

Document Pack



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THURSDAY, 12 JULY 2018

TO: ALL MEMBERS OF THE POLICY & RESOURCES SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **POLICY & RESOURCES SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, 3 SPILMAN STREET, CARMARTHEN AT 10.00 AM ON THURSDAY, 19TH JULY, 2018** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Mark James CBE

CHIEF EXECUTIVE



PLEASE RECYCLE

Democratic Officer:	Martin S. Davies
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Ref:	AD016-001

POLICY & RESOURCES SCRUTINY COMMITTEE 13 MEMBERS

PLAID CYMRU GROUP – 6 MEMBERS

- | | | |
|----|------------|-------------------------|
| 1. | Councillor | Kim Broom |
| 2. | Councillor | Handel Davies |
| 3. | Councillor | Ken Howell (Vice-Chair) |
| 4. | Councillor | Gareth John |
| 5. | Councillor | Carys Jones |
| 6. | Councillor | Elwyn Williams |

LABOUR GROUP – 4 MEMBERS

- | | | |
|----|------------|--------------|
| 1. | Councillor | Fozia Akhtar |
| 2. | Councillor | Colin Evans |
| 3. | Councillor | Kevin Madge |
| 4. | Councillor | John Prosser |

INDEPENDENT GROUP – 3 MEMBERS

- | | | |
|----|------------|----------------------|
| 1. | Councillor | Sue Allen |
| 2. | Councillor | Arwel Davies |
| 3. | Councillor | Giles Morgan (Chair) |

AGENDA

1. APOLOGIES FOR ABSENCE.
2. DECLARATIONS OF PERSONAL INTEREST.
3. DECLARATION OF PROHIBITED PARTY WHIPS.
4. PUBLIC QUESTIONS (NONE RECEIVED).
5. DRAFT - CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2017/18. 5 - 94
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POLICY & RESOURCES SCRUTINY COMMITTEE 19/07/18

DRAFT - CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2017/18

The Council's draft Annual Report together with the relevant Well-being Objective detailed reports for this Scrutiny.

To consider and comment on the following issues:

The Council's draft Annual Report

Reasons:

1. Under the Local Government (Wales) Measure 2009 we must publish an Annual Report on past performance by the end of October each year.
2. Under the Well-being of Future Generations (Wales) Act 2015 we are required to publish an Annual Report on our Well-being Objectives
3. As we combined our duties under both of the above acts for the publication of our plans for 2018/19– it makes sense for us to combine reporting as well.
4. This will be our first report on our Well-being Objectives

To be referred to the Executive Board for decision: YES 30/07/18

Executive Board Member Portfolio Holders:

- All members of the Executive Board

Directorate:	Designations:	Tel Nos. / E-Mail Addresses:
Regeneration & Policy		
Name of Head of Service: Wendy Walters	Director of Regeneration & Policy	01267 224112 wswalters@carmarthenshire.gov.uk
Jonathan Morgan	Head of Homes & Safer Communities	01267 228960 JMorgan@carmarthenshire.gov.uk
Report Author: Rob James	Performance Planning & Business Officer	01267224486 rjames@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
19/07/18**

**DRAFT - CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL
REPORT FOR 2017/18**

- The Council's Annual Report together with the relevant Well-being Objective detailed reports for this Scrutiny
- The following sections within the document are relevant to Policy & Resources Scrutiny:
 - Introduction
 - WBO 5. Tackling poverty (with detailed action plan)
 - WBO 14. Promoting Welsh language and culture (with detailed action plan)
 - WBO 15. Building a Better Council and Making Better Use of Resources (with detailed action plan)
 - Appendices
- *Please Note: The draft detailed commitment progress updates for all the WBOs are available as document links within the document – at the bottom of each Well-being Objective.*

The report:-

1. Provides an overview of 2017/18 Performance
2. Provides two page progress reports for all 15 Well-being Objectives
3. Provides a link to track progress on every specific action and target set for each Well-being Objective
4. Within the appendices, the report also provides other performance information on Out-turn data (September) and National Survey for Wales Results (June) - to be updated when results become available.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

We confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report

Signed:

**Wendy Walters
Jonathan Morgan**

**Director of Regeneration & Policy
Head of Homes & Safer Communities**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	No	No	No	No

1. Policy, Crime & Disorder and Equalities

To comply with the Well-being of Future Generations (WbFG) Act 2015, we must (in carrying out sustainable development) :-

<ul style="list-style-type: none"> Set and publish well-being objectives 	<p>This was done when we published our Well-being Objectives in March 2017. This was included in the New Corporate Strategy – June 2018.</p>
<ul style="list-style-type: none"> Take all reasonable steps to meet those objectives 	
<ul style="list-style-type: none"> Publish a statement about well-being objectives 	
<ul style="list-style-type: none"> Publish an annual report of progress 	<p>This will be accomplished by the enclosed Annual Report</p>

Only when a public body can demonstrate it has taken into account the sustainable development principle in the setting, taking steps and meeting of its well-being objectives will it be compliant with the Act. Public bodies may take other matters into account when making their decisions, but in order to comply with the Act they **must** take into account the 5 ways of working.

1. Long term
2. Integrated
3. Involving
4. Collaborative
5. Preventative

2. Legal - We have to publish our Annual Report by the 31st October to comply with the Local Government Measure 2009

Finance - See the Making Better use of Resources theme

CONSULTATIONS

We confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Wendy Walters Director of Regeneration & Policy
Jonathan Morgan Head of Homes & Safer Communities

1. Local Member(s) N/A

2. Community / Town Council N/A

3. Relevant Partners N/A

4. Staff Side Representatives and other Organisations - All Departments have been consulted and have had the opportunity to provide comments

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations (Wales) Act 2015	-	The Essentials Guide
Shared purpose:shared future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015	-	SPSF 1 Core guidance SPSF 2 Individual Role (public bodies)
Local Government Measure (2009)	-	Local Government Measure (2009)
Corporate Strategy 2015-2020	-	Corporate Strategy 2018 - 2023
Moving forward in Carmarthenshire: the next 5 years	-	Moving forward in Carmarthenshire: the next 5 years

Well-being Objectives 2017-18	-	Well-being Objectives 2017-18
Well-being in Wales: the journey so far. Future Generations Commissioner for Wales-May 2018	-	Well-being in Wales: the journey so far. Future Generations Commissioner for Wales-May 2018

Annual Report 2017/18



Welcome from the Leader of the Council

Eleanor Roosevelt, an American social activist and wife of the US President Franklin D Roosevelt summed it up nearly 60 years ago when she said: *“The purpose of life, after all, is to live it, to taste experience to the utmost, to reach out eagerly and without fear for newer and richer experience.”* These are very simple and yet very profound words that so closely reflect the objectives of the Carmarthenshire Well-being Plan.

The Welsh Government has withdrawn plans for the wholesale reorganisation of local government. But whilst Carmarthenshire may be here to stay, quite rightly we are expected to work in collaboration with other organisations as we all strive to improve the lives of our citizens.

Some 18 months ago we published our own Well-being objectives for 2017/18 and in this report we aim to assess how far we have gone in order to achieve our goals. We have established 15 separate and distinctive objectives and I am pleased to say that we have made significant progress in each area, ranging from helping children to live healthy lives to promoting the Welsh language and culture.

The last ten years have been incredibly challenging for everyone in the public sector. After a decade of austerity local authorities have had to make do with less. But despite reduced budgets, our administration has been determined to adopt innovative strategies in order to deliver services. We can't just allocate more money or people to tackle problems and therefore it is encouraging to see new approaches and new ideas coming forward.

The council's strategy for achieving these key aspirations has been concisely outlined in the document published earlier this year: *“Moving Forward in Carmarthenshire: the next five years”*. This plan identifies a number of key objectives and programmes that the Council will strive to deliver over the next five years. It sits comfortably alongside the new Corporate Strategy, consolidating and aligning our plans for the future – a healthy and prosperous future for the citizens of Carmarthenshire.

Councillor Emlyn Dole **Leader of Carmarthenshire County Council**

We welcome constructive comments on our strategies and services. Feedback from customers and service users is essential in identifying opportunities for improvement and we hope that if you have any comments or suggestions that you believe would help that you will share them with us. Please contact us at:

Listening to You, Carmarthenshire County Council, County Hall,
Carmarthen SA31 1JP or email at ListeningToYou@carmarthenshire.gov.uk

Cllr Emlyn Dole

Leader



Mark James CBE

Chief Executive



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Introduction

Our first Annual Report on our Well-being Objectives

In March 2017, we published our Well-being Objective (Incorporating our Improvement Objectives) plans for 2017/18.

