

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

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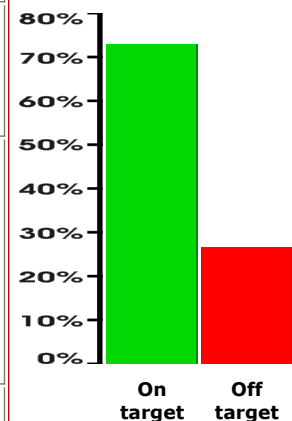
Organisation - Carmarthenshire County Council

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%	40%
	Measures	3	0	3	0	0	0	0%	
WBO2.Enabling our residents to live and age well (Live & Age Well)	Actions	21	19	2	0	N/A	0	90%	74%
	Measures	13	6	7	0	0	0	46%	
WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)	Actions	57	50	7	0	N/A	0	88%	74%
	Measures	27	12	15	0	0	0	44%	
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	4	1	0	N/A	0	80%	79%
	Measures	9	7	2	0	0	0	78%	
Overall Performance	Actions and Measures	138	101	37	0	0	0	73%	

Performance against Target



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		End Of Year: 63.4	Target: 100.0 Result: 42.0	Target: 100.0 Result: 47.8	Target: 100.0 Result: 51.4	Target: 100.0 Result: 53.0 Calculation: (823÷1552) × 100
Comment	The service has set a challenging target to improve performance, however, the competing demands on the team have led to the EOY of 53%.						
Remedial Action	The team will endeavour to improve on its performance over the coming year.						
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		End Of Year: 66.7	Target: 75.0 Result: 72.7	Target: 75.0 Result: 60.0	Target: 75.0 Result: 60.0	Target: 75.0 Result: 70.4 Calculation: (19÷27) × 100
Comment	The teams is showing a steady improvement in performance from 66.7% last year to this year's EOY 70.4%, which is above the Welsh Government Performance Framework of 66% for a good result.						
Remedial Action	The service will continue to focus on meeting the target against a backdrop of competing demands.						
Service Head: Rhodri Griffiths			Performance status: Off target				

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5d - Planning			
Action	16546	Target date	30/06/2024 (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	The lack of progress made for the quarter, as well as the 23/24 period, has been influenced by various factors. The delay in enhancing the customer experience of the planning applications public register can be primarily attributed to the competing priorities and resource allocation within Arcus. Notably, the Land Charges system`s launch in February 2024 demanded significant attention to ensure timely completion of critical milestones for the successful implementation.		
Remedial Action	Although the existing public register meets the basic requirements and remains accessible for customers, it is acknowledged that enhancements are necessary. However, due to the competing priorities and the need to manage expectations effectively, it is anticipated that the enhancements to the public register will not commence until the 24/25 period.		
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
Percentage of children who can swim 25m aged 11 3.4.2.1	Not applicable		End Of Year: 41.5	--	--	--	Target: 45.0 Result: 37.2 Calculation: (304÷817) × 100


Comment	Results are reflective of inactivity of school swimming due to Covid-19 related aspects. Some children have not attended swimming before and have a lower starting point than previously. Schools generally swimming for less time than previous years (e.g. 10 days rather than 15) as schools either could not afford the travel expenditure or struggled with workforce to release staff to accompany the children to the leisure centres.						
Remedial Action	A school swimming report has been submitted to the CCC Scrutiny task & finish group looking at childhood obesity levels within the county. It is recognised that being able to swim opens up additional water-based activities to participants as well as being an essential life-skill.						
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
Number of participations at sport and physical opportunities facilitated by Actif Communities (Participation only) 3.4.2.8	Not applicable		End Of Year: 215491	Target: 18994 Result: 11415	Target: 76700 Result: 61086	Target: 131815 Result: 124603	Target: 226266 Result: 211004
Comment	Although this does not meet the target the team shifted their focus to where the demand was high and there was less focus on mass participation of direct delivery. In addition we were 2 members of staff less for 9 months due to illness and maternity thus leaving parts of the service undeliverable.						
Remedial Action	Targets will be realigned to Work programmes for 2024-25						
Service Head: Ian Jones	Performance status: Off target						


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							
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 young people (0-16) accessing free swim sessions 3.4.2.2	Not applicable		End Of Year: 2237	--	--	--	Target: 2500 Result: 2377
Comment	Timetables sessions have changed to try and make the times of weekend sessions more accessible.						
Remedial Action	Ongoing dialogue with SportWales and WG on flexibility with criteria to target and support inequity						
Service Head: Ian Jones	Performance status: Off target						


ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)			
Sub-theme: WBO2a - Thematic Priority: Tackling Poverty			
Action	16353	Target date	30/09/2024 (original target 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	As an employer we already pay the living wage supplement when appropriate. County Council, on March 6, agreed to the payment of a supplement. No further action required from People Management Division.		
Remedial Action	The Real Living Wage agenda is to be discussed at the regional HRD meeting to be held in June so that a regional approach can be taken progressing		
Service Head: Paul R Thomas	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
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 Result: 103	Target: 167 Result: 104
Comment	We had a relatively good start to the year with Q1 & 2 out performing the set target and we did expect to exceed the targets set for Q3 and EOY. Most of the resources has focussed on National Grant Scheme Wales targeted toward empty home owners that will become occupiers. During 23/24 we have received 199 enquiries for the scheme with 52% being cancelled (at various						

	stages) and of the 116 that we've surveyed only 43 (37%) have been approved by Rhondda Cynon Taf County Borough Council. We were reliant on these, along with some enforcement activity, to achieve the target at EOY.						
Remedial Action	Majority of the work on the on the National Grant Scheme has been completed and will need to be monitored following approval with Rhondda Cynon Taf County Borough Council and ensure we maximise the full grant allocation (committed £2.6m) and income (fees). With the additional Empty Homes Support Officers now in place (March/ April 2024) and the introduction of the Council Tax premiums we will refocus our attention on enforcement activity to recover debt and force empty homes back into use.						
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 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 Result: 2209	Target: 1900 Result: 2144
Comment	We have successfully returned 129 empty homes to use through direct intervention during the year, however this fell short of our year-end target of 167. More properties became empty during the reporting period than those being returned to use. This is primarily because of market conditions and further analysis shows that most of these properties are delayed in their sales because of the current economic climate. We have developed a more robust (real time) reporting system that ensures that the overall number of properties reported is accurate and is being challenged on a regular basis. We didn't expect to achieve the target by the end of year, however we will continue to target those in the lower time bands affected by council tax premium through targeted enforcement action.						
Remedial Action	Continue delivery of our grant schemes to incentivise owners to return long-term empty properties to use, currently we have 116 grant applications approved. We will also refocus our attention to enforcement activity in line with council tax premiums and continue to challenge the data by carrying out regular, detailed analysis. Its very difficult to control or influence housing market pressures. e.g. interest rates, sales etc through direct intervention and this has caused fluctuations in the overall number of empties during the year, this may continue briefly into 2024/25 but we see the Council Tax Premiums and targeted enforcement activity/ intervention having a positive impact on the overall numbers.						
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		End Of Year: 8	Target: 5 Result: 1	Target: 15 Result: 2	Target: 30 Result: 2	Target: 40 Result: 7
Comment	It was clear in Q1 & 2 that we were unlikely to achieve the target by the end of the year due to general market pressure, landlords vacating the market and changes in legislation. We have developed a pipeline of properties coming through Leasing Scheme Wales and we expected these to be these to be delivered in Q4, however, there have been delays in the legal administration of the scheme. The landlord offer is currently being piloted and since improving the offer, which gives wider scope for officers to deviate from the Local Housing Allowance Rate in high demand areas (inc. a general uplift to LHA), better management practices and other incentives we've seen increase in demand and appetite for landlords and empty home owners to bring forward their properties. An improved offer will help increase the numbers during the Q1 OF 2024/25 and carry that forward throughout the forthcoming year.						
Remedial Action	We have piloted different costing models that has helped us develop a strong competitive landlord offer that demonstrates we can compete with the private housing market including increased rents, upfront incentivisation and guaranteed liability cover. The local housing allowance has been increased by approximately 15% across the Carmarthenshire area meaning that the financial impact in increasing our landlord offer is less on the budget and should allow us to target more properties moving forward, particularly in areas of high housing need. Whilst we haven't see the benefits of this in 2023/24 it has shown positive results already in high levels of property retention for those landlords out of contract in the current year and will line up properties ready for Q1 in the new financial year.						
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		End Of Year: 6.3	Target: 10.0 Result: 20.5	Target: 10.0 Result: 24.0	Target: 10.0 Result: 28.6	Target: 10.0 Result: 27.6


						Calculation: 866278 ÷ 31410
Comment	The average number of days is well above previous years as we have been actively targeting and clearing the very oldest jobs in the system, which has resulted in an increase in average response times compared to previous years. The volume of repair requests also continues to rise year on year.					
Remedial Action	The new Property Works Framework is currently being evaluated with a proposed implementation date of 1st August 2024. This should provide us with additional contractor capacity to deal with works in a timelier manner. In addition we also intend to increase our in-house team to rebalance work in-house and provide additional capacity for the increasing level of demand.					
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	16430	Target date	31/12/2024 (original target 31/03/2024)			
Action promised	We will develop a new 10 Year strategic vision and direction for Housing					
Comment	The new 10 year Housing Strategy has been delayed due to a focus on the new HRA Business Plan 24-27 and wide ranging improvements in the repair Service. It is anticipated that the new Strategy will be finalised for consultation by the Autumn 2024					
Remedial Action	Ensure strategy is out for consultation by Autumn 2024					
Service Head: Jonathan Morgan				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) 3.4.2.6	Not applicable		End Of Year: 54.5	Target: 50.0 Result: 32.1	Target: 60.0 Result: 37.6	Target: 60.0 Result: 38.1	Target: 70.0 Result: 36.2 Calculation: (557 ÷ 1537) × 100
Comment	Failed to achieve. Excessive referrals (500 above target) coupled with staff shortages and sickness have resulted in challenges in getting referrals onto NERS.						
Remedial Action	A full NERS review is taking place that will result in new instructor workplans that will significantly increase the number of initial assessment opportunities. We had a new National NERS database launched in January 24, which has caused some short term issues but long term it will help the service.						
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
Percentage of NERS clients whose health had improved on completion of the exercise programme (CV23) PAM/042	Not applicable		End Of Year: 75.0	--	--	--	Target: 75.0 Result: 50.6 Calculation: (41 ÷ 81) × 100
Comment	Failed to achieve target						
Remedial Action	Work with NERS team to ensure data capture improves to enhance performance to achieve target in 24/25						
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 low cost adaptation works (including equipment) in private dwellings where the Disabled Facilities Grant process is not used	Not applicable		End Of Year: 11	Target: 11 Result: 13	Target: 11 Result: 15	Target: 11 Result: 16	Target: 11 Result: 16

