target: 3.1	Target: 2.9	Target: 2.6
PAM/039		End Of Year: 3.5	Result: 2.5	Result: 2.4		
				Calculation: (621360 ÷ 25421086) × 100		
Comment	In May 2022 there were 405 voids and this number significantly reduced to 222 by Quarter 2 2023/24 and this has a direct correlation on the % rent loss. There have been a number of changes introduced over the last 15 months to drive improvement e.g a new letting standard. We will continue to implement further improvement actions over the months to come, as laid out in our Void Action Plan and approved by Improvement Board.					
Service Head: Jonathan Fearn			Performance status: On target			

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)

Sub-theme: WBO2b - Service Priority: Housing

Action	16256	Target date	31/03/2027
Action promised	To contribute to 'reducing the number of council house voids and empty properties across the county creating more homes for local people' (CV34)		
Comment	The Council has determined that it will use its discretionary powers to charge a premium on long-term empty properties; on long term empties 50% premium will be charged for properties empty for more than 1 year and less than 2 years, 100% for 2 to 5 years and 200% for properties empty over 5 years. There is a benefit in introducing premiums including bringing long term empty properties back into use and supporting the Council's supply of affordable housing, thereby enhancing the sustainability of local communities. By reducing the number of empty properties, it is expected that there will be less need to build new properties, thus utilising less green space and the associated carbon footprint of the new build, therefore having a positive impact on climate and nature. There is a financial benefit to the Council of introducing premiums as they will generate additional income which could fund increased empty home monitoring and activity within Housing Options and Advice Team or be used for other council services in general.		
Service Head: Helen Pugh		Performance status: On target	
Action	16326	Target date	31/03/2024
Action promised	Hwb to work closely with the Housing Hwb in supporting people who are in need of a home. These clients can be sofa surfing, homes are unsafe to go into (CV33)		
Comment	Monthly meetings continue. A Housing Hwb referral form has been designed and agreed to be used by Hwb Advisors. This is currently in development. Briefing sessions for Hwb Staff arranged for 1st week in October by the Housing Advice Lead.		
Service Head: Deina Hockenhill		Performance status: On target	
Action	16415	Target date	31/03/2024
Action promised	Develop new investment programmes for Council House stock based on stock condition surveys and decarbonisation ambition		
Comment	Stock condition surveys and data modelling works have been undertaken on approximately 45% of the existing housing stock. This data along with our energy performance data will be used to develop the new investment programmes for the 2024/25 HRA business plan which are nearly complete. Our programme will identify the works and investment required to bring all our housing stock up to a minimum energy performance rating (EPC) of band C.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16423	Target date	31/03/2024
Action promised	Develop a plan for alternative provision of temporary accommodation		
Comment	The Temporary Accommodation plan has been developed and is to be presented to the CCG / HSG (Children and Communities Grant / Housing Support Grant) board meeting. A number of sites have been identified which will increase the options available for temporary accommodation and overtime reduce the use of inappropriate and expensive bed and breakfasts.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16424	Target date	31/03/2024
Action promised	We will implement a new Empty Homes Plan		
Comment	The Policy has been implemented and a suitable resource plan put in place that will focus on and increase enforcement activity in relation to long term empty properties in areas of high housing need as well as delivering financial packages that will help private homeowners and landlords renovate empty homes. The Plan allows us to switch between proactive and reactive work during the year, creating a steady pipeline of private sector empty properties returned to use through direct intervention and this should contribute to an increase in performance that'll help us deliver on policy objectives and achieving the target of 1500 by 2026.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16428	Target date	31/03/2024
Action promised	We will develop a new low-cost affordable home ownership offer, especially in the more rural areas		
Comment	Work is currently underway to develop suitable low-cost home ownership products in the county that will help individuals and families buy their own homes. This will include products in both rural and urban areas. It will also include Homeby Wales, which is a		

scheme that can only be administered by housing associations which enables people to buy up to 70% of their home.

Service Head: Jonathan Morgan	Performance status: On target		
Action	16430	Target date	31/03/2024
Action promised	We will develop a new 10 Year strategic vision and direction for Housing		
Comment	Focus in the first two quarters of 23/24 has been setting the vision for estate and tenancy management and repairs and maintenance. This is in addition to work already carried out on the affordable homes development programme. This work will now be brought together in an overarching housing strategy for completion by March 24		
Service Head: Jonathan Morgan	Performance status: On target		
Action	16433	Target date	30/06/2024 (original target 31/03/2024)
Action promised	We will review and update the Adaptation Policy		
Comment	We are currently holding weekly policy development meetings to develop the Policy. A Communities Scrutiny Task & Finish Group is also proposed to be established in November to consider the impact of increased demands on the service and potential solutions. As a result, the Adaptations Policy review is now unlikely to be completed until summer 2024.		
Service Head: Jonathan Fearn	Performance status: On target		

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2c - Service Priority: Social Care

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 people referred to the National Exercise Referral scheme that complete the 16 week programme PAM/041	Not applicable		Q2: 55.4 End Of Year: 51.8	Target: 50.0 Result: 51.2	Target: 50.0 Result: 56.1 Calculation: (137÷244) × 100	Target: 50.0	Target: 50.0
Comment	Achieved this target						
Remedial Action	Continue to review service with a view to further increases the number of referrals that are completing NERS.						
Service Head: Ian Jones	Performance status: On target						

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2c - Service Priority: Social Care

Action	16439	Target date	31/03/2024
Action promised	We will expand the Health and Well Being Referral programme		
Comment	We continue to run the NERS (National Exercise Referral Scheme), rolling out to additional areas, e.g. Llandoverly, St Clears, etc. In the last 12 months we have added a `Pre-Diabetes` referral programme sourcing £50k pa, in addition to our Proactive Falls Prevention Pathway Programme. In addition, `Good Boost` aqua and land programmes added, using artificial intelligence to take individuals through a tailored activity programme, plus pilot scheme `Your Health Matters` to support positive behavioural change.		
Service Head: Ian 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 affordable homes delivered during the year (CV25, 26 & 27) 7.3.2.24	Not applicable		Q2: 114 End Of Year: 323	Target: 80 Result: 120	Target: 129 Result: 190	Target: 189	Target: 303
Service Head: Jonathan Morgan	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 people helped into volunteering with Regeneration assistance	Not applicable		Q2: 309	Target: 50	Target: 125	Target: 200	Target: 555

EconD/005		End Of Year: 759	Result: 440	Result: 476			
Comment	476 pe/ple helped into volunteering via Bureau, C4W+, and Carmarthenshire Working						
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
The level of Private Sector Investment / external funding secured (£) (CV43) EconD/008	Not applicable		Q2: 6565629 End Of Year: 11903638	Target: 2000000 Result: 8596213	Target: 5000000 Result: 10342342	Target: 15000000	Target: 31580893
Comment	£10.3m PSI/External funding secured via CREF, Carmarthen Hwb, Earth, Fusion, Leader, Bureau, Ten Towns, SPF vacant Property, SPF Tackling Town centres, SPF events Fund, Arfor and Markets						
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
Indirect Jobs created (indirect and construction Jobs) with Regeneration assistance EconD/010	Not applicable		Q2: 57.0 End Of Year: 116.0	Target: 35.0 Result: 49.0	Target: 80.0 Result: 80.0	Target: 175.0	Target: 387.0
Comment	80 Indirect construction jobs created via Cross Hands Plot 3, Pentre Awel, Carmarthen Hwb, Llandeilo Market Hall, and CREF						
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
Number of Jobs safeguarded with Regeneration assistance EconD/011	Not applicable		Q2: 10.0 End Of Year: 143.0	Target: 10.0 Result: 16.0	Target: 20.0 Result: 48.0	Target: 40.0	Target: 96.0
Comment	48 jobs safeguarded to date via Bureau and Business support						
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
Number of business enquiries supported with Regeneration assistance (CV35) EconD/012	Not applicable		Q2: 888 End Of Year: 1237	Target: 180 Result: 893	Target: 400 Result: 1505	Target: 600	Target: 1159
Comment	1505 business enquiries supported with regeneration assistance via; transforming Towns Placemaking, Town Centre Business Engagement, Town centre Related Activity, SPF Vacant property Fund, Pentre Awel, Llandeilo Market Hall, Markets, C4W+, RLSP, Carms Working, CCC Business Support, SPF Start Up and Growth grants, Town centre Loans, SPF BREF, SPF PDF and CREF						
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 adults that 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	Not applicable		Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100	Target: 100	Target: 100
Comment	Calculation: (165÷165) × 100						
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 residents that 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	Not applicable	Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100 Calculation: (136÷136) × 100	Target: 100	Target: 100	
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 premises across Carmarthenshire that have access to Superfast broadband connectivity or better EconD/025	Not applicable		Q2: 90.70 End Of Year: 91.20	Target: 91.40 Result: 91.60	Target: 91.60 Result: 91.70	Target: 91.80	Target: 92.00
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
% of premises across Carmarthenshire have access to Gigabit capable broadband. EconD/026	Not applicable		Q2: 47.30 End Of Year: 51.81	Target: 52.00 Result: 54.22	Target: 54.00 Result: 55.37	Target: 56.00	Target: 58.00
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: WBO3a - Thematic Priority: Economic Recovery and Growth