This document, is an Annual Report for 2017/18 that examines our progress against the published plans for the year. It is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing.

This publication brings together two separate but interconnected statutory duties. Under the [Local Government \(Wales\) Measure 2009](#) and the [Well-being of Future Generations \(Wales\) Act 2015](#) we must publish an annual report on the previous year (2017/18). See Appendix 1.

Working with Partners

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We are collaborating with other Public Bodies. We have set up a Public Sector Board and this partnership has recently published a [Carmarthenshire Well-being Plan](#). All the separate public bodies in the partnership published their own Well-being Objectives last year and we will be working to meet many common objectives.

Equality and Diversity

Strategic Equality Plans (SEPs) are important documents that set out how public bodies will consider the needs of groups with protected characteristics, as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation. Carmarthenshire County Council's SEP includes three key themes which look at our role as an employer, a service provider and a community leader. Under those three themes are six strategic objectives. A detailed [Action Plan](#) has been prepared to demonstrate how we will meet those Objectives.

During the year, our work with external protected groups has continued to grow and our partnership with community groups has strengthened. The Carmarthenshire Disability Partnership, chaired by the Executive Board Disability Champion has continued to develop, with a key aim of making sure that services delivered by the Council meet the needs of disabled people throughout the county. Our Regional Community Cohesion Coordinator has continued to support key areas of work such as the Syria Sir Gâr resettlement programme and has promoted training opportunities in partnership with Victim Support other national organisations.

Welsh Language (also, please see Well-being Objective 14)

2017/18 is the second year in the implementation of the Welsh Language Standards across the Council. A great deal of internal communication was done across the organisation and key messages were conveyed to staff at various opportunities, including the internal staff roadshows. Meeting staff face to face and discussing any issues that arise in their daily work is key in the success of the Standards. The opportunity was also taken to promote the online audio clips, glossaries, videos and new templates as well as promoting the variety of courses available to learn or improve Welsh.

During the year, we have appointed a Learning and Development Advisor - Welsh Language, to be responsible for developing the language skills of the workforce. The officer is based in the Council's Learning and Development team but close liaison is maintained with the Policy and Partnership team, Managers, Heads of Service and our learners. The officer has increased the opportunities available to staff by researching and delivering a variety of courses that meet the different needs of our staff.

The County Strategic Forum, which is led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language policy officers, has also continued its role in developing a programme of promoting the Welsh language in the county and has contributed extensively to the preparation of the Promotion Strategy for Carmarthenshire, in line with the Promotion Standard.

Life is for living, let's start, live and age well in a healthy, safe and prosperous environment



Well-being Objectives

1. Help to give every child the best start in life and improve their early life experiences.

2. Help children live healthy lifestyles.

3. Continue to improve learner attainment for all.

4. Reduce the number of young adults that are Not in Education, Employment or Training.

5. Tackle poverty by doing all we can to prevent it, helping people into work & improving the lives of those living in poverty.

6. Creating more jobs and growth throughout the county.

7. Increase the availability of rented and affordable homes.

8. Help people live healthy lives (tackling risky behaviour & obesity).

9. Supporting good connections with friends, family and safer communities.

10. Support the growing numbers of older people to maintain dignity & independence in their later years.

11. A Council wide approach to supporting Ageing Well in Carmarthenshire.

12. Looking after the environment now and for the future.

13. Improving the highway and transport infrastructure and connectivity.





















14. Promoting Welsh language and culture.
































15. Building a Better Council and Making Better Use of Resources

Our Success Measures for our Well-being Objectives

See *Appendix 2* for comparative ranking of performance

The Council, working with local, regional and national partners, have worked to improve the following measures.

Well-being Objective	Success Measures	Progress
1  Help to give every child the best start in life and improve their early life experiences	Children in care who had to move 3 or more times (PAM/029)	
2  Help children live healthy lifestyles	Childhood obesity (Child Measurement Programme NHS)	
3  Continue to improve learner attainment for all.	Educational attainment - Average Capped 9 points score (Year 11 pupils) (PAM/032) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)	New Measure for 2017/18
	School attendance rates (Primary)(PAM/007) (Secondary) (PAM/008)	
	Satisfaction with child's primary school (NSW)	Awaiting result
4  Reduce the number of young people that are Not in Education, Employment or Training (NEET)	Number of leavers Not in Education, Employment or Training (NEETs) (PAM/009) Year 11 & Year 13 (5.1.0.2)	 (Year 11)  (Year 13)
5  Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty	Educational attainment - Average Capped 9 points score (Year 11 pupils) who are eligible for Free School Meals (4.1.2.4) (NWBI) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)	New Measure for 2017/18
	Households successfully prevented from becoming homeless (PAM/012) (NWBI)	
	Households in material deprivation (NWBI)	
	Households Living in Poverty (CACI's 'PayCheck' Data)	
	Adults that are able to keeping up with bills without any difficulties (NSW)	Awaiting result
6  Create more jobs and growth throughout the county	Average Gross weekly pay (ONS – Annual Survey of hours and earnings)	
	Jobs created with Regeneration assistance (EconD/001)	
	The level of Private Sector Investment / external funding secured (EconD/008)	
7  Increase the availability of rented and affordable homes	Number of affordable homes in the County (7.3.2.24)	
8  Help people live healthy lives (tackling risky behaviour and obesity) Page 14	Adults who say their general health is Good or Very Good (NSW)	Awaiting result
	Adults who say they have a longstanding illness (NSW)	Awaiting result
	Adult mental well-being score (NSW) (NWBI)	No Year on Year data available
	Adults who have fewer than two healthy lifestyle behaviours (NSW) (NWBI) (Not smoking, drinking > 14 units, eating 5 portions fruit & veg, having a healthy body mass index, being physically active at least 150 minutes the previous week).	Awaiting result

Well-being Objective	Success Measures	Progress						
9  Support good connections with friends, family and safer communities	% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect'.) People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)	 No Year on Year data available						
10  Support the growing numbers of older people to maintain dignity and independence in their later years	The rate of people kept in hospital while waiting for social care (PAM/025) Agree there's a good Social Care Service available in the area (NSW) Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)	  						
11  A Council-wide approach to support Ageing Well in Carmarthenshire	People who are lonely (NSW)(NWBI)							
12  Look after the environment now and in the future	Use of renewable energy Rates of recycling (PAM/030)	 						
13  Improve the highway and transport infrastructure and connectivity	Road conditions (PAM/020, PAM/021 & PAM/022) Road casualties (5.5.2.21)	<table border="1"> <thead> <tr> <th>Class A</th> <th>Class B</th> <th>Class C</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> Awaiting result	Class A	Class B	Class C			
Class A	Class B	Class C						
								
14  Promote Welsh Language and Culture	Can speak Welsh (NSW)(NWBI) Pupils assessed in Welsh (first language) at the end of the Foundation Phase (PAM/033) People attended arts events in Wales in last year (NSW) People visited historic places in Wales in last year (NSW) People visited museums in Wales in last year (NSW)	    						
15  Building a Better Council and Making Better Use of Resources	'Do it online' payments People agree that they can access information about the Authority in the way they would like to. (NSW) People know how to find what services the Council provides (NSW) People agree that they have an opportunity to participate in making decisions about the running of local authority services. (NSW) Staff sickness absence levels (PAM/001) Reducing organisational 'running costs' People agree that the Council asks for their views before setting its budget. (NSW)	 New Measure for 2017/18 New Measure for 2017/18 New Measure for 2017/18   New Measure for 2017/18						

Key: PAM – Public Accountability, National Measures; ONS –Office for National Statistics; NSW - National Survey for Wales; NWBI – National Well-being Indicator

One of the fundamental approaches advocated by the Well-being Future Generations Act is a shift in focus from gains in service output to a stronger link between the actions of public bodies and the outcomes that enhance the quality of life of citizens and communities both now and in the future. The Act is founded on Outcome Based Accountability which encourages a focus on the difference that is made, rather than just the inputs and processes that an organisation has. Success in the context of this Act is seeing positive action drive a positive contribution to the achievement of all the well-being goals through individual or collective action. (Paragraph 9 SPF2 – Statutory guidance)

Other Assessment Information

Citizen Satisfaction

National Survey for Wales-----Results expected from June onwards

Carmarthenshire was the first Council in Wales to include the results of this survey when it first started and has continued to do so ever since. The Council has been identified for having notable practice in its willingness to publish a wide range of evidence when assessing its performance.