PSR/006							Calculation: 26018 ÷ 1600
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		End Of Year: 1350.0	Target: 50.0 Result: 65.0	Target: 175.0 Result: 155.0	Target: 300.0 Result: 317.0	Target: 858.0 Result: 669.0
Comment	669 direct jobs created to date via Markets, Bureau, Leader, Llandeilo Market Hall, CREF, Business Support Town Centre Loans, Carmarthenshire Working, SPF RIF, ten Towns, CCC Entrepreneurship, RLSP, SPF strategic Projects, Cross Hands East, TC Related Activity, Transforming Towns Strategic Projects, Arfor, SPF Business Growth & Start UP, CCC Business Growth & Start UP Legacy, ARDF and C4W+						
Remedial Action	Delays to commencement and completion of third party grant schemes. Outputs will be realised and evidenced in 24/25						
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
Indirect Jobs created (indirect and construction Jobs) with Regeneration assistance EconD/010	Not applicable		End Of Year: 116.0	Target: 35.0 Result: 49.0	Target: 80.0 Result: 80.0	Target: 175.0 Result: 171.0	Target: 387.0 Result: 286.0
Comment	286 Indirect construction jobs created via Cross Hands Plot 3, Pentre Awel, Town centre Loan, Transforming Towns Strategic projects, Carmarthen Hwb, Llandeilo Market Hall, ARDF and CREF						
Remedial Action	Delays to commencement of significant direct delivery and third party grant funded construction projects have resulted in target not being realised. Outputs will now be realised in 24/25						
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. EconD/022	Not applicable		End Of Year: 502	Target: 30 Result: 24	Target: 50 Result: 44	Target: 170 Result: 120	Target: 300 Result: 196
Comment	The number of individuals accessing accredited courses has been lower than in previous years. Many individuals that have accessed the programme have complex needs and have not been ready to complete accredited courses, due to the multiple barriers they are facing.						
Remedial Action	As a result of the barriers individuals are facing, we will reduce the target for 2024/2025						
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
Percentage of working age adults in Carmarthenshire qualified to NQF level 2 or above EconD/024	Not applicable		End Of Year: 89.3	--	--	--	Target: 91.0 Result: 89.4


Comment	The statistics show the target for the % of working adults with level 2 or above has not increased since last year, there is an issue which has occurred as a result of the Covid pandemic which resulted in a number of people dropping out of education because of complex barriers.						
Remedial Action	Work is being undertaken across all areas of education to support individuals to achieve the qualifications either through academic or vocational training by offering support through the Employability programmes; through specific interventions with schools and working with the college to support individuals gain the necessary qualifications. The RLSP is working with schools on key projects to support young people likely to become NEET with work experience opportunities.						
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 premises across Carms that have access to Superfast broadband connectivity or better EconD/025	Not applicable		End Of Year: 91.20	Target: 91.40 Result: 91.60	Target: 91.60 Result: 91.70	Target: 91.80 Result: 91.71	Target: 92.00 Result: 91.87
Comment	Roll out of Superfast Broadband (FTTC)in the county has largely been stopped in favour of rolling out full fibre gigabit capable broadband which offer higher speeds and greater reliability. Whilst the rollout of FTTC superfast has halted there are may other residents using alternative technologies to achieve superfast speeds. This could be through fixed wireless, 4G or satellite. These are supported by the Welsh Governments 'Access Broadband Cymru' Scheme						
Remedial Action	Gigabit capable broadband rollout will supersede any additional rollout of Superfast in the county. We are currently near to 60% full fibre which is high for a rural county						
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 geographic areas in Carmarthenshire without 4G coverage EconD/027	Not applicable		New measure	--	--	--	Target: 4.00 Result: 5.00
Comment	It can be difficult to influence Mobile Network Operators to deploy to areas where there is no 4G coverage currently as often there is no financial incentive for them to do so. However the UK Government's Shared Rural Network programme has linked in with the Emergency Services Network to use sites in areas of no coverage to boost choice and service for residents in 'not spot' areas. Carmarthenshire has four new mobile phone masts being built in areas of no coverage and two are currently live for EE only but will be upgraded for other mobile operators to use. I would expect to see a reduction in the percentage of geographical area that has no 4G in the next report from Ofcom.						
Remedial Action	The Shared Rural Network (SRN) programme will improve coverage in areas where there is little or no coverage at present. The partial not spot part of the SRN is currently set to deliver 18 new masts in Carmarthenshire in 2024 and the total not spot part is set to deliver 4 new masts by 2027; however this part of SRN is very much ahead of schedule at this time and I would anticipate these sites being delivered much sooner						
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		End Of Year: 72.4	Target: 80.0 Result: 50.0	Target: 80.0 Result: 66.7	Target: 80.0 Result: 66.7	Target: 80.0 Result: 69.7 Calculation: (23÷33) × 100
Comment	The service has shown a steady improvement throughout the year, with a standalone result of 77.8 for quarter 4. The determination of 10 historic cases is impacting on the overall result. It should be noted that the Welsh Government rating of 'Good' is 60%						
Remedial Action	An agreed realignment of the service giving focus on strategic development will facilitate in meeting the target for this measure.						
Service Head: Rhodri Griffiths				Performance status: Off target			
2022/23 Comparative Data			2023/24 Target and Results				

Measure Description	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		End Of Year: 602	Target: 80 Result: 345	Target: 80 Result: 673	Target: 80 Result: 583	Target: 80 Result: 670 Calculation: 22096÷33
Comment	The Target has not been achieved for 23/24 and the performance has declined slightly since last year from 602 days to 670 days. This is due in part to the impact of resource constraints but also the determination of some historic cases. The oldest applications took 3,099 days, 2,866 days, 1,987 days and 1,040 days. 3 other applications took over two years. Excluding these historic applications the average would be 410 days.						
Remedial Action	As the historic applications are determined the number of days should be reduced dramatically.						
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		End Of Year: 36.9	Target: 85.0 Result: 27.6	Target: 85.0 Result: 55.3	Target: 85.0 Result: 54.0	Target: 85.0 Result: 45.6 Calculation: (72÷158) × 100
Comment	The service has set a challenging target to improve performance, however, the competing demands on the team have led to the EOY of 45.6%						
Remedial Action	The team will endeavour to meet the target against a backdrop of competing demands.						
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	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	<p>The 2nd Deposit Revised Local Development Plan(LDP) along with its supporting documentation was published for formal public consultation on its content 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 has been ongoing on assessing and formulating responses to these responses ahead of the submission of the Revised LDP for examination in the Spring 2024.</p> <p>A further revised Delivery Agreement along with an amended timetable for Plan adoption has been prepared and agreed with the Welsh Government. This will be available on our website in accordance with statutory provisions and reflects the need for an additional focused consultation as set out below. In this respect a further consultation is ongoing in relation to the content of the Habitat Regulations Assessment and Integrated Sustainability Report and reflects the need to further respond to the comments raised as part of the initial consultation on the issues relating to Phosphates in protected rivers and to ensure the preparation of the Plan is procedurally compliant. This consultation closes on the 3rd April 2024 with any responses received to form part of the documentation submitted to the Welsh Government.</p> <p>As part of the preparation for the Plan's submission evidence gathering has remained ongoing with necessary updates being produced along with position statements to clarify and provide updates on certain thematic issues. Statements of Common Ground have also been prepared in collaboration with individual site proponents and also on specific policy issues.</p> <p>This is off target because of the additional evidencing and response to the issues in relation to phosphates in protected rivers and the need to ensure procedural compliance – this resulted in the ongoing consultation referenced above and the amendment agreed to the Delivery Agreement.</p> <p>This action remains ongoing, and the target date requires amendment to reflect the adoption date for the Plan identified in the revised Delivery Agreement.</p>		
Remedial Action	<p>To ensure the progress of the Plan complies to the terms set within the Revised Delivery Agreement and its timetable.</p> <p>To ensure the timely submission of the Revised LDP and its suite of evidence, documentation and the representations received to the Welsh Government for Examination.</p> <p>Work positively with Planning and Environment Decisions Wales to facilitate the efficient running of the examination into the content of the Plan.</p> <p>Adoption date is June 2025.</p>		

Service Head: Rhodri Griffiths		Performance status: Off target		
Action	16276	Target date	31/12/2024 (original target 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	Thirty three major planning applications have been determined so far this year, with 70% being within agreed timescale. Approval has been given to revise the development management structure following the vacation of a post in Q2 to create a post of Development Management Officer (Strategic Development) but this post remains vacant due to the embargo on recruitment. Preliminary Work has been undertaken on developing a discretionary pre-app service and has been consulted upon internally. However implementation is on hold as a result of an embargo on recruitment to fill the above post and which will lead to a delay.			
Remedial Action	Request recruitment embargo is lifted for vacant posts in Development Management			
Service Head: Rhodri Griffiths		Performance status: Off target		
Action	16340	Target date	31/03/2025 (original target 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 11 removed from the list as they have been occupied or resolved. A further 5 have been placed on hold with a watching brief linked to confirmation of progress. There are currently 11 properties on the active list. 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. The next meeting of the internal group is scheduled to take place in June at which time there is potential for 2 additional properties to be added. During the meetings the group review the current and add any additional properties need consideration by the enforcement group.			
Remedial Action	Additional time requested in line with the funding opportunity presented by WG. The enforcement group will continue to meet and provide support where possible.			
Service Head: Jason Jones		Performance status: Off 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	Carmarthenshire Commercial Property Development Fund - Two projects are under construction at a total value of £7m with a further 4 phase 3 projects preparing detailed applications. Carmarthenshire Rural Enterprise Fund - Four out of the five phase 2 projects providing £772,522 investment into the rural economy are under construction and nearing completion with one having fully completed in March 2024. A further eleven projects are currently working up detailed applications for consideration with a total grant request of just over one million pounds. Following Cabinet Member approval the maximum grant available under the fund has increased to £200k to counter rising construction costs. 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. Ammanford Regeneration Development Fund - 1 project has reached practical completion stage this year. Historical monitoring - rolling exercise ongoing to monitor historical third party grants			
Remedial Action	Continue to work closely with third party applicants to overcome issues such as planning, rising costs and legal matters that are presenting barriers to applicants moving forward with applications and having an impact on delivery timelines for the respective funds.			
Service Head: Jason Jones		Performance status: Off target		
Action	16346	Target date	31/07/2025 (original target 31/03/2025)	
Action promised	Deliver the Levelling Up funded "Carmarthen Hwb" by redeveloping the former Debenhams store. (CV35)			
Comment	Designs have reached RIBA stage 4 and full cost certainty now anticipated April 2024. Enabling works have commenced and are due for completion in April 24. Due to additional works being required to ensure that there is no transfer of sound and vibration between family entertainment centre and delays in finalising design it is now anticipated that submission to Welsh Government IRCF fund will be made in April 2024. Subject to timely approval of that funding bid it is now anticipated that the main construction contract with commence end May / early June 24 with completion anticipated September 25.			
Remedial Action	Submission of Welsh Government IRCF application April 24. Submission and Approval of UK Government Project Amendment Request end April 24. Revised construction programme to be agreed with contractor to ensure project completion dates fall in line with funding drawdown requirements.			
Service Head: Jason Jones		Performance status: Off target		
Action	16347	Target date	31/12/2024 (original target 31/03/2024)	
	Deliver Cross Hands Growth Zone & bring forward developments at CH East Phase2; Strategic Employment Sites at CH			