Action	15122	Target date	31/03/2025
Action promised	Monitor the existing industrial and employment space owned and managed by the local authority. Engage with interested individuals and business to keep a continuous understanding of demand for space. We will develop new employment and industrial space where opportunities allow including Rural Employment Space Initiative with Welsh Government (CV80)		
Comment	Development of Welsh Government led proposals at Beechwood progressing with planning application due to be submitted in next quarter to provide for circa 6000sqft employment space. Business engagement officers recently commenced in Quarter 3 and will feed into progress in on-going quarters. Sites for development marketed at Parc Hendre and Cross Hands.		
Service Head: Jason Jones		Performance status: On target	
Action	15155	Target date	31/10/2024 (original target 31/03/2023)
Action promised	Continuation of delivery of projects on key strategic sites with a view to job creation and growing the economy: Pentre Awel;		
	<p>City Deal Business Case Targets</p> <ul style="list-style-type: none"> • Provide regeneration in an area of significant need <ul style="list-style-type: none"> o Projected to create 1,200+ jobs out of 1,800 across site. o Research based business development and growth. • Education Skills and Training <ul style="list-style-type: none"> o Skills development programmes, many to run alongside clinical delivery. o Address key recruitment and retention challenges. • Improved health and care in community – care closer to home. <ul style="list-style-type: none"> o Quantifiable improvement in health outcomes o Long terms projected reduction in GP demand, reduced chronic condition hospital admittance and readmission. o Integrated care improved patient management <p>A Benefits Realisation monitoring framework has been developed and is reported through Project Board. This includes all the section above and an additional element of Community Benefits. A copy is attached to this progress report giving the position up to August 23</p> <p>Benefits realisation are also monitored through the City Deal Programme Management Office.</p> <p>Some key elements in realising these targets are as follows.</p> <p>Two shared prosperity bids have been approved to pump prime and develop the innovation network ahead of operationalization in October 2024. These will make a significant contribution to ensuring economic benefits can be realized in line with City Deal Business Case timeframe.</p> <p>The bids are with Cardiff University and Swansea University. Cardiff University and Pentre Awel awarded £330k and Swansea University and Pentre Awel £180k. The bid with Cardiff is to establish a pump priming team, job profiles prepared. The bid with Swansea University is to establish an innovation network based upon the Accelerate model, both bids are complementary and will improve operational delivery by working in tandem. Hywel Dda will be linked into the innovation network both Pentre Awel based and through wider area.</p> <p>Innovation resource identified from within the Authority to lead this work and to enhance the links with Delta Llesiant and provide a wider network to build on commercialisation and trial opportunities. Opportunities are being identified with Delta Llesiant platform provider.</p> <p>A mapping exercise complete to maximise research and innovation opportunities this includes, Academic Partners, Health Board and</p>		

Comment	client access with Delta Wellbeing.		
	The Authority has purchased a Nursing Home, this will enhance the Living Laboratory potential and provide more short timescale opportunities for product placement and trials.		
	UWTSD has the MoU to deliver skills and training at Pentre Awel. Partnership model proposed between UWTSD and CCC to deliver appropriate skills and training.		
	In partnership with RLSP / Skills & Talent, a workforce planning exercise has been undertaken to bring together current provision with future job profiles at Pentre Awel as identified in the City Deal Business Case. This will identify the courses and programmes required to train the next generation of professionals and any skills gaps. Consequently, targeting the benefits identified through the business case.		
	The remit of UWTSD includes the development of a Health and Care Academy, this will include: <ul style="list-style-type: none"> • Return to practice and employed adults who wish to train for new careers in care. • Offer courses to the private sector that are accredited and affordable to deliver a general upskilling within the sector. This would ensure a level of parity in standards of care for all providers on the commissioning framework • Offer a USP by providing meaningful opportunities for career progression within one centre • Work in line with the blended learning models with a focus on practice and simulation training, live streaming and real-world problem solving. • The Academy would benefit from placements within Pentre Awel and county-wide placements. • Telephony and remote consultation training. • Transferrable credits that can be gained and taken forward for access to higher level qualifications. 		
	Further skills work in underway with Cardiff University including Optometry Teach and Treat and with Hywel Dda regarding Dental Teach and Treat.		
	Joint Pentre Awel/Campuses skills proposal developed: Agor Skills – Sport, Health and Wellbeing submitted to Skills and Talent programme. This will build on the All-Wales Intensive Learning Academy.		
Significant work has been underway with Hywel Dda University Health Board to detail the service delivery model at Pentre Awel. This work was led by the Transformation Team and involving clinicians from all disciplines proposed for inclusion in Pentre Awel. The proposals confirm the Health Board’s intent to focus on therapies and community services.			
A Health Impact Assessment was prepared at the outset of the project and this will form part of the post Implementation review linked to health benefits which will in turn be quantified through the QUALY assessment. As of 9th October 2023, the Zone 1 works continue to progress in line with the construction programme (week 36 of 89). Of the sub contracts £3.8m has been placed locally to Shuffelbottom (Cross Hands) supplying the steel frame and Dyfed Steels (Dafen) providing the reinforced bar.			
Service Head: Jason Jones		Performance status: On target	
Action	15539	Target date	31/03/2025 (original target 31/03/2023)
Action promised	We will expand the size and number of Street Markets in the County subject to the demand being sustained to help business start-ups and strengthen our town centre economies.		
Comment	We continue to work in partnership with the BID in both Llanelli and Carmarthen and support all events delivered in town centres which include traders attending the licenced outdoor market. This includes managing all new casual market registrations and supporting all traders to access and exit the outdoor market areas. Following the success of the Llanelli Junior Traders market it is intended to develop the event to include Ammanford and Carmarthen.		
Service Head: Jason Jones		Performance status: On target	
Action	15674	Target date	31/12/2024
Action promised	E13: Prepare the statutory Revised Local Development and supporting documents and evidence through to examination and adoption of the Revised Local Development Plan in accordance with the Delivery Agreement		
Comment	Following the resolution at County Council to prepare a second Deposit Revised LDP work has been ongoing on the development and updating of the evidence base as well as reviewing the content of the Local Development Plan itself to ensure it is reflective of changes in evidence, context and develops on new policy approaches. This culminated in the 2nd Deposit Revised LDP being presented to County Council on the 7th of December 2022 with the formal public consultation on its content and its supporting documents undertaken between the 17th February to 14th April 2023. As part of this consultation approximately 1200 representations were received across the range the Plans content. Work is ongoing on assessing and formulating responses to these responses ahead of the submission of the Revised LDP for examination in the Autumn 2023. A Revised Delivery Agreement has been produced and endorsed by the Welsh Government and is available on our website in accordance with statutory provisions. The preparation of the Revised LDP is proceeding in accordance with the timetable set out in the Delivery Agreement. The Habitat Regulations Assessment and Integrated Sustainability Report Have also been prepared and were published for formal consultation alongside the Revised LDP receiving 17 and 12 responses respectively.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	16257	Target date	31/03/2027
Action promised	We will maximise the community benefits arising from the multi-million-pound Pentre Awel scheme at Llanelli, the first development of this size and scope in Wales, which will create 1,800 well paid jobs. (CV36)		
	The Community Benefits officer (CBO) chairs the Carmarthenshire Employability Network - CEN which has proved to be an excellent forum for information sharing when it comes to realising the Targeted Recruitment Training (TR&T) outcomes. The Social Value Officer for Bouygues (BYUK - the main contractor for Zone 1) attends the meetings along with the director of Recruitment for Acorn Recruitment as Bouygues’ preferred agency. This has now been extended to include a further two preferred recruiters; those being Sphere recruitment and Bluewater recruitment. The group has also had new members from the project side including the Business Wales disability employment adviser, CYCA’s new employment adviser for their Thrive programme and CCC’s Regional Armed Forces Officer. Marketing material for the Hub has now been approved by marketing and is with the Welsh translation unit. The CBO has now been invited and will attend all communications meetings for Pentre Awel. Employment Hub The Employment Hub continues on-site, at present vacancies are still of a specialist nature, so recruitment has been slower than expected, we expect to see an increase in these vacancies over Q3. To ensure that the labour market is there once these vacancies go live, the Employment Hub will include presentations from current and future sub-contractors coupled with a tailored training package for potential employees facilitated via the Carmarthenshire Employment Network’s partners. Apprentices The 10 M&E apprentices sponsored by BYUK have now all started. They undertook their induction on-site at Pentre Awel and are		