From 2016/17 onwards, the National Survey replaced the 2012-15 National Survey, the Welsh Health Survey, Active Adults Survey, Arts in Wales Survey and the Welsh Outdoor Recreation Survey. The results published are based on over 10,000 interviews carried out across Wales between April 2017 and March 2018. Over 600 were interviewed in Carmarthenshire.

See Ranking Table in Appendix 3

Public Accountability Measures




There is also a **National suite of measures** that all councils in Wales have to collect- See Appendix 4

There are two main ways of measuring improvement:-

- Year on year improvement
- How we compare with other Authorities in Wales

Year on Year Improvement

During 2017/18, **64%** of our measures improved while **36%** have declined; there is less improvement than in the previous year but still remains encouraging in the current climate of reduced budgets. The table below shows year on year results:

Year	 Improved	 Constant	 Declined	Net Improvement (Improved - Declined)
2017/18	64% (16 measures)	0% (0 measures)	36% (9 measures)	28%
2016/17	65% (17 measures)	4% (1 measure)	31% (8 measures)	34%
2015/16	57.5% (23 measures)	17.5% (7 measures)	25% (10 measures)	32.5%
2014/15	56% (24 measures)	14% (6 measures)	30% (13 measures)	26%
2013/14	59% (26 measures)	11% (5 measures)	30% (13 measures)	29%

How we compare with other Authorities in Wales

-----Out turn data is usually available in September

-----Annual Improvement Report was expected in May but delayed

The Future Generations Commissioner for Wales - Expectations of Annual Reports

In May 2018 the Future Generations Commissioner for Wales published her report on Well-being in Wales: the journey so far. She set out 9 key expectations for Annual Reporting. This guidance will inform future Annual Reports and where possible has been included in this publication. See our progress on these expectations in **Appendix 5**

DRAFT

Start Well





Well-being Objective 1

Start Well - Help to give every child the best start in life and improve their early life experiences

Placement stability for looked after children has significantly improved

Placement stability for looked after children has significantly improved over the last two years, and children’s social work practice is being transformed following implementation of systemic practice within Pod’s, incorporating *Signs of Safety* model, and the new *Edge of Care* team.

Flying Start expansion has continued enabling increased support to more children 0-3 living in deprived communities.

Newly-commissioned Families First projects are in place with a focus on preventing (and minimising the effects of) [Adverse Childhood Experiences](#) (ACE’s).

School grounds are increasingly being utilised outside of school hours to enable greater access to play opportunities.

Why it is important

- Because giving every child the best start in life is crucial to reducing inequalities across the life course.
- Because what happens during these early years has lifelong effects on many aspects of health and well-being - from obesity, heart disease and mental health, to educational achievement and economic status.
- Because Looked After Children (LAC) are more likely to have been exposed to multiple risks associated with poor long term outcomes before entering care (Jones, 2011).

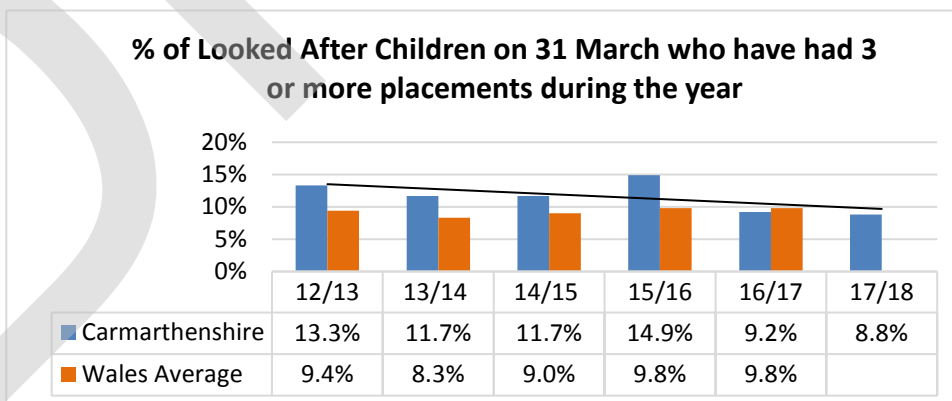
Success Measure

8.8% of children in care who had to move 3 or more times (improved result from 9.2% in previous year)



Explaining the Results

During the last two years we have seen a significant improvement in **placement stability** for our looked after children with the % of looked after children having experienced 3 or more placement moves reduced by 6% **from 14.9%** as at 31st March 2016 **to 8.8%** as at 31st March 2018.



Close monitoring will continue through placement and permanency panels. In the **long-term** our continued focus remains on prevention and maintaining children at home with families and out of the care system wherever possible, as well as providing extra resources for foster carers to support the children in their care. The new **‘Edge of Care’** team will focus on intensive support to families to achieve improved outcomes for children.

Progress Made

- ⦿ The Education and Well-being (LAC) Team are continuing to deliver **Attachment awareness** training, advice and support to all schools to better equip them in being able to meet the emotional needs of vulnerable children.
- ⦿ The revised Families First programme, comprising 13 projects is ready to commence 1st April 2018. The projects will work towards preventing **Adverse Childhood Experiences (ACEs)** as well as helping to mitigate the effects of ACEs on those already exposed to them. ACE awareness training for schools is taking place. Stronger Links, Stronger Families Event took place in March to identify and take forward new ways of working together with families to improve their wellbeing.
- ⦿ **Flying Start** Expansion into Ammanford is now complete. Capital investment has enabled the creation of new Flying Start offices with a combined Contact Centre for families, and a new childcare facility at the recently opened Ysgol Pen Rhos in Llanelli.
- ⦿ We are continuing to extend the **Team Around the Family (TAF)** approach across the county for 0-25 year olds. Requests for TAF services is increasing with 18-25 referrals a week, and greater alignment between TAF and Flying Start has enabled a seamless service for families.
- ⦿ **Child sexual exploitation (CSE)** remains a high priority issue both locally and regionally. Carmarthenshire actively engages in all CSE events, and ensure regular multi-agency (MA) meetings take place. We are also participating in a Barnardos pilot, and regional action plan. **CSE** is included in basic safeguarding training for all staff. MACSE meetings are continuing and developing.
- ⦿ **Substance misuse** team has re-located to Ty Elwyn which has enabled improved joint working arrangements with Youth Offending and Children's teams ensuring people affected by drug and alcohol issues are able to receive the support they require when they need it. In particular it has helped ensure more effective care pathways for young people in the transition from children's to adult services.
- ⦿ Children's services continue to find innovative ways of working with families. All teams have now implemented the **systemic model** of delivering social work services (within pod's) incorporating the **Signs of Safety** model. The format of assessments, care and support plans, reviews and child protection case conferences have all been adjusted to reflect this approach. The new Edge of Care Team is also focusing on preventative work at the point of referral.

A prospective Mum was very anxious about the birth and being at home completely alone with a newborn child as she had very little support from the baby's father and no family support in the area. A Home-Start volunteer was placed to provide support a week prior to the baby's arrival to discuss Mum's anxieties and needs for when the baby arrived. The volunteer then provided practical support after the birth; helping with feeds, support to go out, to go to baby groups, and attend appointments. Support was provided at home to allow Mum to catch up with chores. Additional emotional support was also provided by GP and psychotherapy sessions for Mum.

Mum developed a great bond with her son and became less and less overwhelmed by motherhood. She has now embraced the challenge of becoming a Mum and provides her child with everything he needs. As a result is a very happy little boy showing secure attachment to his mother.



Executive Board Member
For Education & Children
Cllr Glynog Davies



View our [detailed progress here](#) against this objective



Well-being Objective 2

Start Well - Help children live healthy lifestyles

Starting to turn the corner on children who are overweight or obese by 0.2%.

This is a long term invest to save objective laying down the foundations for the long term health of children. We will continue to monitor if current measures and actions are making any difference. We have increased the number of children participating in sport and continue to raise awareness of healthy eating.