Action promised	East including opportunities for self-build, LDO progress & supporting 3rd parties to develop on avail. space. 2023/4 completion of self build project, agree lease terms on 2 develop.plots, finalise evidence base commission of LDO (CV44)		
Comment	Plot 3 completed with some tenants accepted for occupation subject to financial due diligence and final approval. Delays in development at Plot 5 and Plot 17, former due to construction costs. Planning application expected to be submitted for remaining plot at Food park in 2024/5. Work is ongoing to finalise the evidence for the Cross Hands East Local Development Order (LDO) with draft documents of key evidence being refined to support the production of the LDO for consultation. Work undertaken includes the production of additional evidence in respect of ecology, infrastructure (including an update paper on highways) and environmental impact, work is currently ongoing to finalise the Habitat Regulations Assessment to underpin the LDO itself and to deliver our statutory responsibilities. A design guide to support the implementation of the LDO is currently in preparation.		
Remedial Action	Delays to agreeing the lease terms 2 development plots due to increased construction costs and developers requiring further time to confirm funding package prior to entering into the lease. Work with the developers to assist in identifying any potential funding avenues as well as actively seeking potential developers for remaining plots on the Cross hands East site.		
Service Head: Jason Jones	Performance status: Off 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	<p>Specialist consultants have been procured through open tender to develop an evidence base on the spatial spread of second homes and short-term holiday lets across Carmarthenshire. This commission will also include an options appraisal on the regulatory and other policy approaches where required. 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. This evidence gathering and the outcomes of the options appraisal will be reported back through the democratic process at a future date to be confirmed.</p> <p>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 was presented to Cabinet on the 18 September 2023. 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.</p> <p>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.</p>		
Remedial Action	To continue to progress the evidence gathering and options appraisal in conjunction with the appointed consultants. Once finalised present a report through the democratic process to consider any future regulatory framework/response required in light of the evidence.		
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: 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		End Of Year: 75.6	Target: 85.0 Result: 77.6	Target: 85.0 Result: 74.8	Target: 85.0 Result: 75.2	Target: 85.0 Result: 75.0 Calculation: (656÷875) × 100
Comment	Planning ecology's Q4 (cumulative) responses is 75% which is similar to the other quarters, indicating a consistent effort over the year - Q3 (cumulative) being 75 and Q2 (cumulative) being 75%. This represents a good performance over the year as there has been again an increase in the number of consultations that Planning Ecology receive. In 2022 it was 979 and in 2023 it was 1211, hence in FY 2023 we received 232 more applications than in FY 2022. Planning Ecology have been able to accommodate this large increase without our numbers falling.						
Remedial Action	We have updated our website (this will be ongoing), to refer applicants to, which provides more accurate information and this will ensure we receive better applications. Further training with planning officers will be scheduled. We are updating our Supplementary Planning Guidance (this will incorporate the new Planning Policy Wales 12 update) and this will provide further information to applicants so that we receive better applications. This will be reflected on the website which we will increasingly refer to. We are also reviewing allocated sites and this will ensure better future applications.						
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	Welsh Median	Our Actual	Quarter	Quarter	Quarter	End of Year



	Quartile		1	2	3	
% 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	Target: 100.0 Result: 75.7	Target: 100.0 Result: 81.0 Calculation: (111÷137) × 100
Comment	In this 1st yr that Built Heritage consultation responses have been reported, each Q improvements have been made (Q1-58% to Q4-97%) but, dual listed and planning app responses are likely to continue to negatively affect times in the future. LB only caseloads have not been included in the stats.					
Remedial Action	Despite improvements, Built Heritage measuring and reporting procedure on Consultations and Listed Building apps needs to be reviewed. There are no capacity issues.					
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		End Of Year: 211	Target: 180 Result: 298	Target: 180 Result: 338	Target: 180 Result: 330	Target: 180 Result: 306 Calculation: 52688÷172
Comment	The average time has reduced further this quarter as backlog cases reduce and newer cases are resolved. However, as these historic cases are closed, they continue to skew the positive action average. The average being above target can be attributed to the 18 longest standing cases out of 172 closed this year.						
Remedial Action	Continue to bear down on the historic cases whilst considering new cases at the same time.						
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		End Of Year: 93.8	Target: 100.0 Result: 93.0	Target: 100.0 Result: 95.1	Target: 100.0 Result: 95.7	Target: 100.0 Result: 96.0 Calculation: (532÷554) × 100
Comment	The overall cumulative performance for 23/24 stands at 96%. It is worth highlighting that the standalone figure for Q4 is 97% (128/132), indicating a consistent performance in that specific quarter. The deviation from the target can be attributed to instances where complaints were initially directed to another agency, such as environmental health, before being officially categorised as a planning complaint. Additionally, certain planning enforcement inquiries may require the collection of supplementary information upon receipt before they can be formally registered and addressed.						
Remedial Action	Regularly review the process to pinpoint bottlenecks and areas for possible enhancement. Seek input from staff engaged in the process to glean valuable insights into potential obstacles.						
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	Target: 80.0 Result: 60.4	Target: 80.0 Result: 59.3 Calculation: (102÷172) × 100

Comment	The cumulative percentage shows a minor decline compared with Q3. However, the figures reflect the balance between the continuation to resolve and close the older cases as well as handling new ones.						
Remedial Action	Continue to make progress in closing historic cases whilst taking positive action in relation to new cases within set targets.						
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 investigation. PLA/028	Not applicable		New measure	Target: 100.0 Result: 94.3	Target: 100.0 Result: 95.4	Target: 100.0 Result: 96.1	Target: 100.0 Result: 96.9 Calculation: (462 ÷ 477) × 100
Comment	The team is performing at a high standard against a challenging target. The EOY result of 96.1% is a good result, particularly with an impressive quarter 4 standalone result of 99.1% (113 out of 114)						
Remedial Action	Revise target to 95% so that one oversight is not a failure for the entire year						
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	End Of Year: 85.5	Target: 80.0 Result: 87.2	Target: 80.0 Result: 85.7	Target: 80.0 Result: 83.5	Target: 80.0 Result: 84.9 Calculation: (457÷538) × 100
Comment	The team has surpassed the target for this year with an EOY result of 84.9%, with a standalone quarter 4 result of 88.9%. 457 applications out of 538 were completed within 8 or within the extension time agreed.						
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	End Of Year: 94.7	Target: 90.0 Result: 91.2	Target: 90.0 Result: 92.6	Target: 90.0 Result: 90.5	Target: 90.0 Result: 92.1 Calculation: (351÷381) × 100
Comment	Another good performance by the team this year, with an above target EOY result of 92.1%. The results show a strong final standalone Qtr.4 result of 98.7% (76 out of 77)						
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 Environmental Impact Assessment (EIA) planning applications determined within 16 weeks or within Extension Of Time agreed PLA/013	Not applicable		End Of Year: 50.0	--	--	--	Target: 80.0 Result: 100.0 Calculation: (2÷2) × 100
Comment	The Target has been achieved for 23/24 with both applications determined within time						
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		End Of Year: 83.1	Target: 75.0 Result: 93.9	Target: 75.0 Result: 92.6	Target: 75.0 Result: 94.2	Target: 75.0 Result: 92.8 Calculation: (192÷207) × 100
Comment	An encouraging result on the previous year end						
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	Not applicable		End Of Year: 93.0	Target: 75.0	Target: 75.0	Target: 75.0	Target: 75.0

PLA/017				Result: 96.1	Result: 90.9	Result: 93.6	Result: 92.8	Calculation: (194 ÷ 209) × 100
Comment	A similar performance to that of last year. Note currently we have one plan vetting officer on long term sickness							
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	
Percentage of all planning applications determined in time PLA/018	93.8	87.1	End Of Year: 89.0	Target: 85.0 Result: 89.1	Target: 85.0 Result: 88.1	Target: 85.0 Result: 86.0	Target: 85.0 Result: 87.5	Calculation: (1202 ÷ 1373) × 100
Comment	The Target has been achieved for 23/24 but the performance has declined slightly since last year from 89% to 87.5%. This is due in part to the impact of resource constraints.							
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	Target: 80.0 Result: 86.5	Target: 80.0 Result: 88.1	Calculation: (371 ÷ 421) × 100
Comment	The Target has been achieved for 23/24 but the performance has declined slightly since last year from 90% to 88.1%. This is due in part to the impact of resource constraints.							
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		

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	Stakeholder engagement has continued during the year and will now be taken forward as on-going engagement approach by the Council.		
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 successfully launched new ecology webpages, class of use etc We have created clear flow charts for the planning hwb for clarity on dealing with customer contacts		
Service Head: Jackie Edwards	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. Final plans will link to work of Scrutiny T&F review on childhood obesity, scheduled to be presented to Community Scrutiny committee 2/5/24		
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 Result: 1507	Target: 1800 Result: 1916
Service Head: Deina Hockenull				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
Percentage of households successfully prevented from becoming homeless (CV33) PAM/012	61.5	53.0	End Of Year: 71.6	Target: 65.0 Result: 67.2	Target: 68.0 Result: 69.4	Target: 70.0 Result: 70.0	Target: 72.0 Result: 72.1 Calculation: (287÷398) × 100
Comment	The good performance continues and has been achieved through a number of factors including the creation of the Housing Hwb Team who, changes to operational practices, the direct allocation of homes to people in greatest need through the adoption of the Emergency Allocations Policy, and continuation of WG grant funding.						
Service Head: Jonathan Morgan				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 to 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 		
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	Hwb Bach Y Wlad is now established and have had a full quarter worth of visits to the Ten Towns. A number of events have also been visited by Rural Hwb Advisors.		
Service Head:	Deina Hockenull	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>We continue to communicate with partners and enhance understand each others roles in supporting customers with the cost of living. In addition to communicating regularly with around 25 partners the following partners also take advantage of the opportunity to attend the Hwbs on a regular basis: CAB, Wallich Llanelli, Dyfed Powys Police Llanelli, Connecting Carmarthenshire, Dwr Cymru, Carers Trust, SSAFA, MAWW Fire Service, Planed, Age Cymru, Domestic Abuse, Dementia Friendly. We have also established strong working relationships with food banks in the 3 main towns and across the Ten Towns and streamlining processes for consistency across all food banks. Food bank vouchers are issued by Hwb Advisers at each of the Hwbs and through Hwb Bach y Wlad.</p>		
Service Head:	Deina Hockenull	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>With no new funding streams identified in this quarter, Marketing & Media continue to promote the existing range of cost of living support available to residents.</p> <p>A cost of living advice insert was included with all council tax bills issued in March. This leaflet provided a range of information on the help and advice available to support residents with the cost of living in Carmarthenshire. This included information on the wide range of support provided in our three main Hwbs and in rural communities via Hwb Bach y Wlad as well as contact details of key contacts and partners.</p> <p>Promotion of Hwb Bach y Wlad also continued via other methods including social media, which makes it easier for residents in more rural areas to access a range of services already delivered by Carmarthenshire County Council online, on the phone and in the county's three customer service Hwbs in Llanelli, Carmarthen and Ammanford. Services include advice on the cost of living, recycling and customer and business affairs as well as information on working in Carmarthenshire and tenancy advice/housing issues.</p> <p>Marketing and Media have also continued to promote support available for parents via the School Essentials Grant which provides funding towards school uniform and other essentials.</p> <p>Promotion of means tested Free School Meals as well as Universal Free School Meals also continued throughout the quarter via social media.</p>		