Comment	<p>now placed with local supply chain partners within Carmarthenshire. This initiative will allow them to continue their learning and also provide vital labour resource to the local contractors following the withdrawal of CITB funding.</p> <p>Work Experience Two work experience placement took place through the summer with very positive feedback. The uptake of work experience has been an area that has been discussed and encouraged at the employer network and a presentation was delivered by Cyfle on site work experience Hub to encourage providers to access the opportunities available. Quote below from one of the participants: "Everybody was very welcoming and supportive. A big thank you to Peter, Nina and Ryan for organising this. The experience has helped me focus on what I would like to do moving forward and I have already booked myself on 2 open days at Cardiff University and Loughborough University. Construction engineering management as well as engineering is now something I'm wanting to research further. Both universities offer a year out on placement, and I do hope that if the next few years go as I plan that perhaps I could make contact again for an opportunity to return to your business."</p> <p>Commercial catch up meetings are held once a month between Bouygues UK's commercial team and Council officers (CPU and Economic Development) to optimise the supply chain opportunities promoted for local suppliers to have the opportunity to bid for sub-contracting work. Bouygues maintain a live Procurement Plan outlining the sublet opportunities and these have been shared with the Council's Economic Development team. The gates and Fencing Package and Blinds package are still open and BYUK will issue enquiries for these packages in the new year. Gates and Fencing have attracted particular interest from businesses within Wales (13 of the 16 interested parties).</p>
Service Head: Helen Pugh Performance status: On target	
Action	16258 Target date 31/03/2027
Action promised	To contribute to supporting and encouraging people to lead active and healthy lives, ensure supply chain opportunities for local businesses and local recruitment. (CV37)
Comment	<p>The Corporate Procurement Unit are working closely with colleagues in Economic Development to deliver a number of Procurement & Business Surgeries, offering procurement advice & guidance to potential suppliers and advise on business grants to those eligible and wider business support. We are in the process of developing a spreadsheet to follow up whether businesses met with have been successful in obtaining work and to obtain feedback to identify barriers to trade with the Council which ultimately will improve the service offered by procurement.</p> <p>We continue to work with Economic Development colleagues on future tender exercises to promote them to local businesses who might be interested in tendering. Most recently we are working on the Property Works Framework where a number of drop-in sessions have been held across Carmarthenshire making it accessible to contractors/suppliers from all areas of the County to attend & obtain information relating to the forthcoming tender opportunity. Following these events, 2 Tender Briefing Sessions were held in September in Llanelli and Carmarthen for this opportunity to engage with interested suppliers & communicate elements of the tender in advance of it being published thus allowing suppliers to prepare for the tender.</p> <p>Procurement shares its work programme with economic development on a quarterly basis to identify further opportunities to promote these opportunities to Carmarthenshire businesses.</p> <p>On Pentre Awel, Zone 1 Commercial catch up meetings are held once a month between Bouygues UK's commercial team and Council officers (CPU and Economic Development) to optimise the supply chain opportunities promoted for local suppliers to have the opportunity to bid for sub-contracting work. Bouygues maintain a live Procurement Plan outlining the sublet opportunities and these have been shared with the Council's Economic Development team. The Gates and Fencing Package and Blinds package are still open for suppliers to bid and BYUK will issue enquiries for these packages in the new year. Gates and Fencing have attracted particular interest from businesses within Wales (13 of the 16 interested parties).</p> <p>Furthermore, we continue to work Bouygue to pilot a means of collating supply chain spend and tracking main contractor and sub-contractor locations and the location of individuals employed on site. This is using a reporting model developed by the Centre for Local Economies Strategies (CLES).</p>
Service Head: Helen Pugh Performance status: On target	
Action	16259 Target date 31/03/2027
Action promised	We will promote the 'Think Carmarthenshire First' approach widely across the Authority, encouraging officers to seek quotations from local suppliers. We will continue to support local businesses to bid for work by targeting specific tendering opportunities across the county and promoting our forward work programme in advance. (CV45)
Comment	<p>A Task and Finish report and was taken to Pre-Cabinet in July 2023. This paper provided recommendations for consideration to increase opportunities for local suppliers in the below £25,000 spend category. Currently we spend approximately £14.6m in this category of spend and the 'Think Carmarthenshire First' message will be further reinforced and promoted to officers when they are seeking quotations.</p> <p>Our Contract Procedure Rules have been updated and these were approved by Governance and Audit Committee on the 29th September 2023 which;</p> <ul style="list-style-type: none"> i) increased the lowest value threshold of the CPR `s quotations from £5,000 to £10,000 and requires officers consider Carmarthenshire suppliers for their quote and; ii) added the requirement for officers to 'Think Carmarthenshire first' requirement when spending between £10,000 and £25,000 - at least one quotation should be sought from a Carmarthenshire supplier. <p>We will continue to work closely with colleagues in Economic Development on future tender exercises to promote them to local businesses who might be interested in tendering. Most recently we worked with them on the Property Works Maintenance framework and on the Mechanical and Electrical sub-contracting packages for Pentre Awel Zone 1 project. Officers in economic development actively targeted local business in this sector and made them aware of the tender opportunity.</p> <p>Procurement shares its work programme with economic development on a quarterly basis to identify further opportunities to promote these opportunities to Carmarthenshire businesses.</p>
Service Head: Helen Pugh Performance status: On target	
Action	16274 Target date 31/03/2024
Action promised	Support the provision of opportunities for residents in the county to engage in essential learning in literacy, numeracy, and digital skills, in line with current Welsh Government funding. Enabling post 16 learners to upskill for employment and progression, as well as lifelong learning and community benefits. (CV8)
Comment	<p>Learners have returned for the start of the 2023/4 academic year. FT ESOL classes have increase due to learner demand, with 3 in Llanelli covering E1 to L1 and an E1 class in Carmarthen. GCSE classes are recruiting, with referrals from CSG of learners better suited to ACL provision. Digital drop in sessions are continuing as they were popular last year (using the engagement funding) are sufficiently well attended to become main-stream provision. Recruitment is still lower than pre-Covid, but it is early in the term. We were unsuccessful in recruiting new tutors for this term. The ACL service is working with the Multiply project to plan numeracy activities and courses for the coming year.</p>

Service Head: Elin Forsyth		Performance status: On target	
Action	16276	Target date	31/03/2024
Action promised	Support the delivery of the Councils Strategic Economic Objectives by the determination of major planning applications within agreed timescales. Develop and implement discretionary pre-application service. CV61		
Comment	Fifteen Major planning applications have been determined so far this year, with 67% being within agreed timescale, up from 50% in Q1. Work has commenced on developing a discretionary pre-app service to improve the efficiency of determining within prescribed timescales. We are currently consulting internally on a draft document.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	16301	Target date	31/03/2024
Action promised	Continue to build on Carmarthenshire's status as a sustainable food place and in collaboration with other partners, develop a community food strategy to encourage the production and supply of locally sourced food in Wales. CV-86		
Comment	Stakeholder workshop held on the 12 September to seek input into the developing local food strategy. Feedback to be embedded into the strategy and further engagement to be undertaken. Application for Sustainable Food Place silver award submitted through Bwyd Sir Gâr Partnership - the Council is a member of the partnership. Outcome of application awaited		
Service Head: Jason Jones		Performance status: On target	
Action	16302	Target date	31/03/2024
Action promised	We will ensure that the Council works with Carmarthenshire Young Farmers Clubs Federation to ensure a closer working relationship and support structure in the future. MFR-43 & CV81 & CV80		
Comment	Contact with new County organiser established and informal discussion on-going. YFC invited to attend Fforwm Amaeth chaired by Cabinet member, Cllr. Ann Thomas. Meeting between County organiser, Chair of YFC Management Board, Cabinet member and Corporate Policy manager to be arranged for November		
Service Head: Jason Jones		Performance status: On target	
Action	16327	Target date	31/03/2024
Action promised	To communicate widely all SPF - Share Prosperity Funded projects that are supporting new opportunities for local communities, the development and growth of local businesses as well as supporting the recovery of our town centres. (CV39,41,43)		
Comment	The Council's webpage listing all SPF projects has been published and communicating the excellent initiatives that are being developed via press releases, social media content and newsletters will commence very soon.		
Service Head: Deina Hockenhuil		Performance status: On target	
Action	16329	Target date	30/09/2024
Action promised	To lead on the communication and branding of Pentre Awel (CV36)		
Comment	A partnership coordination group has been established to work closely with Bouygues UK on various PR activities. A number of articles have been issued including one on the promotion of steel structure being erected on site was conducted in August, Bouygues site team at Pentre Awel receiving full marks in its first Considerate Constructors Scheme (CCS) assessment, honouring the projects' commitment to sustainability and social value. PR has also been issued on the community ambassadors and the apprenticeship scheme. The Councils is currently out to advert for a Communications Officer to carry out the work of communicating and branding of Pentre Awel. In addition to this we are working on the site wayfinding and hoarding as well as working closely with the leisure service to promote the Pentre Awel project at the existing leisure centre site in Llanelli.		
Service Head: Deina Hockenhuil		Performance status: On target	
Action	16330	Target date	31/03/2024
Action promised	To contribute to increasing the positive awareness of Carmarthenshire as an all-year quality visitor destination (CV35)		
Comment	<p>Commenced 17 month set of actions to support the tourism sector in the County, gaining £200,000 funding support from the UK Government Shared Prosperity fund. Key aims are to increase awareness of the County as an attractive place to visit in the off-peak season and increase local spend in peak season. Contracts worth £27,000 placed with two Carmarthenshire businesses for digital and photographic services.</p> <p>Research and produce annual economic assessment for value of Tourism to the County, supplying data on over 1,400 different accommodation, events and attractions. £596.51 million was generated in 2022 with over 3.46million people visiting and 1.17 million people staying overnight in one of the 1,250 establishments. Carmarthenshire's tourism industry now employs 6,652 people and its economic impact has grown 66% since 2011, from £358.89 million to £596.5 million in 2022.</p> <p>Coordinated twenty-one filming requests including site visits for major 6-part ITV peak time drama starring Martin Clunes filming in September. Support has included being proactive 1st point of call on initial enquiries, providing information about local conditions and logistics location, scouting and permissions as well as sourcing accommodation.</p> <p>Coordinated meetings with Welsh Government to commence their £1/2 million tourism grant funded projects at Carmarthenshire Museum and Llansteffan Green North. Linked in with their North American office to promote the new Museum of Speed to an audience of North America tour operator buyers.</p> <p>Proactive marketing of the County as an attractive winter short break destination encompassed Public relations, digital advertising and organic posting on social media and web sites. The Discover Carmarthenshire web platform had 440,717 page views and 131,000 users whilst the equivalent Facebook account grew to 21,483 followers with an average reach per day of 6.7k.</p> <p>Printed and distributed 80,000 copies of the Days Out visitor guide promoting "things to do" and "places to go", promoting over one hundred Carmarthenshire businesses.</p> <p>Worked in partnership with Great Western Railway's (GWR) to feature several iconic Sir Gar locations in their major Summer 23 promotional campaign to promote increased routes into Wales. Pictures of Carmarthen Town and Cefn Sidan used in billboards and digital advertising.</p> <p>Working with creators of Machynlleth Comedy Festival, successfully pitched County to Visit Wales as pilot location for a comedian podcast promotion featuring comedians Kiri Pritchard-McLean and Esyllt Sears.</p> <p>Attended discussions for possible introduction of Visitor Levy, leading conversations with stakeholder at the Regional Tourism</p>		