Why it is important

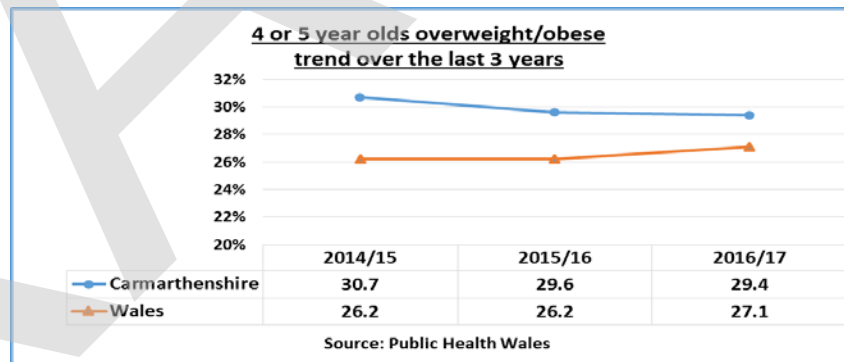
- Because projections suggest an increase in trends for childhood obesity going forward with figures showing males between the ages of 2 – 15 being at greatest risk.
- Because the [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried so much about their child's safety that it affected their children's opportunity to play.
- Because assessment engagement activity with primary school children showed being physically active to be the second most important factor for positive well-being of children aged 6 – 11, after connections with family and friends.
- Because living healthy lives allows children to fulfil their potential and meet education aspirations.
- Because habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

Success Measure

29.4% of children are overweight or obese



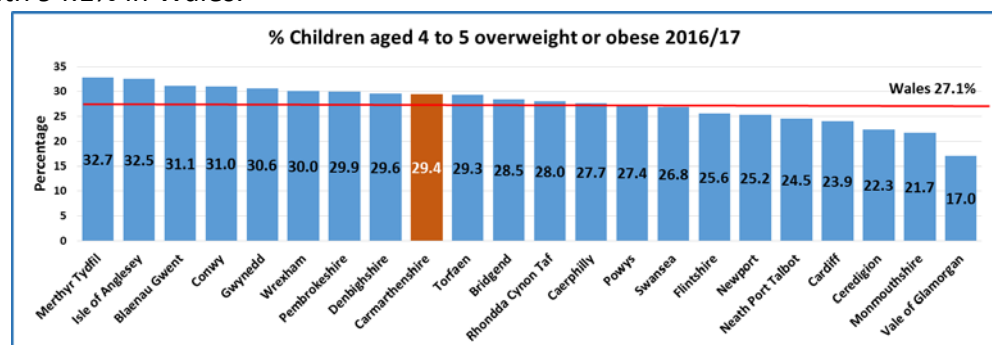
(A slight improvement on the previous year)



Explaining the Results

[Public Health Wales](#) (PHW) NHS Trust published its data on the 2016/17 Child Measurement Programme (CMP) for Wales which contains findings of the programme of child measurements carried out with children attending reception class in schools in Wales. 93.2% of eligible children participated in the programme in Carmarthenshire with 94.1% in Wales.

- The **% overweight or obese** in Carmarthenshire has reduced slightly from **29.6%** in 2015/16 to **29.4%** in 2016/17 and we have moved from 3rd highest to 9th highest in Wales but continue to be above the Welsh average of 27.1%.



- The proportion of children who are **obese** has increased from **12.9%** in 2015/16 to **14%** in 2016/17.
- Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers.

Progress Made

- ⊙ Another successful year for the Leisure Service saw *increasing physical activity* for children, particularly for the swim programme; teaching 3,700 children to swim and increasing the percentage of pupils who can swim 25m by the end of year 6 from 66% to 77%.
- ⊙ Percentage of school children that are **'Hooked on Sport'** increased from 40% to 47% (Sport Wales survey comparison 2015 to 2013 - compared to 48% across Wales)
- ⊙ Over 600 young people have taken part in sporting events including the *Gwent Cross Country League*.
- ⊙ Over 1,700 pupils have used *Pendine Outdoor Education Centre* for the residential outdoor education centre experience in the past 12 months.
- ⊙ Work is continuing with schools regarding the potential of utilising school grounds outside of teaching hours to enable children greater access to **play opportunities**. Some schools have already implemented it and all new schools are being designed to allow this access. Various Play training is being delivered to childcare and play settings along with primary schools across the county to raise the quality of play experiences for children
- ⊙ The **Healthy Schools Scheme** saw an increase in schools achieving all Phases of the scheme, with Peniel Community School becoming the second Carmarthenshire School to achieve the National Quality Award. Other key commitments were also achieved;
 - Ensuring all schools embedded the Food & Fitness, Health & Mental & Emotional Health topics;
 - Continued to ensure that schools are abiding by the Healthy Eating in schools (Wales) Measure 2009 and Healthy Eating in Schools (Nutritional Standards & Requirements) (Wales) Regulations 2013;
 - Promoted the **'10 steps to a Healthy Weight'** in partnership with the Sustainable Ore-school Healthy Schools Scheme.

Successful Conferences focus on young peoples health and well-being



Diwrnod Gwael, Dim Bywyd Gwael
It's A Bad Day, Not A Bad Life

The Youth Council's 15th Annual Conference entitled **'It's a Bad Day, Not a Bad Life'** was held on the 22nd of November at Parc y Scarlets and focused on the mental health of children and young people. Activities were organised in order that participants achieved a better understanding of mental health and how to provide support.

Our **Healthy Schools Conference** held at Parc y Scarlets focussed on the well-being of pupils and staff. Following a welcome and setting the scene by Cllr. Glynog Davies, Executive Board Member for Education & Children's Services, there were contributions by Aeron Rees, Head of Curriculum & Well-being, Professor Sally Holland, Children's Commissioner for Wales and Sian Griffiths, Education Lead of the ACE's Hun. Drama students from the University of Wales Trinity St David, directed by Jain Boon, Theatrical Director & Creative Practitioner, presented a powerful piece of theatre to highlight the impact of ACEs and the importance of supporting children & young people affected by Adverse Childhood Experiences. This was followed by a series of workshops and time to spend in the 'Marketplace' showcasing the services available to schools.



Executive Board Member
For Education & Children
Cllr Glynog Davies



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against this objective



Well-being Objective 3

Start Well - Continue to improve learner attainment for all

Learner attainment has been maintained despite changes to examination specifications and financial challenges

Following substantial policy and key changes to Key Stage 4 performance measures by Welsh Government, comparisons with previous years isn't appropriate. Carmarthenshire's outcomes at GCSE mirrors performance across Wales with 57.2% of our learners achieving the key Level 2 Inclusive indicator (at least 5 GCSE passes at grade A* to C including mathematics and language). Our result places us comfortable above the Wales average by 2.6 percentage points. Outcomes of national literacy and numeracy tests at other key stages of education declined very slightly but results at Key Stage 3 continued an encouraging upward trend in performance.

Why it is important

- We all want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21st Century living and the world of work.
- Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015)
- Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document '[Education in Wales: Our National Mission.](#)'

Success Measures

No year on year comparison available

360.8 is the average score (best 9 exam results) for Year 11 pupils



7th highest in Wales
Source: StatsWales

94.4%
Attendance at Primary Schools

94.3%
Attendance at Secondary Schools

Both results have declined from previous year (Primary 94.8% & Secondary 94.5%)
Source: StatsWales



Awaiting Result

??%

are satisfied with their child's primary school



Source: National Survey for Wales

Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 2017/18 (2016/17 Academic Year) is 360.8 where girls had an average score of 372.6 and boys 349.4.
- **School attendance** in both Primary and Secondary schools in Carmarthenshire *declined* during 2017/18 (2016/17 Academic Year). Primary school attendance reduced from 94.8% to 94.4% and from 13th to 21st position in Wales. Secondary school attendance reduced from 94.5% to 94.3% and from 8th to 9th position. There will be robust consultation with Headteachers, Educational Welfare Service and related professionals to develop an action plan to improve school attendance moving forward.
- The [National Survey for Wales](#) shows that **??** were satisfied with their child's primary school