Service Head: Deina Hockenull		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 plan actions will be actively monitored and reported to the Tackling Poverty Advisory Panel and Officer working group		
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 processed 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 prevention 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 officers 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
Percentage of homes that meet the Welsh Housing Quality Standard (WHQS) PAM/038	Not applicable		End Of Year: 100.0	--	--	--	Target: 100.0 Result: 100.0 Calculation: (9333÷9333) × 100
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
Percentage of rent lost due to properties being empty (CV34) PAM/039	Not applicable		End Of Year: 3.5	Target: 3.3 Result: 2.5	Target: 3.1 Result: 2.4	Target: 2.9 Result: 2.3	Target: 2.6 Result: 2.2 Calculation: (1097017÷4885428) × 100
Comment	In May 2022 there were 433 voids and this number significantly reduced to under 175 by Quarter 4 2023/24 and this has a direct correlation on the % rent loss. There have been a number of changes introduced over the last 21 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)		
	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		

Comment	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	Following a series of meetings it has been agreed that a Housing officer be present at both Carmarthen and Llanelli Hwbs on a daily basis and a process established between Ammanford Hwb and Housing Services for how customers presenting themselves as homeless in that location are dealt with.		
Service Head: Deina Hockenhuil	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 50% of the existing housing stock. This data along with our energy performance data has been used to develop the new three years investment programmes for the 2024/25 HRA business plan which was approved by council on the 24th of January. Our programme identifies all the works that will be carried over the next three years to bring as many of our homes up to a minimum energy performance rating (EPC) of band C based on a fabric first approach.		
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 plan for temporary accommodation sits within the Strategic Outcomes within the Authorities Rapid Re-Housing Plan and Housing Support Plan. A Development workstream has been developed to look for alternative options and work will continue into 24/25.		
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	We have implemented an enforcement and financial assistance plan to focus on returning empty properties to use in line with the policy. This will be reported through the performance framework i.e. HS-EMP-001 and HS-EMP-002 on how effective our interventions are.		
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	A report has been developed identifying a range of low cost home ownership options available and recommending a way forward for the council. This will ensure that as part of the affordable housing options we are able to offer a real alternative to the rental market for individuals and families who'd like to own their own home but can't afford to purchase a home at open market values. This report will be presented to the Housing and Regeneration Strategic Team on the 18th of April.		
Service Head: Jonathan Morgan	Performance status: On target		
Action	16432	Target date	31/03/2024
Action promised	We will improve turnaround times and reduce the backlog of repairs, Voids and DFGs and value for money		
Comment	<p>The new Property Works Framework tender has closed and, following evaluation, is due to commence from 1st August 2024. The Framework has been designed to encourage access to a wider range of contractors and demonstrate value for money for the Authority to assist in the improvement of turnaround times. While we have slightly increased our operational workforce in both the Responsive Maintenance and the Voids teams, reduced contractor capacity with the current framework continues to be an issue.</p> <p>The 2024/25 HRA Business Plan includes an aim to increase the number of in-house staff to enable more work to be undertaken in-house.</p> <p>The number of void properties continues to reduce with 178 voids in hand at 31/03/2024, compared with a peak of 432 in May 2022. At that level close to £1m additional rent is generated per annum and 254 additional homes are available to be let.</p> <p>Demand for repairs, DFGs and Council house adaptations continues to grow significantly and, as a result, the backlog of outstanding work remains high in these areas. Proposals to provide the staffing resources needed to enable an effective response to the demand has been proposed and is awaiting approval.</p>		
Service Head: Jonathan			

Fearn		Performance status: On target	
Action	16433	Target date	31/07/2024 (original target 31/03/2024)
Action promised	We will review and update the Adaptation Policy		
Comment	A Scrutiny Task & Finish Group was established in November to consider the impact of increased demands on the service and potential solutions. A draft Adaptations Policy has been presented to the group in early February. Amendments have been made to reflect the comments of the group and is to be presented again in the next meeting (Friday 5th April).		
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 average number of calendar days taken to deliver a Disabled Facilities Grant (CV23) PAM/015	Not applicable		End Of Year: 277	Target: 275 Result: 271	Target: 275 Result: 289	Target: 275 Result: 280	Target: 275 Result: 273 Calculation: 73260÷268
Service Head: Jonathan Fearn			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme PAM/041	Not applicable		End Of Year: 51.8	Target: 50.0 Result: 51.2	Target: 50.0 Result: 56.1	Target: 50.0 Result: 66.1	Target: 50.0 Result: 70.2 Calculation: (316÷450) × 100
Comment	Achieved target						
Remedial Action	Continue to work to increase the number of people that access the service and that complete.						
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	Positive dialogue ongoing with colleagues in Health via Healthier Carmarthenshire working group and Preventions sub-group. NERS (National Exercise Referral Scheme) continuing to take referrals that change people`s lives for the better, rolling out to additional areas. `Pre-Diabetes` referral programme and Proactive Falls Prevention Pathway Programme ongoing, with sustainable funding solution being worked on positively. 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 extended to 31/3/24, with decision on longer term sustainability imminent.						
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		End Of Year: 323	Target: 80 Result: 120	Target: 129 Result: 190	Target: 189 Result: 241	Target: 303 Result: 331
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

	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 EconD/005	Not applicable		End Of Year: 759	Target: 50 Result: 440	Target: 125 Result: 476	Target: 200 Result: 594	Target: 555 Result: 722
Comment	722 people helped into volunteering via Bureau, C4W+, SPF Rural Investment Fund, SPF Skills 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		End Of Year: 11903638	Target: 2000000 Result: 8596213	Target: 5000000 Result: 10342342	Target: 15000000 Result: 18919493	Target: 31580893 Result: 35039140
Comment	£35,039,140 PSI/External funding secured via CREF, ARDF, SPF BREF, SPF Business Engagement, SPF PDF, WG Town centre Loan, SPF Business Start Up & growth Fund, Carmarthen Hwb, Earth, Fusion, Leader, Bureau, SPF RIF, Ten Towns capital, Ten Towns RRTC, SPF vacant Property, SPF Tackling Town centres, SPF events Fund, C4W+, RLSP, SPF Skills, Arfor, SPF Strategic projects, SPF Management, TT Placemaking, Transforming Towns Strategic projects, 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
Number of Jobs safeguarded with Regeneration assistance EconD/011	Not applicable		End Of Year: 143.0	Target: 10.0 Result: 16.0	Target: 20.0 Result: 48.0	Target: 40.0 Result: 73.0	Target: 96.0 Result: 100.0
Comment	100 jobs safeguarded to date via Bureau, ARFOR, SPF Strategic Projects, SPF Business Growth & Start Up Grants and CCC 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		End Of Year: 1237	Target: 180 Result: 893	Target: 400 Result: 1505	Target: 600 Result: 1964	Target: 1159 Result: 3071
Comment	3071 business enquiries supported with regeneration assistance via; transforming Towns Placemaking & strategic, 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, ARDF, SPF Business Engagement, ARFOR, SPF Event Fund, Sites & Premises, CCC Entrepreneurship, Ten towns RRTC, Cross Hands, SPF Strategic Projects 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		End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100	Target: 100 Result: 100	Target: 100 Result: 100 Calculation: (521÷521) × 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	Not applicable		End Of Year: 100	Target: 100	Target: 100	Target: 100	Target: 100

gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus Programmes.			Result: 100	Result: 100	Result: 100	Result: 100	Calculation: (431÷431) × 100
EconD/021							
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 Carmarthen have access to Gigabit capable broadband.	Not applicable		End Of Year: 51.81	Target: 52.00	Target: 54.00	Target: 56.00	Target: 58.00
EconD/026				Result: 54.22	Result: 55.37	Result: 57.19	Result: 59.16
Comment	Having a digital team in the council has been key to seeing an above measure improvement in gigabit capable broadband in the county.						
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 continuing to progress and planning being submitted shortly with some delays due to ground conditions on part of the site. Proposal will provide circa 6000sqft employment space. Site at Parc Hendre marketed and preferred developer selected who is taking forward development. Site at Capel Hendre recently marketed with significant interest shown. Some tenants identified for Parc Gelli Werdd subject to financial due diligence. Marketing of new units and also plots at Cross Hands East undertaken. Initial assessment of sites within the rural towns to identify sites that are realistic to take forward for further work via the Rural JV.		
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;		
Comment	<p>Pentre Awel is being delivered in line with the original City Deal Business Case and the economic/community benefits are being tracked during the construction phase by our main contractor Bouygues. As of 29th February 2024, the following headline benefits had been achieved:</p> <p>Local supply train; 72% of activity procured awarded to Welsh suppliers with 9% within the SA postcode area. Local suppliers include Shufflebottom Ltd, Owens Group, Dyfed Recycling Services and Dyfed Steels. Engagement of local schools and community ambassadors (9 appointed to date). 38 new entrant jobs created 31 apprentices/shared apprentices 4 graduates 19 trainees 13 work experience (in education) 1,990 person weeks of Targeted Recruitment and Training 586 pupil interactions achieved, in addition to 93.5 hours of schools engagement.</p> <p>A Business and Innovation Plan for Pentre Awel has now been agreed which sets out our offer to potential business start ups and established businesses and which business sectors we are trying to target. This will be supported by a marketing brochure for Pentre Awel and will drive our marketing strategy through our own economic regeneration team, and the two aligned Shared Prosperity bids being delivered in partnership with Swansea and Cardiff Universities and the Health Board/Tritech. A Property Agent is also in the process of being engaged to support us with securing prospective tenants.</p>		
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	Continuing to work in partnership with the BID in both Llanelli and Carmarthen, supporting events delivered in town centres which included traders attending the licenced outdoor market and outdoor pop up opportunities. Continuing to manage new casual market registrations and supporting traders to access the outdoor market areas. Work continuing this quarter on a new strategy for markets that will include actions to develop the outdoor markets. Partnership working with local stakeholders is also helping to develop 3 no. Market events in Llanelli, Carmarthen and Ammanford in May 2024. The events are designed to allow year 5 & 6 school pupils from a number of different local schools to attend their local market to compete against each other in a Junior Traders Competition event. This provides opportunities for learning and social development.		
Service Head: Jason Jones		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)		
Comment	<p>Following a mid-term review of TR&T progress with the Community Benefits Officer, Procurement Manager, Pentre Awel Project Team and Bouygues it was identified that we needed to see an improvement in terms of TR&T weeks if we are to realise the target of 4680 weeks by the end of the project in late 2024. CCC requested that Bouygues provided us with a detailed breakdown of exactly where the extra numbers are going to come from until the end of the project with timebound figures broken down into the remaining packages that will be involved before the end of the project. It was always stated that the latter part of the build would see increased weeks on site due to the nature of trades on site as specialist trades are now making way for less specialised trades. The increase in numbers in the last quarter has been considerable. Through increased employability hubs held on site and facilitated by Acorn Recruitment, Bouygues Social Value Adviser and CCC Community Benefits Officer we have seen an increase from 1269 at the end of December 2023 to 2212 at the end of March 2024, an increase of 943 in quarter 4.</p> <p>During quarter 4 the CBO has also produced a report into potential recruitment opportunities that have been 'lost' due to availability of labour within Carmarthenshire. In total, throughout the duration of the project there have been a number of vacancies advertised via Acorn/Bouygues that we have been unable to fill. There is currently a labour shortage in construction and a shortage of the types of skill sets available. This, combined with the short term/high value nature of the Pentre Awel project as well as other projects construction projects in the region requiring access to the small pool of available labour has proven challenging. In total, 16 vacancies that have been made available to the ESG/Employment Hub, meaning a combined total of 463 potential TR&T weeks have not been realised. The roles that could not be filled are as follows:</p> <p>1 x Admin Assistant (Bouygues) = 52 weeks 1x site cleaner = 52 weeks 2 x Storeperson 26weeks each = 52 weeks 3 x Steel Fixers 21 weeks each = 63 weeks 1 x Electrician 26 weeks 1 x Electricians mate 26 weeks 1 x Forklift driver 26 weeks 3 x Shuttering carpenters 8 weeks each = 24 weeks 2 x Cladders (offered posts, turned them down) = 52 weeks 4 x Groundworkers 16 weeks each = 64 weeks. 1 x Office assistant 26 weeks</p> <p>The above vacancies have also been advertised within the Swansea Bay Region via Swansea and Neath Port Talbot's equivalent ESG's.</p> <p>The 10 sponsored M&E apprentices sourced through Cyfle are all still in post and progressing well, we have also seen an increase in the take up of the Cyfle on-site Hub. Bouygues have used the hub facility to 'trial' 4 individuals with sub contractors for a period of two weeks. All 4 were subsequently taken on as employees following their work experience. As a part of a collaboration with Communities 4 Work, Bouygues supported their 'Into Work' programme by holding an employer engagement session on-site at Pentre Awel on the 15th of March. Prior to the session on site, the cohort had completed their 1-day Site Awareness session and were in process of obtaining their CSCS card, which 11 of the 12 had successfully passed. The session on site was intended to match individuals up with opportunities on site, finding out what area of construction interested them the most, and when they would be able to start on-site. Expectation was that we would have 11 people, but only 4 of the cohort attended the session with BYUK. The 4 which did attend signed up to the work experience hub and had a 1-2-1 with Acorn Recruitment.</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 Procurement & Business Surgeries, offering procurement advice & guidance to potential suppliers and advise on business grants to those eligible and wider business support. 1 additional Procurement & Business Surgery session was delivered with 7 suppliers met with in the Beacon, Llanelli who were unable to make the Autumn 2023 arranged Surgeries.</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.</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>In Qtr 4, 3 live tender workshops were held (for VAWSADV and 2 for the Property Works Framework), and 1 Getting tender Workshop was held for the South West Wales Regional Contractors Framework 2024 tender.</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.</p> <p>Furthermore, we continue to work Bouygues 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>Since our Contract Procedure Rules were updated in September 2023 to increase the lowest value threshold of the CPR `s quotations from £5,000 to £10,000 and officers are required to consider Carmarthenshire suppliers for their quote.</p> <p>We 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. We share our forward work plan quarterly, identifying tenders which are likely to be relevant to local businesses and require further promotion.</p> <p>In the last quarter have continued to run combined Procurement & Business Surgeries with colleague in Economic Development. Procurement advice and guidance was provided to Businesses interested in working for the Council with referrals then made to officers in the Council departments who may have an interest in the goods, works or services on</p>		

	<p>offer.</p> <p>To enhance the session, Economic Development Officers were also in attendance who were able to offer financial business grants and support to eligible Carmarthenshire based businesses.</p> <p>Colleagues in Marketing and Media are currently looking at ways to widely promote the 'Think Carmarthenshire First' message across the Authority.</p>		
Service Head: Helen Pugh		Performance status: On target	
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	<p>The local spend figure is updated via the financial data from Agresso and input into our spend analytical tool Atamis. Unfortunately, the end of the financial year data will not be ready until early June as the year end is complete and the data loaded into Atamis.</p> <p>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%.</p> <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 within Carmarthenshire, or •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>An updated version of the Contract Procedure Rules (CPR `s) was approved by Governance & Audit Committee in September 2023. As part of a Procurement Task and Finish Group established in late 2022, a review of our procurement arrangements and frameworks was undertaken in order to establish if the Authority is getting the best value for money. As part of this group it was agreed via CMT (in Feb `23) and Pre-Cabinet (in June `23) to increase the lowest threshold of the CPR `s from £5,000 to £10,000 . Furthermore it was agreed to add to the Rules a 'Think Carmarthenshire first` requirement. Clauses 7.1.1 and 7.1.2 require officers spending between £10,000 and £25,000 to seek at least one quotation from a Carmarthenshire supplier. The spend in this value band in 22-23 was approximately £14m - out of an overall £311m annual Supplier Spend yet comparatively speaking the lowest spend with Carmarthenshire supplier to other value bans). Link to new rules - http://intranet/media/3lyb32ya/contract-procedure-rules-v5.pdf</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>Recruitment of learners has increased with 4 FT ESOL groups now across the county, activity on the Franchise with Coleg Sir Gar is now at/slightly above target. WG direct grant is still slightly down, but plans to increase through procurement are in development and referrals from engagement activities have boosted numbers. Activities to engage with new learners are beginning to increase eg attendance at events and revamping of CCC website. Some staff have been seconded/partially seconded to Multiply which will have a short term impact on the capacity to provide numeracy through family learning and in Llanelli in particular. Learners are undertaking assessment where appropriate, and the revised assessment policy is welcomed by learners. EQA reports are good, with no actions. The Estyn Inspection report published in March 2024 is excellent and accurately reflects the quality and standards in teaching and learning. Recommendations are in place around strategic partnership working and Welsh medium provision. A robust PIAP is in place and good progress is being made against the actions required.</p>		
Service Head: Elin Forsyth		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	Work for 2023-24 period undertaken and relationships developing through Bwyd Sir Gâr Food Partnership. Work will be on-going throughout 2024-25 to refine and finalise the community food strategy whilst also delivering the strands of the Food Systems Development SPF funded project.		
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	On-going dialogue with YFC is now part of the Council `s stakeholder engagement. Key partner for the Council and engagement will continue on a general basis but also on specific service and project based activity		

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	<p>Over the last 12 months, 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.</p> <p>Rebecca Grinstead has been appointed Communications Officer and has been in post since November 2023.</p> <p>Rebecca is leading on the communications element for SPF projects and has began the work of drafting a communications plan for promoting the various SPF projects and is working closely with the SPF team in the Council to identify various good news stories related to SPF.</p> <p>A communication's plan has been drafted and the following press releases, relating to SPF projects, have been published since appointing a Communications Officer to deliver on this work.</p> <ul style="list-style-type: none"> • 100% Sir Gar Christmas Event is back to a town near you this November & December. • Carmarthen Food Market • Carmarthenshire organisations benefit from UK Shared Prosperity Fund • Carmarthenshire towns receive SPF funding to refresh their town centres • Thank you to all our local businesses and supporters of 100% Sir Gar • New Ten Towns Events Fund for rural Carmarthenshire • SPF funding is helping businesses across Carmarthenshire • Can you help us improve Carmarthenshire's paths? • Business Renewable Energy Fund <p>Further communications are being scheduled for after the Police and Crime Commissioner Elections on 2 May 2024.</p>		
Service Head: Deina Hockenull		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	<p>The communications officer, appointed to lead on the communications element for Pentre Awel is continuing to work with various stakeholders involved in the Pentre Awel Project.</p> <p>During the first quarter of 2024, the following press releases have been issued:</p> <ul style="list-style-type: none"> • Bouygues UK's Pentre Awel project marks pivotal milestone with topping out ceremony • Pentre Awel project marks one year of construction with installation of final steel structure • Bouygues UK marks National Apprenticeship Week with visit to Coleg Sir Gâr 		
Service Head: Deina Hockenull		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>*Delivered fourth face to face tourism business roadshow event in Carmarthen, meeting and assisting eight businesses on licencing, planning and employment, grants, plus business and marketing support. After requests from accommodation providers, organised visits have been arranged for them to visit attractions to promote them to their staying guests. The first was held at the Museum of Land Speed in February in conjunction with the councils Museums team. Monthly tourism newsletters sent in January, February, and March to 574 English and 104 Welsh recipients.</p> <p>*400 people are now signed up as bronze and silver Carmarthenshire Tourism Ambassadors with new modules including Carmarthenshire's history and arts and culture. All businesses are awarded a certificate, social media icon and a window sticker for their business.</p> <p>*Jan-March marketing activities targeted those seeking a quality winter short break post-Christmas, using the popularised term 'cwtch' through targeted social media advertising, public relations, radio, and influencer visits with support from many local businesses to make the 10 themed breaks including places to stay, eat and explore. The work was supported by the UK Government's Levelling up and reached over 4.2 million leading to 12,278 click throughs to the Discover Carmarthenshire website. Maximised St David's Day celebrations via partnership with Welsh Government's Random Act of Welshness campaign, working with the Guinness World Records to achieve a record at Pembrey Country Park and supporting 40 event organisers.</p> <p>*Advertising features went live in Coast, The Great Outdoors, and BBC Countryfile magazines with a combined readership of 400,000 per month as well as a 12-page feature in the UK Civil Service staff magazine.</p> <p>* The Discover Carmarthenshire social media channels are used daily to target visitors, using organic and paid for advertising. 75 posts sent via Discover Carmarthenshire Facebook account (22k followers) and over 65,000 Instagram accounts have been reached since January (a 638% increase). SPF funding has been used to boost the posts to those within 2.5hr, driving all traffic to website campaigns pages.</p> <p>*Commenced work at Llanelli, Ammanford, Carmarthen, Cenarth and Burry Port to improve local visitor spend by working with local members, council and businesses on bilingual visitor information points.</p> <p>*Supported over 100 local businesses via inclusion in the official day visitor guide for the Autumn/Winter period as well free advert listing on the Discover Carmarthenshire website which continues to be the number one website for What's on things</p>		