	Forum.		
Service Head: Deina Hockenhull	Performance status: On target		
Action	16338	Target date	31/03/2025
Action promised	Deliver the Llanelli masterplan actions and continue to support and develop new initiatives and projects through direct delivery and by supporting third parties with available sources of funding. (CV36)		
Comment	We continue to deliver the actions relating to the Llanelli recovery plan. 1 project linked to the central Square is being developed through the SPF Place Tackling Towns funding. We have also applied for WG Transforming Towns Placemaking funding to complete feasibility studies and works where necessary. Two applicants have submitted an expression of interest for the Transforming Towns Placemaking Funding. 3 applicants have expressed an interest in the SPF vacant property funding, 1 of which has progressed to a full application. The Llanelli Task Force continues to meet on a quarterly basis. A productive walkaround has ensured areas of concern within Llanelli have been tackled through support from cleansing and highways. A prioritised long list of actions is being shared between Economic Development and Environment. The Economic Development team are supporting with weekly recording and reporting of town centre related support required to all appropriate departments. Five events have been supported through the SPF events fund. The former YMCA building is under refurbishment and expected to complete in 4th quarter of 2023/4. The development provides 4 ground floor retail units and 4 first floor office units to deliver 1000sqm of commercial floorspace to accommodate up to 50 jobs, as well as 8 residential units. Commercial opportunities will be advertised in the coming months and residential element let through the Housing Options team in line with local lettings policy to council tenants. Construction on the Market Street North site recommenced 18th September 2023 with an anticipated 18-month (65 weeks) build programme. The development will provide 340sqm commercial floorspace in 5 commercial units with capacity to accommodate 17 jobs and 10 residential units.		
Service Head: Jason Jones	Performance status: On target		
Action	16339	Target date	31/03/2025
Action promised	Deliver the Carmarthen masterplan actions and continue to support and develop new initiatives and projects through direct delivery and by supporting third parties with available sources of funding. (CV38)		
Comment	We continue to deliver the actions relating to the Carmarthen recovery plan. 3 projects are being developed through the SPF Place Tackling Towns funding. We are also applying for WG Transforming Towns Placemaking funding to complete further projects and works where necessary. A condition survey for the Castle has been procured and an inception meeting is expected to take place early October 2023. An internal group are considering revised options for the space at Jacksons Lane Square following discussions with businesses using the outdoor area. One applicant has submitted an expression of interest for the Transforming Towns Placemaking Funding. One applicant has applied for SPF Vacant property funding which has subsequently been withdrawn. The Carmarthen Town Regeneration Forum continues to meet on a quarterly basis. A productive walkaround has ensured areas of concern within Carmarthen have been tackled through support from cleansing and highways. A prioritised long list of actions is being shared between Economic Development and Environment. The Economic Development team are supporting with weekly recording and reporting of town centre related support required to all appropriate departments. Works to the kiosks on Chapel Street have been completed, following open market advertising 3 businesses have taken handover of the units and occupied the kiosks at the end of September 2023. All businesses will be occupying the kiosks for a maximum of 12 months, during which time business engagement and opportunities to expand into other properties within the town will be supported.		
Service Head: Jason Jones	Performance status: On target		
Action	16340	Target date	31/03/2024
Action promised	Through the multi - disciplined corporate enforcement group implement the Empty Property Action Plan, using potential loan funding from Welsh Governments Empty Property Management Fund to utilise necessary enforcement powers where appropriate. (CV39)		
Comment	A cross departmental group is in place which brings together officers who have the necessary enforcement powers. The group meets on a quarterly basis. There is a long list of properties which are considered. Originally the list consisted of 27 properties across the county. To date positive intervention has seen 10 removed from the list as they have been occupied or resolved. The list is reviewed at each meeting to ensure the most appropriate properties are on it. The progress is provided to Welsh Government on a 6 monthly basis. The properties unlocked to date have not required assistance from the Empty Property Management Fund.		
Service Head: Jason Jones	Performance status: On target		
Action	16341	Target date	31/03/2025
Action promised	Deliver initiatives linked to the three Primary Town centre recovery plans and ten towns via The Shared prosperity Fund Place Anchor Projects including Tackling Town centres, Town Centre Vacant property Fund and Town centre Events Fund (CV36, CV38, CV39 & CV41)		
Comment	The Place Anchor projects were released to the market on 1st March to attract individuals, businesses, business improvement districts and town councils to apply for funding within the town centres. The vacant property fund has received 4 expressions of interest to date and applications have been taken to an internal grants panel to consider eligibility and delivery, of these projects one has been withdrawn and one has progressed to the full application stage. The events funding has involved a summary of events which benefit the town centres being considered and endorsed by the Task Forces / Town Forum. To date 7 events have been supported with a further 31 being endorsed between the 3 primary towns. We will continue to work with the town councils and business improvement districts to strengthen their calendars of events. The Tackling Towns funding has ringfenced £500,000 for the towns of Ammanford, Carmarthen and Llanelli which will include direct delivery of smaller interventions within the town centres linked to the actions of the recovery masterplans. There is also £100,000 funding for direct delivery projects for the 10 towns and Burry Port. The projects have been endorsed by the respective town groups. The initial designs for the projects are currently being worked up with a view of gaining the necessary statutory approvals in advance of instructing the DLO or contractor through the engineering framework. Consideration is being given to variations within the SPF Place funding profile to provide options to adjust the funding opportunities to cover different activities which support the original objectives of the SPF Place anchor including uplifting the town centres by reducing the amount of vacant properties and enhancing the public space.		
Service Head: Jason Jones	Performance status: On target		
Action	16342	Target date	31/03/2025
Action promised	Provide a coordinated network of business support to start up and established businesses including self-employed and micro businesses. This will include business engagement, retaining an up-to-date list of businesses in cou. ty, linking businesses with funding opportunities, provide advice and information and encouraging entrepreneurship (CV44)		
Comment	CCC Business Engagement Team have been focused in the first two quarters on the delivery of the Business Start Up and Growth grant that has seen over 230 Expressions of Interest (EOI's) received and processed and 15 Start Up and 46 Growth grants awarded. In addition the team have: engaged with 250 construction businesses to advise of third tier contracts opportunity on the Pentre Awel project and a further 300 for the minor works contracts. The team held a procurement & business surgery for 22		