Progress Made

- Outcomes of **national literacy and numeracy tests** at other key stages of education declined very slightly but results at Key Stage I continued *an encouraging and ongoing upward trend* in performance. Our outcomes for the Key Stage I Core Subject Indicator (learners achieving Level 5 for English or Welsh, Maths and Science) have achieved *higher results* than the Wales average for the past four years.
- Our performance at the Level I threshold (learners attaining two or more 'A' levels or equivalent qualification) continues to remain strong with an impressive 97.8% of our learners successfully achieved this goal. The result places us *above the Wales average* of 97.1%. Our performance has been **above the national figure for five consecutive years**.
- Six Carmarthenshire schools were invited to **ESTYN's Recognising Excellence in Education** event in Cardiff in October. These excellent schools were commended for their hard work, strong leadership, clear vision and relentless commitment to improvement. Representatives from these schools received a certificate and congratulations from Meilyr Rowlands, *Chief Inspector* and Kirsty Williams, *Cabinet Secretary for Education*. They were - Ysgol Bynea, Ysgol Parcyrhun, Ysgol Saron, Ysgol Heol Goffa, Ysgol Glan-y-mor and Ysgol Bryngwyn. A further eight schools were inspected during the year; four schools were placed in the Estyn Monitoring category and one was placed in the Estyn Significant Improvement category.
- Our **Modernising Education Programme** (MEP) continued apace benefitting thousands of our learners with the completion of major projects, valued at over £20 million, at Ysgol Bro Dinefwr, Maes y Gwendraeth, Carreg Hirfaen, Bryngwyn, Coedcae, St. John Lloyd, Trimsaran and Pen Rhos.
- A common theme for all Carmarthenshire schools this year has been engaging with the **Digital Competence Framework**, using workshops and networking sessions to support development of digital skills. Carmarthenshire schools were strongly represented at the 2017 National Digital Learning Event (NDLE). Ysgol Bro Banw won the Online Safety award for Developing Digital Competence through Flip Teaching & were Joint Winners of the Digital Project award for The Superheroes. Coedcae School won the 2017 Hwb Community award for Resources for new GCSE Religious Studies. Online safety continues to be promoted and evidenced with 100% engagement by Carmarthenshire schools through the Welsh Government and SWGfL 360° Safe Cymru online framework.

Ysgol Pen Rhos – First Day

Mr Gareth Morgans, Director of Education and Children, joined Ysgol Pen Rhos pupils as they started their first day in their new school premises in Llanelli. The new school building is considered exceptional and there were wide smiles on the faces of pupils, parents and staff alike.

After managing for many years in challenging school building Mr Joe Cudd, Headteacher and his staff had ensured that the school was ready to receive pupils and to get on with their learning.

The scheme is part of the 21st Century Schools Programme, funded by Carmarthenshire



Executive Board Member
For Education & Children
Cllr Glynog Davies



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Well-being Objective 4

Start Well - Reduce the number of young people that are Not in Education, Employment or Training (NEET)

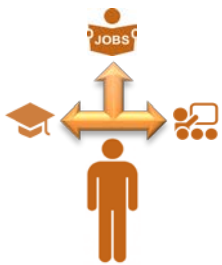
Continuing progress towards reducing NEET

A range of actions linked to the six elements of the Welsh Government's Youth Engagement and Progression Framework are on-going in Carmarthenshire, contributing to the reduction of young people becoming NEET.

Why it is important

- Because reducing the number of NEET reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- Because it is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6th forms, Further Education Colleges, training provision or work.
- Because it enables young people to contribute positively to their local communities.

Success Measures



1.4% year 11 pupils &
3.0% year 13 pupils
 are Not in Education, Employment or Training (NEET)
 (Previous year - Yr 11: **2.1%** & Yr 13: **2.0%**)



Year 11

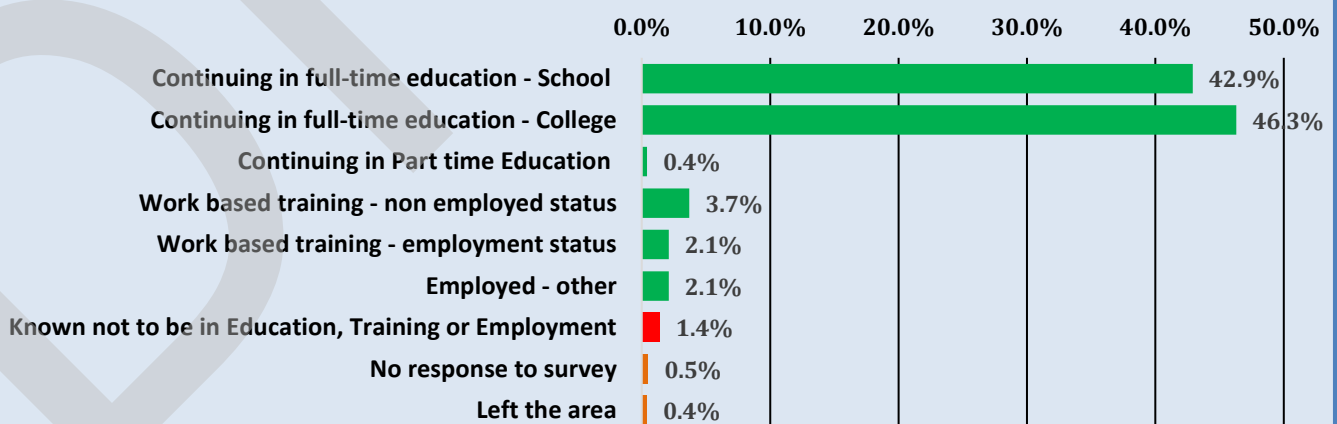


Year 13

Explaining the Results

- 1.4%, or 27 of **Year 11** pupils becoming NEET equated to 98.6%, or 1,830 pupils remaining in Education, Employment or Training. A small number of pupils (27), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 12th in Wales and below the Welsh average of 1.6%.

Destination data for Carmarthenshire Year 11 pupils (Academic Year 2016-17)



- 3.0%, or 20 out of 663, **Year 13** pupils were known to become NEET, with only 10 pupils either not responding to contact or being known to have left the area. Factors affecting the result include the rising cost of higher education, young people's awareness of training and employment opportunities and limited identification of this group of young people by schools following the A Level results.

Progress Made

- ⦿ Carmarthenshire's delivery of the **Youth Engagement and Progression Framework** includes identification of young people most at risk of disengagement, brokerage and co-ordination of support, tracking and transition of young people through the education system, provision to meet identified needs and developing the employability skills and opportunities for employment. This work is delivered primarily by the County Council's Youth Support Service, together with schools, Coleg Sir Gar, training providers, voluntary organisations and Careers Wales.
- ⦿ Involvement in the Regional European Social Fund (ESF) Projects *Cynnydd* and *Cam Nesa* will mean that **nearly £4m** of additional ESF funding will be available to provide support services for young people at risk of becoming NEET in the period 2018-2021.
- ⦿ Further development of the local, bilingual 11-19 Curriculum, closely linked to the Welsh Government's Successful Futures review and the projects within the Swansea Bay City Region will enable young people to develop the skills they need to gain jobs in the local and regional economy.

Cynnydd Project Case Study

The young person was identified via referral from the school, and following a series of meetings with the young person and their family he was engaged on the *Cynnydd* project.

The young person was given a flexible package of support to help him overcome his anxieties. He had been a complete school refuser with no aspirations or progression plans for the future and had received previous support from *CAMHS*. We were able to accommodate him on a one to one basis, which proved very successful.

With the support and intervention of *Cynnydd* he has progressed from zero attendance to a secured place on *Youth Access* in Yr11. He has grown in confidence and as a result has been willing to meet with *Careers Wales* to discuss a possible work placement. He has already identified that he would like to pursue a course in photography after he leaves school and has shown commitment and enthusiasm in embracing the steps necessary to achieve this. He has also been attending group trips, which would have been unachievable previous to *Cynnydd* support.

The young person is very positive about the changes that have happened in his life and has a hope for the future that was non-existent when we first met him. He says that he is far happier, is excited about moving forward with his life and has more confidence and feels better about himself.