	to do and places to go.		
Service Head: Deina Hockenhill	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 though direct delivery and by supporting third parties with available sources of funding . (CV36)		
Comment	<p>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. 5 applicants have expressed an interest in the SPF vacant property funding, 1 of which has progressed to a full application and we are awaiting confirmation of their contractor to allow a start on site, a further application is due before the next grants panel for consideration. 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, further cleansing started in January 2024 following the introduction of the new Team Tacluso. 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. 8 events have been supported through the SPF events fund. The former YMCA building is under refurbishment and expected to complete April 2024. 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 as soon as a completion date can be provided. The residential element will be 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. Through SPF Place a Refreshing Towns Centres fund has been made available for properties within the town centre to encourage owners and leaseholders to care about their building and complete minor works to improve the frontages to benefit the town centres. The fund was launched in December and interest has been positive with interest from 40 Llanelli properties. Of which 4 are progressing through the application process and 2 have been approved to date. Additionally, we have appointed an external consultant to support us to unlock private commercial property across the primary towns, this project will be delivered by November 2024.</p>		
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 though direct delivery and by supporting third parties with available sources of funding. (CV38)		
Comment	<p>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, public consultation and feasibility study for the Castle has been completed and reports have been provided to internal property and conservation teams to inform next steps. A meeting has been arranged with CADW to consider the most appropriate route to apply for funding. An internal group are considering revised options for the space at Jacksons Lane Square following discussions with businesses using the outdoor area. Revised plans have been presented to Cabinet Member, Local Members and Local Businesses, our next steps is to further develop the design to apply for planning and necessary statutory consents before tendering for a contractor to complete the works. One applicant has submitted an expression of interest for the Transforming Towns Placemaking Funding, this application is progressing and needs to be presented to grants panel for consideration. 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, further cleansing started in January 2024 following the introduction of the new team Tacluso. 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. 5 events have been supported through the SPF events fund. Through SPF Place a Refreshing Towns Centres fund has been made available for properties within the town centre to encourage owners and leaseholders to care about their building and complete minor works to improve the frontages to benefit the town centres. The fund was launched in December and interest has been positive with interest from 18 Carmarthen properties. Of which 4 are progressing through the application process and 3 have been approved to date. Additionally, we have appointed an external consultant to support us to unlock private commercial property across the primary towns, this project will be delivered by November 2024.</p>		
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	<p>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 6 expressions of interest to date and applications have been taken to an internal grants panel to consider eligibility and delivery, of these projects 4 have decided to withdraw, one has progressed to the full application stage and the final application will be considered at the next grants panel. The events funding has involved a calendar of events being developed by each of the primary towns which required endorsement the Task Forces / Town Forum. To date 14 events have been supported with further events endorsed between the 3 primary towns for delivery by September 2024. 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 each 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</p>		

	<p>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. A Refreshing Towns Centres fund has been made available for properties within the primary town centres and Burry Port to encourage owners and leaseholders to care about their building and complete minor works to improve the frontages to benefit the town centres. The fund was launched in December and interest has been positive across all towns 84 expressions of interest have been received, 12 applications are progressing to panel and 7 have been approved and have been asked to start on site. Consideration has been given to the procurement of external support to provide help with unlocking the privately owned properties within the town centre. By utilising support from colleagues in procurement we developed and released a brief through Sell 2 Wales. We have appointed an external consultant to support us to unlock private commercial property across the primary towns, this project aims to bring 15 vacant properties back into use and will be delivered by November 2024.</p>		
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 county, linking businesses with funding opportunities, provide advice and information and encouraging entrepreneurship (CV44)		
Comment	<p>CCC Business Engagement Team had been focussing linking in and supporting key businesses throughout the county, including CCC tenants, key strategic employers, previous grant recipients, etc. 80 businesses were supported in the qtr making it 140 individual key business have been engaged / supported on a one to one basis in 2023/24. They have also engaged with over 550 (total 23/24) businesses in relation to CCC tenders / contracts including the Property Works Framework. The team held one more procurement & business surgery in which 9 businesses were assisted, so in total for 23/24, 8 surgeries were held, supporting 90 businesses</p> <p>The delivery of the Business Start Up and Growth grant has also been a priority. 411 Expressions of Interest (EOI`s) received totalling over £4m. Applications awarded include 24 Start Up totalling £204,099.41 and 76 Growth grants totalling £592,066.75. The grant team also provided a further 68 businesses with general engagement / enquiries / referrals to support and funding</p>		
Service Head: Jason Jones		Performance status: On target	
Action	16343	Target date	31/03/2025
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)		
Comment	<p>SPF Business Engagement Project – work has commenced on delivery of business engagement project in October with a 18mth plan in place to deliver the project.</p> <p>The Christmas Pop up initiative has been successfully delivered in Carmarthen, Ammanford and Llanelli Town Centres supporting 66 local businesses.</p> <p>The Business Engagement team have supported the procurement team and the various purchasing managers / teams to raise awareness of up and coming CCC tenders / contracts among the business community. The engagement exercise was done via emails, inclusion in the business newsletter and occasional telephone calls. Recent contracts included Minor works, PPE & Workwear, Drainage and Civils, Property Work Framework as well as the 2nd tier opportunities of Pentre Awel. There is also a pipeline of CCC contracts which the team will be linking with businesses in the next 6 months.</p> <p>The team have also worked in partnership with the procurement team to run Procurement & Business Support Surgeries, which have proven very successful. Each session, of which there have been 8 in total to date, have been fully booked with the maximum of 12 businesses per day. These have been held in The Beacon, Yr Egin, and the Carmarthen Hwb with more being planned for 2024 which will take place in the rural towns throughout the County. The officers have also attended 4 business and tourism roadshows including Carmarthen, Llanelli, Ammanford and Newcastle Emlyn. 20 business were supported</p> <p>The team are also mapping businesses which can be added to lists for procuring officers in CCC to request quotes for work less than £25k, resulting in more work being sourced from Carmarthenshire businesses</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. Stage one Welsh Government IRCF Bid submitted and approved for Carmarthen hwb, currently working up detailed application for submission in April 2024. £15.4m UK Government Levelling Up Round 3 funding secured to deliver the £17.16m Regenerating Llanelli project. Long list of proposals developed for submission for Welsh Government`s Transforming Towns Programme. All projects have now been endorsed at local task force and have received Regional directors approval.</p>		
Service Head: Jason Jones		Performance status: On target	
Action	16348	Target date	31/03/2025
Action promised	Delivery of Ten Towns Growth Plans (CV41)		
Comment	<p>Good progress has been made in relation to the capital and revenue funding which has been secured for the Ten Towns. Please refer to attached.</p> <p>In addition, a package of third party grants are being implemented to support the growth of the towns. The Revitalising Town Centres Fund has proved extremely popular with 99 applications received under the first two calls for applications. To date 58 applications have been approved. A further 11 applications have been received in response to the 3rd call for applications. These are currently undergoing assessment.</p> <p>The Capital Development Fund which provides financial support to bring back redundant buildings into economic use has recently closed. 15 applications were received by the deadline. These are currently being assessed and decisions will be</p>		

Comment	<p>made by the end of May. In order to address the high number of vacant properties across the rural market towns, we are currently working with The Means to unlock opportunities for local businesses and/or 3rd sector organisations to test trade in empty premises in 4 of the rural towns. This contract commenced at the end of March and will conclude in December 2024.</p> <p>The Ten Towns Events Fund is being made available to create new and support existing events within the towns. 22 applications were received by the deadline which are currently undergoing assessment.</p> <p>In order to develop/enhance circular economy activities, the Circular economy fund was launched earlier in the year, providing seed corn funding for local communities. 5 applications were received by the deadline and are currently being assessed.</p> <p>As part of the Tackling Towns initiative, work is underway in scoping out town centre enhancements in the respective towns e.g. public realm improvements. This element is being delivered directly by the Authority and will be concluded by December 2024. The Tîm Tacluso will also commence a deep clean within the towns later this year.</p>		
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	This is a continuing process to review potential strategic acquisitions within the county in order to maximise regeneration opportunities. Market trends are also followed 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>A variety of supplier engagement initiatives have been held in 2023-2024 to accommodate a programme of tender exercises. This consisted of both virtual & face to face, one to one & one to many webinars, workshops & supplier engagement events.</p> <p>In total, we held 4 Early Market Engagement events, 8 Briefing Sessions,, 9 Drop-In sessions, 2 Getting Tender Ready Webinars & 5 Procurement & Business Surgeries as well as the regular first point of contact meetings on a face to face or virtual meeting format.</p> <p>The recently tendered £160m Professional Works Framework is an example of a tender that adopted a wide variety of supplier engagement initiatives to attract local contractors to tender, to promote the tender requirements & to enhance tender submissions by offering tender support where applicable. A series of 9 Drop-In Sessions were held across Carmarthenshire with 86 contractors attending. Following this we held 2 Briefing Sessions, one at The Halliwell Centre, Carmarthen with 35 contractors & the other held at Parc y Scarlets, Llanelli with 75 contractors attending. To further enhance & support suppliers interested in tendering for this opportunity, we organised a Getting Tender Webinar via Business Wales with 35 contractors in attendance. 2 Live Tender Webinars were organised, again with Business Wales, to assist contractors with documentation required for the tender process & assistance provided with their electronic tender submissions. 35 suppliers attended across both sessions.</p> <p>Another example of a tender which adopted a range of supplier engagement initiatives is the Community Based Services tender which has a value of £126 million. An Early Market Engagement Session was held initially followed by a virtual Briefing Session held in December 2023 with 61 providers attending. To complete the supplier support available for this tender a Live Tender Webinar for Community Based Services is organised for mid April 2024.</p> <p>During 2023/2024 we developed a series of Procurement and Business Surgeries in partnership between Procurement and Economic Development Officers offering a one-to-one, 30 minute appointment to interested suppliers who are looking to work with the Council or are interested in finding out more about business growth grants. These were held at a variety of locations across Carmarthenshire accommodating the 3 main towns of Carmarthenshire and 10 Towns Initiative and run from June 2023 – September 2024.</p> <p>Between June and December 2023 58 suppliers attended 5 Procurement & Business Surgeries on a one-to-one, appointment basis.</p> <p>Further Procurement & Business Surgeries are currently being organised and will support the 10 Towns initiative locations. These will be advertised early May.</p>		
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>Community Benefits targets were met and in some areas exceeded for 2023-24. These have been reported in PIMS in Measures.</p> <p>Quarter 4 has seen the CBO (Community Benefits Officer) arrange the now usual Employer Support Groups (ESG) and employment hubs at Pentre Awel. There have been three employment hubs in all and this has contributed to a large increase in TR&T numbers at Pentre Awel. In total, in quarter 4 we have seen an average increase of 314 TR&T weeks per month (942 weeks throughout the quarter) which takes the figure of weeks delivered in 2212 in 2023-24. The current frequency of these meetings will remain in place for the remainder of the Pentre Awel Project and following the success of the hubs at Pentre Awel these will be extended in a similar format to incorporate the Carmarthen Hub project.</p> <p>The CBO has also been maintaining close links with DWP Jobcentres. The Jobcentres have seen a huge turnover of staff in recent months and this has obviously introduced a number of new and inexperienced staff into DWP. Site visits have been arranged at Pentre Awel, a small employability group has been introduced at DWP which the CBO attends and a visit has been arranged to address all work coaches at Llanelli DWP in April. The format for this will be 'An Audience with Pentre Awel'. Attending the event will be the CBO, Acorn Recruitment, Bouygues Social Value Adviser and a member of the CCC Pentre Awel project team. The project team member will attend to inform the Work Coaches of potential end uses for the building and to give a proactive 'heads up' on training needs for future employees at end use.</p>		