	businesses; Supported 8 businesses with potential Town centre loan applications; engaged with 8 businesses in relation to Arfor applications; engaged with 9 large employers in relation to business development and 2 companies in relation to closure. Provided a further 49 businesses with general engagement / enquiries / referrals to support and funding		
Service Head:	Jason Jones	Performance status:	On target
Action	16344	Target date	31/03/2025
Action promised	Continue to deliver existing internal capital and revenue funds. We will monitor the historical third-party projects to understand longer term benefits. (CV35)		
Comment	<p>Carmarthenshire Commercial Property Development Fund - Two projects are under construction at a total value of £7m with a further phase 3 project preparing a detailed applications. A number of other phase 3 applicants have withdrawn from the process due to financial and other technical issues and as such applications to the fund will be reopened to reserve list projects in October 2023 subject to cabinet member approval.</p> <p>Carmarthenshire Rural Enterprise Fund - Five projects providing a £772,522 investment into the rural economy are under construction and nearing completion. A further five projects are currently working up detailed applications for consideration. As in the case of PDF above a number of applicants have withdrawn due to rising costs and external factors and applications for the remaining funds have been reopened in August. subject to cabinet member approval the maximum grant available under the fund will increase to £200k to counter rising construction costs.</p> <p>Business Strategic Flood Fund - Applications to the £200k fund to support businesses to undertake enhancements to their premises to reduce impact of flooding has now been launched.</p> <p>One of the Ammanford Regeneration Development Fund projects has reached practical completion stage.</p> <p>Historical monitoring - rolling exercise ongoing to monitor historical third party grants</p>		
Service Head:	Jason Jones	Performance status:	On target
Action	16345	Target date	31/03/2025
Action promised	Seek additional funding for the wider team by developing new proposals as opportunities arise (CV43)		
Comment	<p>Work continuing to develop project proposals for Ammanford Town Centre arising from Revitalise Rhydaman study with regards to securing future additional funding.</p> <p>Stage one Welsh Government IRCF Bid submitted and approved for Carmarthen hwb, currently working up detailed application for submission</p> <p>Revised Long list of proposals developed for submission for Welsh Government's Transforming Towns Programme. Projects have been endorsed at local task force / forums awaiting Regional directors approval.</p>		
Service Head:	Jason Jones	Performance status:	On target
Action	16347	Target date	31/03/2024
Action promised	Deliver the Cross Hands Growth Zone and bring forward developments at Cross Hands East Phase 2; Strategic Employment Sites at Cross Hands East including opportunities for self-build, LDO progress and supporting third parties to develop on the available space. (CV44)		
Comment	Construction of mixed use development by the Cross Hands Joint Venture now practically complete on Plot 3, commissioning and snagging ongoing. provide 15 hybrid and industrial units alongside 12 office units. 3 further plots being progressed through private sector developer interest, awaiting updated valuations from Valuation office. New drone footage recently completed to contribute to updated marketing of the Cross Hands East site. Working with third party on final plot on food park.		
Service Head:	Jason Jones	Performance status:	On target
Action	16348	Target date	31/03/2024
Action promised	Delivery of Ten Towns Growth Plans (CV41)		
Comment	The attached document gives an update on the progress on each of the towns. In general, funding applications for projects are currently being developed in each of the respective towns. Additional capital and revenue funding has also been secured via the Shared Prosperity Fund as well as funding to enhance the appearance of town centres. In addition, the Revitalising Rural Town Centres fund has recently been launched which provides a grant of up to £2k for commercial businesses to improve their shop frontages, deadline for submissions is 30th Oct 2023.		
Service Head:	Jason Jones	Performance status:	On target
Action	16349	Target date	31/03/2024
Action promised	Review land and property availability, including strategic 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. (CV83)		
Comment	We continue to review potential strategic acquisitions within the county to maximise regeneration opportunities and we also identify current market trends to ensure best use of commercial land and property within our portfolio.		
Service Head:	Jason Jones	Performance status:	On target
Action	16392	Target date	31/03/2024
Action promised	We will continue to develop our approach to early engagement of Local Businesses (Procurement)		
Comment	<p>During Quarter 2, a variety of workshops and webinars have been held during this quarter with 10 suppliers attending a Live Tender Webinar for the Community Integrated Equipment Store tender & 15 suppliers attending the Cleaning Services Live Tender Webinar. The workshops/webinars are instigated by CCC and delivered by Business Wales Tender Advisers with the aim of supporting suppliers/providers with their electronic tender submissions.</p> <p>An Early Market Engagement event was also held for the VAWDAS (Violence Against Women & Domestic Abuse Service) with 6 providers attending the Briefing Session via a Microsoft Teams virtual webinar.</p> <p>We are currently focussing on a series of Procurement and Business Surgeries whereby Procurement and Economic Development Officers are in attendance offering a one-to-one, 30 minute appointment to interested suppliers and providers, these are held at a</p>		

	<p>variety of locations across Carmarthenshire accommodating the 3 main towns of Carmarthenshire and 10 Towns Initiative and will run from June 2023 – March 2024.</p> <p>We held a Procurement & Business Surgery at Yr Egin, Carmarthen on July 18th 2023 where we met with 13 suppliers on a one-to-one, appointment basis, these ranged from meat & cheese producers, damp proofing treatment, house clearances, heritage joiners to chimney sweeps. These meetings were held with our supplier engagement officer and suppliers who made contact as they were interested in engaging and working with the Council. Procurement advice and guidance is provided along with referrals to officers in the Council departments who may have an interest in the goods or services on offer.</p> <p>A series of Drop-In Sessions were organised for the Housing Property Services Framework with attention being focussed on ensuring that suppliers from all corners of Carmarthenshire were given the opportunity to drop-in. Over 86 suppliers attended 9 different locations across the County with information provided on the type of works incorporated in the new framework & details of Sell2Wales & tender support given where applicable.</p> <p>Following the Drop-In Sessions, we have been involved in 2 Briefing Sessions for the forthcoming Housing Property Services Framework, one was held on September 12th at The Halliwell Centre, Carmarthen with 35 contractors/suppliers attending. The other was held at Parc y Scarlets, Llanelli on September 19th 2023 with 75 contractors/suppliers having attended.</p> <p>Further Procurement & Business Surgeries are currently being organised.</p>		
Comment			
Service Head: Helen Pugh		Performance status: On target	
Action	16393	Target date	31/03/2024
Action promised	We will pursue the use of Community Benefits in all procurements where such benefit can be realised		
Comment	<p>The Community Benefits Officer (CBO) works closely with contractors on SWWRCF projects and CCC project officers dealing with projects on the framework. The Carmarthenshire Employer Support Group, of which the CBO is the Chair continues to meet on a monthly basis and has now been expanded to include new projects in the area and afford recruiters to the projects the opportunity of meeting with potential sources of labour. Sphere recruitment have been appointed as one of the preferred recruiters for BOUYGUES on the Pentre Awel site and they have now attended their first ESG meeting alongside Acorn Recruitment. Bluewater are the third preferred recruiter but could not attend the last ESG meeting so will attend the next one in late October. Additions to the group also include CCC's Regional Armed Forces Covenant Officer, this should help with recruitment of veterans to the TR&T element of many projects including Pentre Awel. Other projects that are ongoing include: YMCA Llanelli, Pembrey School, Wauniago, Spilman Street. Commencing shortly will be Maes Griffiths, ORP 2 and Market Street, Llanelli. These projects will create a number of TR&T opportunities in construction, with this in mind the CBO has arranged with the Manager of DWP in Carmarthenshire to attend sessions with benefit claimants who are interested in construction to inform them of potential opportunities with Carmarthenshire via TR&T. Work Coaches are currently carrying out a mapping exercise to ascertain definitive numbers. This early engagement will allow the ESG to source necessary training to individuals who are interested in a certain route but do not possess the necessary accreditation.</p> <p>Pentre Awel has now appointed the 10 M and E apprentices mentioned in the last quarter's narrative and inductions have been conducted on site at Pentre Awel. As well as allowing the apprentices to continue with their learning this will also contribute to the TR&T target (520 weeks in all). Pentre Awel still has a month or so of specialist trades on site, following that we should see an increase in recruitment to TR&T due to the nature of jobs available being in line with the local labour market. The employment Hub continues at Pentre Awel and we have seen people recruited from this, this should see a big increase over the coming months, coupled with the appointment of two more preferred recruiters (mentioned above).</p> <p>The Community Benefits Officer (CBO) has been involved in the evaluation of the remaining lots of The Professional Services Framework (PSF), this commenced during the last quarter but given the amount of lots involved, (7 in all) took some time. A PSF 2023 launch event will take place in early November at Parc-Y-Scarlets and as part of the launch the CBO will present to the successful framework contractors around CB expectations for the framework. The CBO has also been involved in the evaluation of Danybanc Housing Estate and Llundain Fach site improvement works. Upcoming evaluations include Heol Goffa School. The CBO is meeting with all CCC Project Officers in October who deal with the SWWRCF to collaboratively establish a more effective way of monitoring CB's.</p>		
Service Head: Helen Pugh		Performance status: On target	
Action	16405	Target date	31/03/2024
Action promised	We will ensure that the Council fully engages with the Carmarthenshire Public Services Board programme to develop opportunities for public sector procurement of locally produced and supplied food and ways the public sector can support local food producers to establish, develop and grow their businesses. MFR-36		
Comment	Engagement on the development of the local food strategy is on-going. Funding secured through SPF to undertake a Local food systems project until December 2024. Will focus on local food production at a Council county farm with opportunities for direct supply. Learning from the project will inform future approaches to local food and procurement.		
Service Head: Jason Jones		Performance status: On target	
Action	16427	Target date	31/03/2024
Action promised	We will deliver additional affordable homes as part of the housing regeneration development programme (including general needs, specialist housing and those targeted at town centres and rural areas) (CV24 & 28)		
Comment	Our plan sets the vision to support the delivery of over 2000 homes for rent and sale over the next 5 years (2022-2027). 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 programme for 2023/24 will focus on buying private sector homes for general and specialist housing need, bringing empty homes back in to use and developing new homes, including the conversion of the former Spilman street council offices into 12 apartments. To date, this year we have already delivered 190 additional affordable homes.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16434	Target date	31/03/2024
Action promised	We will secure a Development Partner for areas across Tyisha to build quality homes in line with needs analysis and area improvement plans		
Comment	In Summer 2023 (July, Aug, Sept) Legal advice on process sought, working with Planning, Regeneration, and Sustainability officers. Prior Information Notice (PIN) went out, responses received. Next step is for tender documents to be drafted to finalise and begin the procurement process.		