Executive Board Member
For Education & Children
Cllr Glynog Davies



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against this objective

DRAFT

Live Well





Well-being Objective 5

Start Well/Live Well - Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty

800 less households living in poverty (down from 35.9% to 35%)

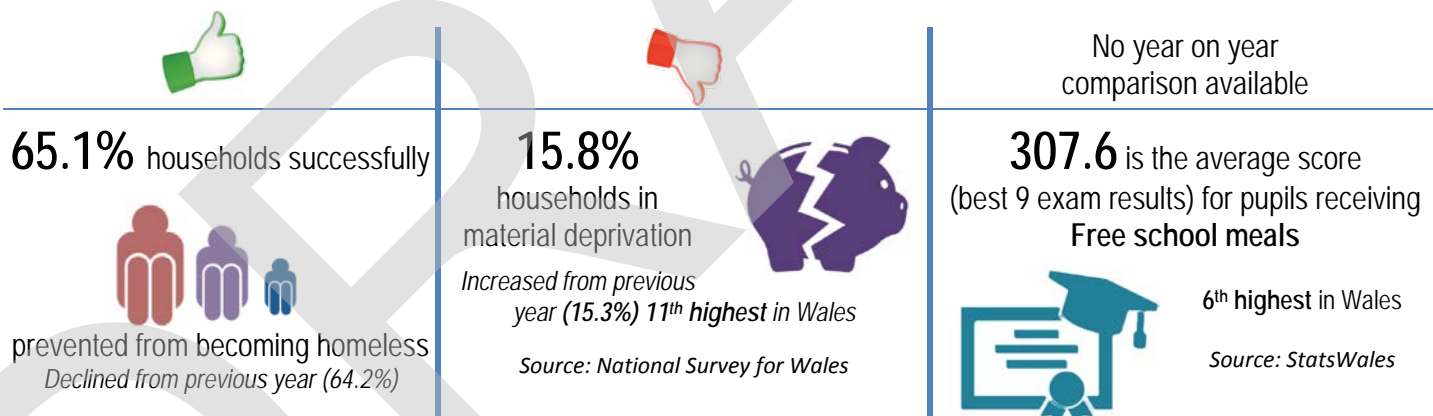
Welsh Government defines poverty as when “household income is less than 60% of the GB median income”. This means a household where income is less than £18,553 a year (2017 - 60% of £30,921). On this definition, 35% can be defined as living in poverty Carmarthenshire, well above the Welsh average of 33% and 8th worst in Wales.

Household Income Figures Source: CACI's 'PayCheck' data								
Households Living in Poverty	2014		2015		2016		2017	
	Carmarthenshire	Wales	Carmarthenshire	Wales	Carmarthenshire	Wales	Carmarthenshire	Wales
	29,956 (37.1%)	446,586 (33.6%)	29,086 (36.3%)	459,283 (35%)	29,020 (35.9%)	460,322 (34%)	28,223 (35.0%)	450,616 (33%)

Why it is important

- Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities and prospects for children and young people, damages the quality of life for families and communities.
- Research shows that children growing up in workless households experience consistently poorer outcomes than other children whose parents are always working, in relation to educational attainment and cognitive ability.

Success Measures



Explaining the Results

- Of the 413 households **threatened with homelessness** during 2017/18, 269 were successfully prevented from becoming homeless – 65.1%. There were 111 unsuccessful preventions and 33 withdrawals.
- According to the 2017/18 [National Survey for Wales](#), 15.8% of participating households in Carmarthenshire were classed as **living in material deprivation**, this is below the Welsh average of 16.2% but has increased from the previous year’s survey result of 15.3%. Despite a slight increase in figure, we have moved up from 14th to 11th position.
- The average score based on the best 9 **exam results** for Year 11 pupils that received **Free School Meals** is 307.6 compared to a score of 360.8 for those who don’t.

Progress Made

- ⦿ We have established the *Financial Exploitation Safeguarding Scheme (FESS)* which consolidates ten initiatives in to one to detect and support victims of financial abuse and prevent victimisation. The *FESS* initiative creates a network where third sector and local authority partners agree to work together with Trading Standards to identify, refer and support victims of financial abuse.
- ⦿ Financial literacy is now on the school curriculum.
- ⦿ With the aim helping to tackle poverty, the *School Holiday Enrichment Scheme* focuses on providing a healthy breakfast, lunch and healthy activities for Year 6 free school meals and the working poor.
- ⦿ During the year a pilot Wi-Fi initiative to boost connectivity and drive economic regeneration in the community commenced. The Council, on behalf of the *Grŵp Cefn Gwlad* Local Action Group was successful in securing funding up to the value of £120,000 from the *LEADER* scheme, with additional contributions being made by the Council and participating rural towns.
- ⦿ A pilot to identify and provide pre-tenancy support to those tenants who may struggle to make their rent payments has been launched in Carmarthen area. This includes efforts to obtain more robust financial information at the first point of contact and identify those who may require further assistance. All new applicants will receive pre-tenancy guidance and specific one to one pre-tenancy advice is also available to successful applicants
- ⦿ There are a number of projects working to address issues of rural poverty highlighted through the rural poverty study 2015 which have been delivered in 2017/18. These include; educating younger and future tenants to better manage their finances and avoid debt; expanding the way services are offered at the 'Hub' location in Llanelli to people living in rural areas; a mental wellbeing and mental health awareness project; providing support for rural community members to become work ready and a project by *UWTSD* which aims to maximise the social and economic benefit of the relocation of *S4C* to Carmarthen. However, further opportunities to address these issues are currently being identified through the work of the newly establish *Rural Affairs Advisory Panel*.



AFTER SCHOOL CLUB

Pupils at *Ysgol Gymraeg Brynsierfel* in Llanelli and their parents are benefiting from a new after school club (and recently a holiday club) which provides fun activities and child care in a safe environment.

The Club runs Monday to Friday during term time and is a vital resource for parents and carers, in particular those who are working and are seeking high quality, low cost childcare and low income families are eligible for help with funding.



Executive Board Member
For Communities and Rural Affairs
Cllr Cefin Campbell



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against this objective



Well-being Objective 5

Start Well/Live Well - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ x	Progress Comment
A - Overarching		
<p>To ensure we help alleviate poverty and promote inclusion, we will support the work of the Tackling Poverty Advisory Panel <i>(Action ID 12541)</i></p>	✓	<p>Following local and general elections the Tackling Poverty Advisory Panel was reconvened in September 2017 with three new members and a new Chair. After initial update to new and existing Panel members a number of key areas for further exploration were identified to act as a work programme for the Panel going forward including transport and childcare. The Panel agreed that undertaking a case study in an area where complex challenges of poverty were prevalent would help to gain insight into potential solutions. Tyisha was identified as the case study and a working group established to identify key issues and a collective approach to addressing these. As a result of the working groups discussions a planning for real exercise, originally intended to have a housing specific focus, will be undertaken in the area to cover all issues pertaining to poverty. Scoping for this exercise is currently underway with support from specialist consultants and will commence in the Summer 2018. The work and outcomes will be monitored by the Advisory Panel.</p>
B - Preventing Poverty		
<p>We will provide pre-tenancy support and identify, at an early stage, those tenants who may struggle to make their rent payments on time. <i>(Action ID 12542)</i></p>	✓	<p>The three stage approach to pre tenancy support is now up and running as an initial pilot in the Carmarthen Town Wards. First stage is to obtaining more robust financial information at the first point of contact to identify those who may require further assistance. All new applicants will receive pre tenancy guide and encouraged to complete an online pre tenancy module. Second stage will include Pre Tenancy courses for applicants within the Rural Development Programme areas. The final stage is specific one to one pre tenancy advice to successful applicants who have been offered a property with us before their tenancy begins. This will be expanded during 2018/19.</p>
<p>We will develop a scheme to introduce energy efficient LED lighting to tenant's homes, which together with other schemes, will help to alleviate fuel poverty. <i>(Action ID 12543)</i></p>	✓	<p>We have established a criteria to identify tenants on low income that would benefit from LED lighting pilot. Our approach is to work with Smart Meter Wales on measuring the savings that LED lights should achieve. This has been trialed in one area</p>