	<p>Other projects currently with CB's attached include Market Street, Llanelli – the CBO attends monthly meeting with TRJ the contractor and various other CCC staff members. Also with TRJ are ORP 2.1 and Maes Griffiths. A review of TR&T with TRJ is arranged for April.</p> <p>The 2024 South West Wales Regional Contractors Framework Briefing event is arranged for April and this will provide the CBO with an opportunity to address future framework contractors on the expectations of community benefits.</p> <p>The CBO will also be attending CCC's communities team meeting in April to assist with broadening the opportunities that can be delivered via community benefits.</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	Further development work now being taken forward as part of Food System Development SPF funded project. Council food contract renewed through public sector consortium - discussions with successful providers will be on-going to consider and develop approach		
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	<p>Our plan sets the vision to support the delivery of over 2000 homes for rent and sale over the next 5 years (2022-2027).</p> <p>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.</p> <p>The programme for 2023/24 focused 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.</p> <p>Since the beginning of our affordable housing journey in 2016, we have delivered 2,116 homes, 987 have been delivered since 2022 with 356 additional homes being delivered this year. Exceeding our annual target by 53 homes.</p>		
Service Head:	Jonathan Morgan	Performance status: On target	
Action	16434	Target date	31/03/2025 (original target 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	Following close of the Prior Information process in 2023, work is underway with Finance, Legal, Regeneration, Planning, and Procurement colleagues to finalise the final competitive dialogue procurement documentation with external legal advice. A dedicated web page has been prepared with background information on the key sites available for development. A revised programme has been developed and an additional Development Project Manager post created to focus on the project, with the postholder due to start work with the Authority in May 2024. The procurement process is now programmed to commence from May 2024.		
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</p>		

	<p>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	31/03/2025
Action promised	Deliver and manage the Shared Prosperity Funds Anchor/ Standalone / Commissioned Projects to meet the requirements of the Local Investment Fund.		
Comment	<p>Carmarthenshire was allocated £38.6m of the UK Shared Prosperity Fund. All 3 modes of Shared Prosperity Fund delivery is now underway. The Anchor Programmes and Strategic projects are all in delivery mode and there have been two pieces of work commissioned to meet the challenges of the Local Investment Fund.</p> <p>Over £22m has been committed to 5 Anchor programmes. These are large thematic Local Authority led projects that will manage major parts of the programme primarily by offering third-party grants to organisations. The Anchor programmes have offered over 210 third party grants totalling over £8.4m to Carmarthenshire businesses and third sector organisations.</p> <p>Over £14m has been committed to 22 strategic projects These projects are all delivering projects that address challenges in our Investment Plan are not being covered by the Anchor programmes. £5.5m of this has been allocated to 2 organisations delivering the Multiply programme, which is intended to deliver the Government's priority of improving adult functional numeracy.</p> <p>A network meeting was held on March 21st with over 50 people attending. The meeting brought together representatives from the Strategic and Anchor Programmes to make connections, identify future collaborations and share best practice. Members from the Regeneration Partnership also attended. Each project gave an overview of their activity in the first part of the meeting, whilst the second part they were given the opportunity to input into the new Economic Vision for Carmarthenshire currently being developed.</p> <p>The Programme Management Team are providing regular reports to Cabinet and to the Regeneration Partnership on the progress of the funding.</p>		
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	<p>The Bureau is working closely with Carmarthenshire Association of Voluntary Services to support volunteering services across the County. An exercise has been undertaken to identify additional support required to further develop volunteering across the County. Subsequently, CAVS has secured funding via the Shared Prosperity Fund. The Growing Third Sector Organisations project will provide support to third sector organisations on training, mentoring, volunteering, governance and sustainability. We are working with CAVS to develop a programme of training for community organisations in relation to volunteer management and to identify additional opportunities internally within the Authority.</p>		
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	<p>To support activities which contribute to the advancement of the Circular Economy as part of the Ten Towns initiative, we have recently launched a seed corn fund up to a maximum of £5,000 per project. Support is available to support communities to develop circular economy activities in town centres that help deliver positive environmental, social and economic benefits for the local community. Deadline for applications is set for 28th March 2024.</p> <p>Working with the Place & Infrastructure department, we have also facilitated a learning workshop for interested parties within the ten towns to learn from the newly established Sero Centre in Carmarthen on how to establish a library of things and repair café. In addition, a workshop has also been held with Repair Café Wales to provide expert advice in this area.</p> <p>We have also secured funding via Welsh Government's Circular Economy Fund to create a library of things in Llandoverly which will occupy an empty premise within the town centre. Other projects currently underway which have secured SPF funding include the Circular Agricultural Plastics project which seeks to address the growing issue of agricultural plastic waste build up. UWTSO have also secured funding to assess circular economy activities within business and to identify challenges faced.</p>		
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		
	<p>The programme is progressing well with the first Brand new Degree Apprenticeship in User Experience being delivered by University of Wales Trinity Saint David this compliments the level 2 - 5 apprenticeship offer being delivered through Gower College. This Framework is the first to be delivered in the whole of Wales and has been a requirement of Industry for many years.</p>		

Comment	The Skills Barometer continues to be updated as new skills gaps emerge. The programme has supported 19 pilot projects and more applications have been submitted for consideration. A pilot project for work experience for students in Dyffryn Amman school has begun and the initial pilot will be complete by the end of the academic year. Team is working with a number of the bidders for the Offshore Wind programme to develop skills plans to support the future workforce. There has also been a pilot project offering teacher experience. If the teacher and work experience pilots are successful there is a proposal to extend to other schools across the region.		
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 year - C4W+ have supported 181 individuals into jobs; 21 into volunteering and 47 with training/qualifications, they have also supported 88 businesses. Carmarthenshire Working is the new employability programme under the Shared Prosperity Fund replacing Workways +, since starting in August the programme has supported 59 into full time employment; 20 into volunteering and 19 have gained a qualification, they have also supported 125 businesses. Both teams are targeting the whole county by offering support through targeted jobs fairs; community events and working with the job centres across the county		
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 Partnerships (FCP) are continuing to progress well with the areas of Burry Port, Llandeilo, Brechfa and Llanllwni now being 'Ready for Service' meaning customers can order their broadband packages.</p> <p>Projects in Llandybie and Pumpsaint are due to be completed by Q4 of this financial year.</p> <p>Two new FCP have been running over the last quarter with Pendine now at 59% vouchers pledged and Ferry side at 100%. Work has started on the build in Ferryside which will bring full fibre to the Ferryside and St Ishmael area.</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. 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 rural communities surrounding Bancyfelin, Llansteffan, and Pumpsaint.</p> <p>WeFibre - Projects in Llandovery and Llanybydder are now 'ready for service' resulting in 1405 properties now being able to access WeFibre's gigabit network.</p> <p>Voneus - Voneus are scoping out three new projects at present:</p> <ul style="list-style-type: none"> · St Clears and Meidrim - This will be a Gigabit Wireless Access (GWA) build, which allows Voneus to build to more properties as GWA is easier to deploy and can be used in hard to reach areas. · Pontyberem and the Gwendraeth Valley - This is a hybrid build which will use a combination of FTTP and GWA to deliver gigabit capable broadband to over 7000 properties. This is a first of a kind build in the UK and although we expect some 'teething' problems preparation is progressing well. · Llandeilo - another GWA build which will cover some of the Dyffryn Cennen ward. <p>Netomnia - Netomnia have completed a spine network that stretches from Llanelli to Pontardulais. This will allow them to build off this spine connecting premises along the way. Netomnia have 3,757 properties 'ready for service', with 1027 properties currently being built to.</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: · 15 sites have been granted planning permission. 1 site is live. (Laugharne) · 4 sites are upgrades to existing sites and will require less planning scrutiny. · 3 sites have application submissions pending for early 2024.</p> <p>Two sites with no current coverage at all (total not spots) have been activated by EE and are awaiting equipment from other mobile networks to be upgraded.</p> <p>A monopole site in Carmarthen Park has received planning permission to install a new headframe which will accommodate multiple operator's equipment making it a shared site.</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	16953	Target date	31/03/2024
Action promised	Assist in increasing visitor spend within urban and rural Carmarthenshire.(CV78)		
Comment	*Delivered fourth face to face tourism business roadshow event in Carmarthen, meeting and assisting eight businesses on licencing, planning and employment, grants, plus business and marketing support. After requests from accommodation providers, organised visits have been arranged for them to visit attractions to promote them to their staying guests. The first was held at the Museum of Land Speed in February in conjunction with the councils Museums team. Monthly tourism		

newsletters sent in January, February, and March to 574 English and 104 Welsh recipients.

*400 people are now signed up as bronze and silver Carmarthenshire Tourism Ambassadors with new modules including Carmarthenshire's history and arts and culture. All businesses are awarded a certificate, social media icon and a window sticker for their business.

*Jan-March marketing activities targeted those seeking a quality winter short break post-Christmas, using the popularised term 'cwtch' through targeted social media advertising, public relations, radio, and influencer visits with support from many local businesses to make the 10 themed breaks including places to stay, eat and explore. The work was supported by the UK Government's Levelling up and reached over 4.2 million leading to 12,278 click throughs to the Discover Carmarthenshire website. Maximised St David's Day celebrations via partnership with Welsh Government's Random Act of Welshness campaign, working with the Guinness World Records to achieve a record at Pembrey Country Park and supporting 40 event organisers.

Comment

*Advertising features went live in Coast, The Great Outdoors, and BBC Countryfile magazines with a combined readership of 400,000 per month as well as a 12-page feature in the UK Civil Service staff magazine.