Service Head: Jonathan Fearn		Performance status: On target	
Action	16435	Target date	30/09/2023 (original target 31/03/2024)
Action promised	We will review our contract and commissioning arrangements to ensure that businesses are supported to take advantage of property-related local supply chains and procurement opportunities.		
Comment	<p>Action completed. A new Housing contracts & Commissioning Team has been established to ensure more effective contract management in the future.</p> <p>The Housing Contracts and Commissioning Team have undertaken extensive early market engagement to promote the Property Works Framework opportunity to both existing contractors and potential new contractors. The Purpose of the market engagement exercise was to seek the views of interested parties on the proposed 'Lotting' strategy and gauge the market's interest in the new arrangement. External engagement was conducted between 24th July until 15th August across 14 locations in Carmarthenshire. Social Media and business newsletters are examples of how we promoted the events to raise awareness and encourage contractors to attend.</p> <p>A Prior Information Notice (PIN) was published on the Sell2Wales Portal to promote the Property Work Framework engagement events, and an Early Market Engagement Questionnaire was uploaded on the site to give contractors an opportunity to provide feedback on their level of interest. Different forms of social media were used to advertise the questionnaire.</p> <p>The team consulted with 82 Contractors during these events, whereby some of the Contractors are already working for the Authority on the existing Minor Works Framework. The purpose of the events was to consult with Contractors and to inform them that the Authority is commissioning a Property Works Framework to provide minor works, disabled adaptations, responsive works, and other associated works required for the delivery of its property related service which will commence on the 1st August 2024. Some of the contractors who attended the events saw this as an opportunity to engage directly with Authority as some contractors were currently working as sub-contractors for the principal contractors and they would now rather work directly with CCC.</p> <p>All Councillors were invited to the events. Cllr. Emlyn Schiavone attended the event in Carmarthen and Cllr. Hazel Evans came along to the event at Newcastle Emlyn.</p> <p>Tender Briefing sessions have also been held in Carmarthen (12th September, Halliwell Centre) and Llanelli (19th September, Parc y Scarlets) to further engage with interested contractors and share the authority's vision and the proposed lotting structure. The team received positive feedback from contractors who attended each event as it gave them an opportunity to have face-to-face discussions with members of the team and officers from various service areas and these included responsive repairs, planned/programmed works, Voids, and adaptations. Information from the engagement events, completed questionnaires and tender briefing session surveys have been collated and the results are very positive where a significant level of interest has been shown by contractors in tendering for various lots included in the Property Works Framework.</p> <p>The team are now arranging a Getting Tender Ready Webinar for the 26th October where Business Wales will provide contractors with support. Once the opportunity has been published on Sell2Wales the how to tender support team at Business Wales will also host tendering workshops to help bidders understand the tendering process and prepare their tender submissions.</p>		
Service Head: Jonathan Fearn		Performance status: On target	
Action	16485	Target date	31/03/2024
Action promised	Deliver and manage the Shared Prosperity Funds Anchor/ Standalone / Commissioned Projects to meet the requirements of the Local Investment Fund.		
Comment	A total of 148 projects have now been approved under the Anchor and Standalone SPF projects in Carmarthenshire. A Programme Management Team has been recruited and is now in place to oversee to delivery of the projects and to monitor and evaluate the budgets and outputs. The Team will report progress to the Regeneration Partnership and to CCC Cabinet.		
Service Head: Jason Jones		Performance status: On target	
Action	16486	Target date	31/03/2024
Action promised	Work with partners to develop a co-ordinated approach to identifying, supporting, and developing volunteering opportunities across the County.		
Comment	The Bureau continues to work closely with Carmarthenshire Association of Voluntary Services (CAVS) to provide support for volunteering across the County. CAVS have recently secured funding of £295,735 via the Shared Prosperity Fund to provide information, advice, training, mentoring and bespoke development support to strengthen governance structures; embed best practice in volunteer management and to enhance volunteering opportunities for diverse communities across the County. We will continue to work closely with CAVS on this project, which will run until December 2024.		
Service Head: Jason Jones		Performance status: On target	
Action	16487	Target date	31/03/2024
Action promised	Focus on the further development of the Foundational Economy sector within Carmarthenshire whilst supporting the principles of the Circular Economy.		
Comment	We continue to scope out funding opportunities to pilot the circular economy ideas which stemmed from the work undertaken by Afallen in the Ten Towns. Additionally, we are developing a programme of 3 workshops to support local groups to take these ideas forward. These will be undertaken by March 2024. We are also working with Coleg Sir Gar and Ysgol Gyfun Emlyn to pilot a circular economy skills competition focusing on textiles where pupils are engaged in developing new products from recycled materials during the current school year. In addition, to date 7 applications have been awarded via the Shared Prosperity Fund which focus on supporting the principles of the circular economy. These include the development of a Climate and Environment Centre in Carmarthen town centre, specific support to address the growing issue of agricultural plastic waste build up, pollution of watercourses and the wider environment as well as wider business support to support the adoption of circular economy practices within businesses.		
Service Head: Jason Jones		Performance status: On target	
Action	16488	Target date	31/03/2024
Action promised	Deliver the £30million Skills and Talent Programme to create a skilled workforce for the future, developing opportunities as part of the work of the Regional Learning and Skills Partnership		
Comment	The programme is progressing well with the first Brand new Apprenticeship Framework for User Experience from Level 2 - Degree being launched with Gower College and University of Wales Trinity Saint David. This Framework is the first to be delivered in the whole of Wales and has been a requirement of Industry for many years. The Skills Barometer has been completed and the Regional		

Comment	Skills Partnership Industry cluster groups are currently prioritising key skills requirements for future jobs. These priorities will then be developed into pilot projects. The programme has supported 14 pilot projects to date and all are in delivery and are supporting young people with the skills and information about future opportunities in the region; upskilling the existing workforce for the new roles and developing the legacy of the projects to ensure that they continue to be delivered through mainstream education in the future.		
Service Head: Jason Jones	Performance status: On target		
Action	16489	Target date	31/03/2024
Action promised	Provide support through Employability programmes, identifying key training and skills opportunities through engagement with businesses & identifying key skills required		
Comment	The two employability programmes operated in Carmarthenshire namely Communities for Work +)C4W+)and Carmarthenshire Working have been delivering a wide range of support to individuals across the region over the last quarter - C4W+ have supported 22 individuals into jobs; 4 into volunteering and 14 with qualifications. Carmarthenshire Working is the new employability programme under the Shared Prosperity Fund replacing Workways +, since starting in August the programme has supported 23 people into full time employment; 5 into volunteering and 3 have gained a qualification.		
Service Head: Jason Jones	Performance status: On target		
Action	16490	Target date	31/03/2024
Action promised	Address issues of poor broadband connectivity and mobile coverage across the County, particularly in rural areas.		
Comment	<p>Openreach - Openreach Fibre Community Projects (FCP) are continuing to progress well with the areas of Burry Port and Llanllwni now being 'Ready for Service' meaning customers can order their broadband packages. Projects in Brechfa and Pumpsaint are due to be completed by Q4 of this financial year.</p> <p>Openreach also have their own commercial delivery taking place alongside the FCPs with exchange upgrades in Burry Port, Cross Hands, Carmarthen and Llangennech nearing completion.</p> <p>Openreach are also commencing a new build programme centred around Subtended Headend Exchanges (SHE) which are smaller exchanges in more rural areas. This programme will accelerate the delivery of full fibre to the communities surrounding Bancyfelin, Cynwyl Elfed, Dryslwyn, Ferryside, Pendine and Pumpsaint.</p> <p>WeFibre - Project in Llandovery is now 'Ready for Service' and Llanybydder is nearing completion and should be 'ready for service' in the next two months.</p> <p>Voneus - Voneus are progressing well; however, they are reviewing how they intend to deliver their network and this had led to a delay in actual deployment. There is a planned review of their high level designs due this month which will lead to a mixture of fibre and fixed wireless being used to accelerate delivery and cater to a wider area than was originally planned. Voneus have also acquired Broadway Partners and they are looking at current Broadway projects and how they intend to complete them. We are hopeful that five more areas will (Abergwilli, Dyffryn Cennen, Llanfiangel Aberbythych, Meidrim and Laugharne) will get full fibre in the coming months.</p> <p>Voneus are also in the process of designing a large build which will encompass some 4,500 properties.</p> <p>Netomnia - Netomnia have completed phase one of their network deployment in Llanelli and now have 1,172 properties 'ready for service', there are also 3,325 properties currently being built to and 3,419 properties currently in planning for the next phase.</p> <p>Mobile Coverage: The Shared Rural Network (SRN) continues to be the primary source of coverage improvements in the county. Once completed (June 2024) coverage in rural areas will have greatly improved. The latest progress for SRN deployment is: 18 partial not spot sites (new or upgraded mobile masts) are proposed in Carmarthenshire: · 4 have been granted planning permission. · 4 applications are currently going through our approvals process. · 1 site is live. (Laugharne) · 4 sites are upgrades to existing sites and will require less planning scrutiny. · 4 sites have application submissions pending for early 2024. A site with no current coverage at all (total not spot) is due to be activated in SA20 in January 2024.</p> <p>We are working closely with the mobile network providers, their contractors, and our own internal planning teams to ensure that these sites can be built as efficiently as possible. There are still some commercial builds being carried out by the mobile network operators particularly sites that are needed for the Emergency Services' Network.</p>		
Service Head: Gareth Jones	Performance status: On target		
Action	16536	Target date	30/04/2024
Action promised	Develop the regulatory framework and associated evidence for the regulation of second homes and short-term holiday lets		
Comment	We are working collaboratively with authorities across Wales to scope and frame the evidence required to support an implementable regulatory system including the focused removal of permitted development rights through Article 4 directions. This includes participation in a thematic working group of the Planning Officers Society for Wales. Evidence will be prepared which considers and identifies the extent and spread of second homes, short term holiday lets and holiday accommodation across Carmarthenshire. It will identify communities which may be particularly impacted and the regulatory mechanisms available. This will build on internal evidence and reflect the recent changes in planning regulations. The evidence and the regulatory framework will be prepared in conjunction with Corporate Services to ensure a collaborative strategic approach. A report on second homes and short term holiday lets is currently being reported - with a report presented to Cabinet on the 18 September. This report whilst outlining the regulatory position and process also sets out a recommended staged approach for the development of a planning policy based response along with a timetable for the delivery of the respective stages.		
Service Head: Rhodri Griffiths	Performance status: On target		
Action	16953	Target date	31/03/2024
Action promised	Assist in increasing visitor spend within urban and rural Carmarthenshire.(CV78)		
	Commenced 17 month set of actions to support the tourism sector in the County, gaining £200,000 funding support from the UK Government Shared Prosperity fund. Key aims are to increase awareness of the County as an attractive place to visit in the off-peak season and increase local spend in peak season. Contracts worth £27,000 placed with two Carmarthenshire businesses for digital and photographic services.		