Last Year's Commitments	✓ x	Progress Comment
	✓	where 13 properties had new LED bulbs fitted in their homes in February 2018. This included new bulbs in all rooms, including wall light and table lamps with an average of £50 per household being spent. General consensus of savings from LED's is £25-£30 per year, therefore pay back will be after 2 years. This pilot installation of LED lighting will have a positive impact in reducing fuel poverty for our tenants and will be further developed as part of the wider energy efficiency measures for tenants.
<p>We will increase the % of Year 11 pupils who are eligible for Free School Meals who achieve the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics (5.0.3.1) (2016/17 Result - 41.5% - 15/16 Academic Year) (2017/18 Target - 42.0% - 16/17 Academic Year)</p>	x	<p>30.2% of year 11 pupils eligible for Free School Meals achieved the Level 2 threshold in GCSE's during 2017/18 (Academic Year 2016/17). Following recommendations from reviews and policy changes announced by Welsh Government, several key changes have been made to the Key Stage 4 performance measures data which impacts significantly on comparisons with previous years. This is still comparable across Wales and we have the 10th highest result.</p>
<p>We will improve Average Capped 9 score for pupils in year 11 of pupils eligible for Free School Meals (4.1.2.4) <i>This is a new measure for 17/18 – Academic Year 16/17 and replaces the Level 2 threshold measure (5.0.3.1) above as the main Key Stage 4 measure.</i></p>	-	<p>A score of 307.6 was achieved by Year 11 pupils eligible for Free School Meals in the average Capped 9 Score (best nine exam results) for 2017/18 (2016/17 Academic Year). This is below the average Capped 9 score for all pupils which was 360.8.</p>
<p>We shall increase the percentage of households successfully prevented from becoming homeless (PAM/012) (2016/17 Result – 64% / 2017/18 Target – 65%)</p>	✓	<p>65.1% of households threatened with homelessness were successfully prevented during 2017/18.</p>
C - Helping people into work		
<p>We will provide targeted support and advice to tenants that are directly impacted by Welfare Reform changes, working closely with other agencies. (Action ID 12545)</p>	✓	<p>We have a comprehensive action plan in place which involves targeting support and advice to those most effected by the welfare reform changes. Housing officers are visiting tenants to support and advise them through the main changes. We are closely working with partners to ensure specialist support is in place to help manage income they receive in a better way.</p>
<p>We will use the Work Ready Project (apprenticeships, graduates, work experience, work placements, volunteering) to attract and retain underrepresented groups, e.g. young people and people with disabilities, and monitor the outcomes. (Action ID 12546)</p>	✓	<p>A cohort of graduates have started the Post Graduate Diploma with UWTSU. A successful event was held in Apprenticeship week in March to celebrate the achievements of staff completing apprenticeship qualifications while in their existing job role. The programme has continued to support people back into employment via training schemes such as Workways and jobcentre plus, which are monitored for outcomes.</p>
<p>Through the Communities First, Communities for Work and Lift programmes we will provide targeted employment support to adults in our areas of highest deprivation. (Action ID 12547)</p>	✓	<p>392 individuals have engaged in employment related activities and they all feel more confident about accessing employment. This has been achieved through various services</p>

Last Year's Commitments	✓ ✗	Progress Comment
		employment clubs, cv writing workshops and one to one mentoring.
Through the Communities First programme we will provide digital inclusion support. <i>(Action ID 12548)</i>	✓	222 individuals have accessed digital support through training sessions such as basic I.T, Microsoft and I pad courses and through the employment clubs which are delivered on a weekly basis.
Through the Time Credits programme we will provide and promote volunteering opportunities for residents to enhance their skills and continue to encourage/promote residents to be more involved in their communities through volunteering action. <i>(Action ID 12549)</i>	✓	There have been a wide range of volunteer opportunities for individuals with a total of 543 having signed up to volunteer during 2017/18. These volunteers have earned 2039 time credits through active volunteering in their communities.
Through Communities First, Communities for Work and Lift, accredited training is delivered to adults in our areas of highest deprivation <i>(Action ID 12550)</i>	✓	327 residents achieved accredited qualifications by attending Employment related courses during 2017/18, an increase on the previous year.
We shall increase the number 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. <i>(EconD/020) (2016/17 Result - 100%/2017/18 Target – 100%)</i>	✓	Of the 392 residents that received employability support during 2017/18 everyone felt more positive with improved confidence about seeking work – 100%
We shall ensure that a high number of residents feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus programmes. <i>(EconD/021) (2016/17 Result - 100%/2017/18 Target – 100%)</i>	✓	Of the 222 residents that received digital inclusion support during 2017/18 everyone felt more confident with their IT skills and using a computer – 100%
We shall increase the number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes. <i>(EconD/022) (2016/17 Result - 298 / 2017/18 Target - 300)</i>	✓	327 residents achieved accredited qualifications by attending Employment related courses during 2017/18, an increase on the previous year.
We shall do all we can to reduce the % of working age population in receipt of out of work benefits in Carmarthenshire. <i>(5.6.3.4) (2016/17 Result - 11.4%/2017/18 Target -11.3%)</i>	!	This data is no longer being produced by the Department for Work and Pensions. We shall look at a replacement measure in due course based on the new Universal Credit once it has been launched all over the UK.
D - Improving the lives of those living in poverty		
We will support local communities to develop projects/activities to address issues of rural poverty highlighted through the rural poverty study 2015. <i>(Action ID 12552)</i>	✓	We continue to deliver the LEADER programme in rural Carmarthenshire. To date the programme has committed support to the value of just over £2million for a number of projects in rural Carmarthenshire; several of which are seeking to tackle issues identified within the 2015 Rural Poverty Study. Projects such as the educating younger and future tenants to better manage their finances and avoid debt; expanding the way services are offered at the 'Hub' location in Llanelli is replicated to people living in rural areas; Rural Volunteering project; a mental wellbeing and

Last Year's Commitments	✓ ✗	Progress Comment
		mental health awareness project; pre-employment training, developing confidence skills, providing support for rural community members to become work ready further addressing issues surrounding rural poverty and a project by UWTSO which aims to maximise the social and economic benefit of the relocation of S4C to Carmarthen.
We will continue to link the Mobile Library service with Un Sir Gar (the Hub) to provide employability and Digital support services across the county - linking in with the Carmarthenshire 'Do It Online'. <i>(Action ID 12559)</i>	✗	Work has continued throughout the year with the introduction of an online employability eligibility tool. The customer Service Centre and Un Sir Gar service has amalgamated to create a Hwb model which by working with partners provides not only council services but also advice and assistance on employability, training and volunteering opportunities. This model is to be delivered via the mobile libraries during a pilot commencing May 14th 2018 which unfortunately is not within the 2017/18 financial year as hoped. Following the redesign of the mobile library routes a route covering rural areas has been selected for the pilot.
We will look at rolling out hubs to other areas of need in the county. <i>(Action ID 12560)</i>	✗	The Hwb model in Stepney Street, Llanelli is now well established. A building in Quay street, Ammanford has been commissioned following the allocation of grant funding. Works to the building will be carried out through the summer with an expected launch of the Hwb in Ammanford during Autumn 2018. Work is underway in identifying suitable accommodation in Carmarthen to replicate the Hwb model there.
We will continue to increase the number of Fuel Clubs where there is no mains gas supply and promote a range of options to support tenants in tackling fuel poverty. <i>(Action ID 12561)</i>	✓	The number of fuel clubs in the County continue to be supported but is unlikely that we will increase the number of clubs that are already established. To support tenants effected by fuel poverty we are promoting the use of LED lighting under another scheme. As part of our investment plan we will be targeting council homes with a range of options to increase those properties with a low energy rating. We have also helped a number of tenant through the Welsh Water assist scheme which reduces water charges for tenants on low income.
We will develop further partnership arrangements in respect to financial exploitation. <i>(Action ID 12563)</i>	✓	In total we now have 32 local authorities assigned to the Financial Exploitation Scheme, 16 English authorities, 16 Welsh authorities. We also have two new financial institutions, Santander, and TSB. The scheme will create a financial safeguarding network bridging the public and private sectors helping to protect vulnerable people from financial harm. We now have 13 local banks affiliated to the scheme, increasing the protection of local Carmarthenshire citizens. In order to further partnership approach we have undertaken financial exploitation (FESS/Friends against Scams) training and awareness for the Fire Service (20

Last Year's Commitments	✓ ✗	Progress Comment
		Officers trained) and Dyfed Powys Police on Trading Standards Legislation, Doorstep crime & Scams (25 officers trained.)
We will promote financial literacy through the Financial Exploitation Safeguarding Scheme (FESS). <i>(Action ID 12564)</i>	✓	We currently have 84 classes running and 69 schools registered. The intention moving forward is to develop the marketing potential of this project in partnership with our web designers Canolfan Peniarth of Trinity College.
We will increase the number of vulnerable and disadvantaged people protected through Financial Exploitation Safeguarding Scheme. <i>(Action ID 12565)</i>	✓	Database has now been developed and we now have the facility to capture the relevant data, added to this the national scams hub have provided us with an updated list of citizens in Carmarthen who are recorded as having been victim of a scam in the past, it is our intention to contact all these people. Current data reveals the number of people to be over 750.
We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support. <i>(Action ID 12553)</i>	✓	The Toy Box and Hamper appeals were successfully delivered prior to Christmas 2017 and an excellent progress was made in terms of streamlining delivery.
We will deliver a campaign to raise awareness of financial advice and support available to residents. <i>(Action ID 12144)</i>	✓	<p>A number of council services have delivered targeted campaigns to raise awareness of financial advice and support available to residents throughout 2017/18. For example: The Communities First programme have offered residents the opportunity to access a wide range of programmes that have been focussed on encouraging financial inclusion with over 46 sessions and 162 individuals attending. Everyone felt improvements with their financial literacy and capability.</p> <p>The Personal Budgeting Support Officer within the Housing Benefit Team continues to offer one to one support and assistance to claimants of housing benefit and those affected by changes to the welfare system under Universal Credit.</p> <p>A veterans day was held in Yr Hwb in September 2017 which focused on providing tailored advice including on financial support to veterans, bringing together core Council services with third sector support.</p> <p>Housing Options advisors have also embedded financial advice and support to prospective and current tenants into their core business and delivered such support to residents throughout the year.</p> <p>In addition the Trading Standards team have also undertaken a number of pro-active and preventative campaigns during the year to raise awareness of potential scams and issuing advice on support available to residents who become victims of such initiatives.</p>