* The Discover Carmarthenshire social media channels are used daily to target visitors, using organic and paid for advertising. 75 posts sent via Discover Carmarthenshire Facebook account (22k followers) and over 65,000 Instagram accounts have been reached since January (a 638% increase). SPF funding has been used to boost the posts to those within 2.5hr, driving all traffic to website campaigns pages.

*Commenced work at Llanelli, Ammanford, Carmarthen, Cenarth and Burry Port to improve local visitor spend by working with local members, council and businesses on bilingual visitor information points.

*Supported over 100 local businesses via inclusion in the official day visitor guide for the Autumn/Winter period as well free advert listing on the Discover Carmarthenshire website which continues to be the number one website for What's on things to do and places to go.

Service Head: Deina Hockenhull	Performance status: On target		
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Action	17007	Target date	31/03/2024
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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)		
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Comment	<p>The Bureau's corporate role continues to grow by engaging with corporate departments via the Corporate funding group. Information relating to specific funding opportunities is circulated to all departments. To date, the Authority has secured £3.3m of investment via the Shared Prosperity Fund strategic projects; Rural Innovation Fund and Sustainable Communities Fund. The Bureau is coordinating this investment to ensure maximum delivery and spend.</p> <p>Work is also underway to develop online training provision in relation to external grant compliance to complement the Corporate Grants Manual.</p> <p>The Bureau has also developed a strategic action plan for Social Enterprises within the County, in conjunction with the sector and Cwmpas. An event is being organised with corporate departments to identify ways in which the Authority can contract with social enterprises in the delivery of services. The team is also working closely with colleagues in regeneration to ensure that investments in Pentre Awel deliver meaningful community benefits locally. This process is also being replicated for the new development at the former Debenhams site in Carmarthen.</p> <p>The Team is also working closely with internal colleagues on the Tackling Towns project as part of the Ten Towns initiative.</p> <p>The Rural Team have also been working alongside colleagues in the Place and Infrastructure team to develop and deliver circular economy activities across the County by linking up with local communities across the Ten Towns. A specific Circular economy fund has been launched to enable community based activities to be developed. Also we have facilitated two joint events, one with the Sero project in Carmarthen and one with Repair Café Wales to provide practical advice to community groups on how to set up reuse/repair facilities.</p> <p>The Bureau are also looking at the possibility of establishing a Renewable energy fund for community groups to access thus reducing their on-going energy costs</p>		
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Service Head: Jason Jones	Performance status: On target		
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Action	17090	Target date	31/03/2025
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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)		
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Comment	<ul style="list-style-type: none"> • 2,228 person weeks of TR&T delivered during the construction phase to date, inclusive of 31 apprentices and 44 new entrants (mix of unemployed, long term unemployed, NEET and economically inactive). Over half of those recruited from the NEETS and long-term unemployment target groups reside in the Llanelli area (8 of 15). • BYUK has interacted with 605 pupils and delivered 106 hours of educational engagement. • Residents Surgery held onsite 6th February 2024 • BYUK and its supply chain has agreed to support Llanelli homeless football team initiative, providing £5,000 of sponsorship • Following the success of CCC/BYUK's real world learning project in the year in which pupils from 5 Llanelli schools undertook a design challenge, a new cohort of pupils are to be engaged • site hoarding artwork project with students from Coleg Sir Gar 		
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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	End Of Year: 2740	Target: 541	Target: 1180	Target: 1908	Target: 2754
			Result: 824	Result: 1714	Result: 2591	Result: 3490
						Calculation: (660077÷189117) × 1000
Comment	Several events were held for adults and children during Q4 including the launch of the Clip Corner in Carmarthen Library offering access to thousands of radio and TV programmes from the archives of BBC, S4C & ITV Wales. Other activities held included World Book Day visits, Mother's day & Easter Craft sessions and watercolour painting sessions. 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

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 Quality Indicators (with targets) achieved by the library service PAM/040	Not applicable		End Of Year: 87.5	--	--	--	Target: 87.5 Result: 87.5 Calculation: (87.5÷100) × 100

Comment
Based on projected/ estimated results for 2023/24, report to be submitted to WG mid June 2024 and final result available November 2024. We believe that we have met 8 targets in full, one target was not met due to the temporary closure of Cross Hands Library along with the reduction of mobile library fleet to one van, reducing our overall opening hours as a service. Staffing levels target is only partially met.

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	Museum of Land Speed has new permanent exhibition and temporary exhibition space populated in conjunction with higher education partners with a focus on the STEM subjects. New post of Museums & Arts Exhibitions & Learning Manager appointed and adds capacity to develop and manage exhibitions. Ground floor of Parc Howard re-opened with Llanelly Pottery collection taking pride of place. First floor scheduled to re-open in the Spring 2024		

Service Head: Ian Jones **Performance status:** On target

Action	16363	Target date	31/08/2025 (original target 31/03/2024)
Action promised	We will develop Oriol Myrddin Gallery in Carmarthen as the West Wales Arts Centre (CV73)		
Comment	Main contractor on site and has started work. Legal Head of Terms agreed with trustees, ACW and CCC. New CIO up and running and working positively. Start on site Jan `24 with 16 month construction and 3 month fit-out. Additional ACW funding of £250k secured. This project slipped forward whilst the complete funding package was secured. As a construction project it has been reprofiled and is on target to complete 1st May 2025 with fit out to follow.		

Service Head: Ian Jones **Performance status:** On target

Action	16368	Target date	31/03/2025 (original target 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	Terms of Reference for a new working group consisting of representatives from Cultural Services, Regeneration (linked to 10 towns); Heritage; and 3rd sector historic society groups are being drafted. Plan to progress work more fully through 2025 with focus for team on opening the Museum of Land Speed and re-opening Parc Howard museum in 2024.		

Service Head: Ian Jones **Performance status:** On target

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	<p>*Marketing team officer chaired Carmarthenshire's Event Safety Advisory Group (ESAG) in January, February and March, supporting 12 event organisers with their management plans and risk assessments. A template management plan has been produced and circulated to community event organisers including those that apply to utilise part of the CCC portfolio.</p> <p>*Are working in partnership with Ceredigion Council to deliver an escalated Car Rally in 2024 that will now include Sir Gar in its route – both in terms of safety logistics and tourism opportunities presented.</p> <p>*14 social media advert posts have been prepared and delivered to those within a 2.5hr drivetime using events listed on the Discover Carmarthenshire "what's on" web listing to increase awareness. The listing has supported over 40 events in this period</p> <p>*Partnered with Visit Wales to collaborate on an "Instagram reel" for an event at Pembrey Country Park, reaching 94,000 accounts, gaining 147,000 video plays and 2,000 likes.</p>		
Service Head: Deina Hockenhill	Performance status: On target		
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		

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		End Of Year: 68.8	Target: 80.0 Result: 81.9	Target: 80.0 Result: 84.4	Target: 80.0 Result: 84.3	Target: 80.0 Result: 84.3 Calculation: (402÷477) × 100
Comment	A significant improvement on the previous year with a EOY result of 84.3% compared to 68.8% for 2022/23. 402 planning enforcement cases were investigated within 84 days.						
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 continue to meet twice weekly in order to discuss and take forward planning enforcement investigations. We report quarterly on performance against Welsh Government Targets. Performance at 31 March 2024 is 84% of investigations being undertaken within the target date of 84 days. 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 (original target 31/03/2024)
Action promised	We will develop a three-year community cohesion plan for the region		
Comment	The three year community cohesion plan for the region has been completed and the action plan will be monitored 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 Cabinet Member for Communities holds three meetings of the Community & Town Council Liaison Forum annually. A monthly newsletter is circulated to all Councils, in order to share key information on Council services and consultations. During 2024/25, we aim to strengthen the relationship with One Voice Wales as a representative organisation.		
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 Result: 856623	Target: 628000 Result: 1080761
Service Head: Deina Hockenhull			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	Construction is now well underway and the building is due to be handed back to CCC by Bouygues, our main contractor in late 2024. The operational details of running the new facilities are currently being worked through by Leisure colleagues in conjunction with Facilities Management, as well as Hywel Dda University Health Board in relation to the running of the hydrotherapy pool. A tentative opening date for the leisure facilities has been agreed, subject to construction remaining on track. Work is progressing with the design of in-house catering offer and retail unit with a view to this also opening on day 1 of operation.		
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	Actif Sport & Leisure has established a framework of Start Well, Live Well and Age Well, with cross-cutting steering groups to map and enhance provision and development accordingly to ensure a 'sport for all' approach. This includes leisure centres programming; 'Thriving Clubs' (supporting clubs through self-evaluation and improvement planning), walking sports, etc. More recently, we have established a Carmarthenshire Sports Network group to help co-ordinate this work, linking in to SportWales' new Regional Sports Partnership funding model.		
Service Head: Ian Jones		Performance status: On target	
Action	16364	Target date	30/09/2024 (original target 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	Course designs have been produced in conjunction with Welsh Cycling to ensure compliance with governing body regulations. Planning permission has been granted and associated conditions have been signed off to extend the BMX pump track. A contractor has been identified to undertake the works. Start on site date is under review and will be dependant on prioritisation of other capital works scheduled on site. Works will be undertaken out of season so as to avoid 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	Project completed with official opening held on Fri 10th November. Positive press from event.		
Service Head: Ian Jones		Performance status: On target	
Action	16366	Target date	31/03/2024
Action promised	We will assess the need and produce a strategy for all weather pitches across the county (CV72)		
Comment	Plan completed. Will align with new Leisure Strategy 2023-33, and will help support / inform any future funding bids from local authority leisure division, schools, and / or sports clubs and governing bodies		
Service Head: Ian Jones		Performance status: On target	
Action	16441	Target date	31/12/2024 (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	SPF / I2S investment secured for PCP. Green Flag achieved for PCP, MMWP and LLO. Management Plans being completed for Local Nature Reserves (LNR) around the County. Investment being implemented for Ynysdewela.		
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

	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

Measure Description	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		End Of Year: 7017	Target: 1754 Result: 1805	Target: 3763 Result: 3965	Target: 5352 Result: 5864	Target: 7169 Result: 8487 Calculation: (1605030 ÷ 189117) × 1000
Comment	Attendance has steadily continued to perform above the target and 21% up on the previous year. This has also been mirrored in the uptake of memberships and learn to swim in association with good growth in community based activity. Investment has been ongoing into the facility infrastructure and the development of class programmes in rural sites has seen significant growth of membership at those locations notably St Clears at 58%, Llandovery 36%. Carmarthen membership grew 32% and Amman Valley 25%, Llanelli at 16%. The new pitches at Amman Valley have seen an uplift in regular bookings and footfall also. Focus on retention and loyalty have helped to see retention improve plus using refer a friend across the year has been a great driver.						
Remedial Action	Continued work on quality and sales to maximise occupancies and meet latent demand will continue into the new year.						
Service Head: Ian Jones			Performance status: On target				