Comment	<p>Research and produce annual economic assessment for value of Tourism to the County, supplying data on over 1,400 different accommodation, events and attractions. £596.51 million was generated in 2022 with over 3.46million people visiting and 1.17 million people staying overnight in one of the 1,250 establishments. Carmarthenshire's tourism industry now employs 6,652 people and its economic impact has grown 66% since 2011, from £358.89 million to £596.5 million in 2022.</p> <p>Coordinated twenty-one filming requests including site visits for major 6-part ITV peak time drama starring Martin Clunes filming in September. Support has included being proactive 1st point of call on initial enquiries, providing information about local conditions and logistics location, scouting and permissions as well as sourcing accommodation.</p> <p>Coordinated meetings with Welsh Government to commence their £1/2 million tourism grant funded projects at Carmarthenshire Museum and Llansteffan Green North. Linked in with their North American office to promote the new Museum of Speed to an audience of North America tour operator buyers.</p> <p>Proactive marketing of the County as an attractive winter short break destination encompassed Public relations, digital advertising and organic posting on social media and web sites. The Discover Carmarthenshire web platform had 440,717 page views and 131,000 users whilst the equivalent Facebook account grew to 21,483 followers with an average reach per day of 6.7k.</p> <p>Printed and distributed 80,000 copies of the Days Out visitor guide promoting "things to do" and "places to go", promoting over one hundred Carmarthenshire businesses.</p> <p>Worked in partnership with Great Western Railway's (GWR) to feature several iconic Sir Gar locations in their major Summer 23 promotional campaign to promote increased routes into Wales. Pictures of Carmarthen Town and Cefn Sidan used in billboards and digital advertising.</p> <p>Working with creators of Machynlleth Comedy Festival, successfully pitched County to Visit Wales as pilot location for a comedian podcast promotion featuring comedians Kiri Pritchard-McLean and Emyllt Sears.</p> <p>Attended discussions for possible introduction of Visitor Levy, leading conversations with stakeholder at the Regional Tourism Forum.</p>
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Service Head: Deina Hockenhuil	Performance status: On target
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Action	17007	Target date	31/03/2024
Action promised	Develop the corporate role of the Bureau and continue to work with own & Community Councils for the benefit of our residents and communities. (CV113)		
Comment	The Bureau's corporate role continues to grow via interaction with departmental officers on the Corporate Funding Group. The Bureau and Rural team have and continue to support a number of community led projects via the Sustainable communities fund and Ten Towns initiative to support the expansion of local services including the development of Hendy community centre; Canolfan Carwyn, Llandovery youth & community centre, Yr Hen Cwrt in Newcaslte Emlyn and Llanybydder old school. In addition, Hwb Fach y Wlad is currently being rolled out in community halls across the 10 towns as a means of providing Hwb services in more remote rural communities. Actif has also received funding to deliver outreach services within local community halls.		

Service Head: Jason Jones	Performance status: On target
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Action	17090	Target date	31/03/2025
Action promised	We will maximise the community benefits arising from the multi-million-pound Pentre Awel scheme at Llanelli, the first development of this size and scope in Wales, which will create 1,800 well-paid jobs. (CV36)		
Comment	<p>Targeted Recruitment and Training (TR&T) BYUK has delivered 526 person weeks of TR&T to date. It is sponsoring 10 mechanical and electrical apprentices through Cyfle's Shared Apprenticeship Scheme – following an onsite induction at Pentre Awel, these apprentices have since been placed on other projects in Carmarthenshire. In addition, two work experience placements were accommodated over the summer holidays and a BYUK graduate has started a 9-12 month placement onsite.</p> <p>Education Current outputs include 431 pupil interactions and 63 hours donated, together with recruitment of c. 60 student ambassadors from local primary and secondary schools. CCC/BYUK real world learning project progressing well with students expected to present their final designs in a 'Dragon's Den' environment in October 2023.</p> <p>Community Engagement There has been increasing interest in the Community Ambassador scheme following the start of aboveground works, with a total of 5 participants recruited. Community Newsletter (issue #4) distributed end-August. Residents Surgery held 5th September 2023 and attracted six community members. Thrive (social enterprise) provide the onsite cleaning service and operate a pop-up catering van.</p> <p>Supply Chain The steel frame contract let to Shufflebottoms (Cross Hands), and Dyfed Steel's (Dafen) supply of reinforced bar, represents a c. £3.8m economic boost for Carmarthenshire businesses. Six packages have recently been advertised on Sell2Wales using appropriate CPV codes to restrict by sector and location. CCC has provided a list of MEP businesses in Carmarthenshire who have expressed an interest in the sublet opportunity with Whiteheads (5 No. total). CCC and BYUK have agreed to use the CLES (Centre for Local Economic Strategy) model to quantify and track the local (Carmarthenshire) economic impact of the Zone 1 construction works.</p>		

Service Head: Jason Jones	Performance status: On target
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Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3c - Thematic Priority: Welsh Language & Culture

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 library visits per 1,000 population LCL/001	Not applicable		Q2: 1174 End Of Year: 2740	Target: 541 Result: 824	Target: 1180 Result: 1714 Calculation: (322584 ÷ 188191) x 1000	Target: 1908	Target: 2754
We held several events for adults during Q2 including green screen sessions, scrabble club, knit & natter sessions & Filmshows. Over 1600 children took part in the Summer Reading Challenge during Q2. The challenge encourages children to read for pleasure over the summer months, with giveaways,							

Comment	activities & prizes helping to foster a love of reading. Our digital visits continue to remain high with customers benefitting from our range of digital ebooks, eaudiobooks, newspapers, magazines and training apps.
Service Head: Ian Jones	Performance status: On target

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3c - Thematic Priority: Welsh Language & Culture

Action	16362	Target date	31/03/2024
Action promised	We will continuously review cultural exhibits and events to ensure that they are regularly updated, timely and relevant. Take full advantage of the rich history of Carmarthenshire. (Archives / Museums exhibition and engagement plans in place) (CV75)		
Comment	Carmarthenshire Museum is now hosting the third and final work "Tobias and the Angel" by Andrea del Verrocchio, as the National Gallery Masterpieces Tour partnership draws to a conclusion. Exhibition development continues at Parc Howard which is scheduled for partial reopening in Q3. MOLS has received 10k visitors since it opened late May 23. Facilities offer a combination of permanent displays and a programme of temporary exhibitions on a cycle of three per venue per annum. A draft audience development plan is expected for Carmarthenshire Archives in Q3. Working with the National Library of Wales developing engagement activities for the combined resources (Clip Centre broadcast archive, Library resources and manuscript archives) at Carmarthen library.		

Service Head: Ian Jones	Performance status: On target
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Action	16363	Target date	31/03/2024
Action promised	We will develop Oriel Myrddin Gallery in Carmarthen as the West Wales Arts Centre (CV73)		
Comment	Design developed to RIBA stage 4; updated tender costs received. Awaiting funding approval. Heads of terms being considered by CCC Q3, approved by all other parties.		

Service Head: Ian Jones	Performance status: On target
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Action	16368	Target date	31/03/2024
Action promised	We will work with local communities to develop cultural and historical trails accessible to residents and tourists. Encourage residents to take ownership of their local areas by creating community trails based on local knowledge, and look at ways of developing trails based around the many castles and historic sites across the county (CV74)		
Comment	Unfortunately the Mentrau` s SPF bid for developing cultural trails was unsuccessful. We are currently therefore reviewing available internal resources to progress with an initial mapping process.		

Service Head: Ian Jones	Performance status: On target
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Action	16421	Target date	31/03/2024
Action promised	Promote a programme of year-round local events/festivals across the County by creating a digital support toolkit that will enable them to plan and deliver safe, vibrant, and sustainable activities		
Comment	Application for Shared Prosperity funding has been successful at level of £200,000, with activities including the development and communication of a community event organiser "toolkit", increasing awareness of local supply chain, improved joint working between tourism accommodation providers and events as well as a marketing campaign. A series of face-to-face road show events are being planned for late 2023 and early 2024 for engagement with organisers Attend and sometimes Chair County events safety advisory group (ESAG) that meets every 3 weeks, joining other council sections and external partners to offer guidance to those seeking to deliver quality events in the County. Over 20 events have been discussed this period including Llandovery Sheep Festival and Carmarthen Music Festival. 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.		

Service Head: Deina Hockenull	Performance status: On target
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Action	16440	Target date	31/03/2024
Action promised	We will develop a new Libraries strategy in line with evolving National Public Library Standards with a focus on reviewing outreach services		
Comment	In line with the Welsh Government's pending Welsh Public Library Standards Framework 7 and Cultural Strategy for Wales, we have extended the current Library Strategy in place for Carmarthenshire for a further 2 years (Carmarthenshire Libraries, Moving Forward 2017 – 2025) with the view that the development of a new strategy for Carmarthenshire will follow in line with the alignment of WG's rationale/progress for Libraries throughout Wales.		

Service Head: Ian Jones	Performance status: On target
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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 planning enforcement cases investigated within 84 days. PLA/021	Not applicable			Q2: 64.6 End Of Year: 68.8	Target: 80.0 Result: 81.9	Target: 80.0 Result: 84.4 Calculation: (200÷237) x 100	Target: 80.0
Comment	The measure has continued to improve over the last 18 Months from 54.2% to 84.4% and the backlog of older cases has reduced from 76 at end of qtr.1 2022 to 18 at end of qtr.2 2023.						

Remedial Action	Please see comment.
Service Head: Rhodri Griffiths	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	16283	Target date	31/03/2024
Action promised	Ensure that there are systems in place to efficiently manage Planning Enforcement across the county, to monitor and remedy undesirable effects of developments to protect the environment and public amenity. CV58		
Comment	The Planning Enforcement Team meet twice weekly in order to discuss and take forward planning enforcement investigations. We report quarterly on performance against Welsh Government Targets. Performance at the end of Q2 is 87% of investigations being undertaken within the target date of 84 days (up from 82% at end of Q1). The target in the Divisional Delivery Plan is 80%. Anything above 80% is defined as Good in the Welsh Government Planning Performance Framework Indicators & Targets		
Service Head: Rhodri Griffiths	Performance status: On target		
Action	16429	Target date	31/03/2024
Action promised	We will develop a three-year community cohesion plan for the region		
Comment	The Welsh Government Community Cohesion Programme has historically been funded on an annual basis. From April 2023 this is the first time the programme has been funded for three years. Between April - October 2023 the 8 Cohesion teams across Wales are continuing to work to the previous annual action plan. From October 2023 Welsh Government will launch the new three year programme and progress will be monitored from then. The action plan has now been agreed and monitoring will begin from October 2023.		
Service Head: Jonathan Morgan	Performance status: On target		
Action	17281	Target date	31/03/2024
Action promised	We will continue to work with Town and Community Councils for the benefit of our residents and communities. (CV113)		
Comment	The Marketing & Media Team prepare a monthly newsletter for all Community & Town Councils, with key messages from the authority and links to relevant information. A meeting of the Community and Town Council Liaison Forum was held on the 14th of September and included presentations on Hwb Bach y Wlad, Preventative Services, Public Rights of Way, introduction of 20phm limit legislation and Section 106 payments. The next meeting will focus on the Budget setting process. The Policy & Involvement Team facilitate this forum, which is chaired by the Cabinet Member for Rural Affairs & Planning Policy. The Policy & Involvement Team recognise the opportunity to strengthen the link with One Voice Wales, to ensure that issues raised locally are fed back to the Council and that there are opportunities for OVW to feed in to the Liaison Forum meetings.		
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: WBO3e - Service Priority: Leisure & Tourism

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 Discover website M&M/007	Not applicable		New measure	Target: 230000 Result: 302187	Target: 450000 Result: 677086	Target: 500000	Target: 628000
Service Head: Deina Hockenull	Performance status: On target						

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3e - Service Priority: Leisure & Tourism

Action	16351	Target date	31/10/2024
Action promised	Pentre Awel Zone 1 to include a new leisure centre and aquatics complex. (CV68)		
Comment	<p>Leisure Centre and Aquatics facilities to be completed line with that of Zone 1 Pentre Awel.</p> <p>Designs complete and construction underway contractor - Bouygues UK. Completion scheduled for October 2024. Meeting held with the contractor and internal teams to ensure all elements of the design meet the service requirement eg. access control.</p> <p>Leisure Team are part of the Whole Site Operational discussions to ensure that we optimise revenue opportunities for joint roles.</p> <p>As part of the wider discussion it has now been agreed that catering will be delivered in House through the Leisure Team. Designs have been developed by Contractors architects that encompass design consistency, branding and wayfinding for Zone1.</p> <p>Leisure Facilities Operation – early market engagement and site visits undertaken in advance of a tendering exercise in the new year to procure wet and dry equipment. Work is underway to explore electricity generating gym equipment.</p> <p>Leisure Shared Prosperity bid has been successful. This concentrates on both the development and wider Llanelli area. It will deliver a programme of early community engagement/outreach activities with the aim of addressing health inequalities and driving footfall to Pentre Awel once operational.</p> <p>Integrated Impact Assessment updated to outline the impact of re-locating Llanelli Leisure Centre to PA</p>		

Service Head: Jason Jones		Performance status: On target	
Action	16361	Target date	31/03/2024
Action promised	We will develop a sport for all approach to support a broad range of participation in sports, from beginners to elite - working to support all Community Sports Clubs to become self-sustaining with development support (CV77)		
Comment	Following the establishment of Actif Sport & Leisure's framework of Start Well, Live Well and Age Well products and programmes, with associated cross-sectional steering groups, it is pleasing to see the continued embedding and innovation. As a result, a wide range of activity opportunities is being offered and enhanced for all, across the pathway from beginners to elite. Additionally, further funding has been sourced - e.g. through Shared Prosperity Funding (exceeding £500k), including the creation and delivery of programmes at 8 community halls countywide and a significant focus on tackling Llanelli's health inequalities.		
Service Head: Ian Jones		Performance status: On target	
Action	16364	Target date	31/03/2024
Action promised	We will complete a feasibility study for a Skateboard Park and further develop the BMX Pump track in Pembrey (CV70)		
Comment	Planning permission is in the process of being applied, further ecology surveys were requested and are currently being undertaken as part of the process. Start on site will be scheduled for out of season so as to avoid too much disruption to visitors.		
Service Head: Ian Jones		Performance status: On target	
Action	16365	Target date	31/03/2024
Action promised	We will deliver a new 3G sports pitch at Ammanford (CV69)		
Comment	The new 3G pitch is nearing completion, with handover planned for the end of October and 'opening events' planned for early November. The pitch will cater for the rugby and football needs of Ysgol Dyffryn Aman and the Ammanford community, whilst adding to the portfolio of all-weather pitches to satisfy countywide spatial planning.		
Service Head: Ian Jones		Performance status: On target	
Action	16366	Target date	31/03/2024 (original target 31/03/2024)
Action promised	We will assess the need and produce a strategy for all weather pitches across the county (CV72)		
Comment	External specialist consultant procured and appointed. Global, national, and local audit evidence and intelligence gathered. Draft documentation in place to consult on current position and future aspirations. Collaborative sessions planned to further develop and inform final strategy.		
Service Head: Ian Jones		Performance status: On target	
Action	16441	Target date	15/12/2023 (original target 31/03/2024)
Action promised	We will develop the next phase of site masterplans for Country Parks including Pembrey; MCP; Llyn Llech Owain CV79		
Comment	Progress and inward investment is progressing in Pembrey Country Park (I2S for upgrade of more electrical campsite pitches; plus replacement amenity block with SPF funding), Mynydd Mawr Woodland Park, Millennium Coastal Park and Llyn Llech Owain Country Park. We are also developing plans in our local nature reserves starting with Ynys Dawela, with external funding secured.		
Service Head: Ian Jones		Performance status: On target	

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)							
Sub-theme: WBO4c - Organisational Transformation - Income & Commercialisation							
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 visits to leisure centres per 1,000 population PAM/017	Not applicable		Q2: 2931 End Of Year: 7017	Target: 1754 Result: 1805	Target: 3763 Result: 3965 Calculation: (746150 ÷ 188191) x 1000	Target: 5352	Target: 7169
Comment	Attendances have continued their recovery trends over the last years since the pandemic. Learn to swim and memberships recovering well, opportunity remains to grow attendances at sports facilities with clubs and regular business. It is anticipated there will also be benefits from the rural innovation funding opportunities and SPF funding more broadly. School swim sessions however continue the decline with the change in priority in education and escalating transport costs						
Remedial Action	Optimise the club booking opportunities and build on the planned opening of new facilities and improvements to pitches particularly in Ammanford						
Service Head: Ian Jones				Performance status: On target			