Last Year's Commitments	✓ x	Progress Comment
		This targeted campaign approach ensures that the most vulnerable groups within our communities are receiving appropriate and timely support and that wherever possible preventative measures are put in place to protect the most vulnerable as well as responding to crisis situations where they occur.
We will continue to raise awareness of welfare reforms, particularly the roll-out of Universal Credit as affecting Housing Benefits recipients, with Customers, elected members and to Stakeholders/partner departments. <i>(Action ID 12555)</i>	✓	The Housing Benefits Section continues to make other stakeholder services aware of key changes and updates provided by the Department for Work & Pensions and other information sources, with particular reference to the roll-out of Universal Credit and the issues arising as reported from pilot / advance roll-out areas elsewhere in the country. A Universal Credit awareness training took place in October 2017 for staff from Housing Benefits and other relevant services, as well as stakeholder organisations whose customers are likely to be affected by Universal Credit roll-out. Where appropriate the section is also providing data to customers affected by welfare reform changes such as the revised Benefit Cap and forthcoming Housing Benefit restrictions for social sector tenants. We are also facilitating and co-ordinating liaison between Council services that will either be impacted upon, or otherwise involved with the Full Service Roll-out of Universal Credit which is now to take place in December 2018 (postponed from June 2018).
We will continue to fulfil the requirements of the DWP Universal Credit, delivery partnership agreement in terms of budgeting support for vulnerable claimants and technical/specialist support for the Universal Credit delivery centres. <i>(Action ID 12556)</i>	✓	The provision of technical/specialist advice and support to the DWP's Universal Credit delivery service is now an established process within the Housing Benefit section. In addition the Personal Budgeting Support "service" is now embedded within the section and the officer is proactively providing assistance to customers including: > referrals from the Job Centre (both Universal credit and ESA claims) > the Council's Housing Services Division and > the Housing Benefit Assessment Team (for claimants seeking additional financial support to meet their rent via Discretionary Housing Benefit Payments)
We shall implement the School Holiday Enrichment (Holiday Hunger) Programme (SHEP), supporting families and children during school vacations to cook healthy meals, particularly aimed at pupils eligible for Free School Meals. <i>(Action ID 12505)</i>	✓	Two schools, Coedcae Secondary and Llandeilo Primary schools ran two schemes during the summer of 2017. A further six School Holiday Enrichment (Holiday Hunger) Programme schemes will be run across four schools during summer 2018, these are Pehrhos, Brynteg, Llandeilo and Brobanw. A steering group has been established and we are currently in the process of identifying funding schemes for sustained annual growth.

Last Year's Commitments	✓ ✗	Progress Comment
We will provide financial capability support, enabling residents to manage debt and raise income. <i>(Action ID 12557)</i>	✓	162 individuals received support from the 46 financial capability sessions delivered during 2017/18.
We will retain the reduced average number of days taken to process new Housing/Council Tax Benefit claims <i>(6.6.1.2)</i> <i>(2016/17 Result-21.12 days /2017/18 Target - 21 days)</i>	✗	2017/18 result 22.77 days. This is very slightly down on last year but was expected, given that the section has been seriously understaffed during the year with ten experienced assessment officers leaving the service to work in other departments. New assessment staff have been recruited and are working their way through the training programme.
We will retain the low average number of days taken to process notifications of changes of circumstances in Housing/Council Tax Benefit claims <i>(6.6.1.3)</i> <i>(2016/17 Result- 5.13 days / 2017/18 Target – 5.2 days)</i>	✗	2017/18 result 5.27 days. This is very slightly down on last year but was expected, given that the section has been seriously understaffed during the year with ten experienced assessment officers leaving the service to work in other departments. New assessment staff have been recruited and are working their way through the training programme.
We will retain the high % of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check <i>(6.6.1.9)</i> <i>(2016/17 Result- 98.13 % / 2017/18 Target - 96%)</i>	✓	2017/18 result 96.72%. It is pleasing to note that the target has been surpassed despite the section being under significant pressure due to considerable staff turnover and the increasing technicalities of the scheme, including the gradual introduction of Universal Credit.

DRAFT



Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

Median Gross Weekly Pay has increased by 4.7% (from £494.5 to £517.5)

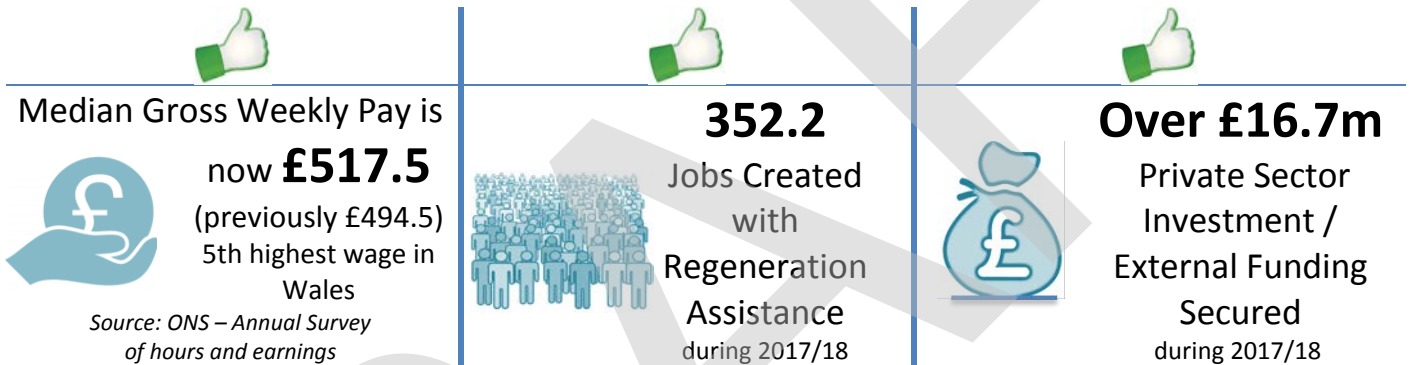
Carmarthenshire has the 5th highest wage in Wales for 2017, 8th highest the previous year

This is above the Welsh average of £505.9

Why it is important

- *Well paid jobs* for local people is the Council's number one priority.
- *Increasing employability* is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.

Success Measures



Explaining the Results

- **352.5 jobs were created** with regeneration assistance during 2017/18 at the following locations:- Parry Thomas Centre; Business Support; Beacon Bursary; Opportunity St; Cross Hands Growth Zone and through the Carmarthenshire Rural Enterprise Fund Projects. In addition 250 people were placed into jobs and over a 1,000 people were helped into volunteering.
- A total of **£16.7m of private sector investment** was secured during 2017/18 via Community Bureau, Carmarthenshire Rural Enterprise Fund, Transformation Commercial Property Development Fund (TCPDF), Pendine Attractor, Jacksons Lane, Cross Hands Growth Zone and Wetlands Projects.

Progress Made

CITY DEAL

- ⦿ Since the *City Deal* was signed, considerable progress has been made with eight of the eleven project business cases having now been submitted to the UK and Welsh Governments for final sign-off:-



1. The new building, part funded by the City Deal, on the University of Wales Trinity Saint David campus, called '**Yr Egin**', will give creative industries top quality office spaces which will benefit from state-of-the-art digital technology and will also feature the new headquarters for S4C.
2. In Llanelli, an outline planning application has been submitted for the **Life Science and Well-Being Village** at Delta Lakes. This £200m project will include a cutting-edge new leisure centre, spaces for medical research, health service provision and extensive landscaping that will lead to opportunities for cycling and scenic walks.

KNOWLEDGE ECONOMY & INNOVATION

- ⊙ The **Skills and Talent project** being led by the [South West Wales Regional Skills Partnership](#), is already exploring the gaps that currently exist in the provision of skills and how this can best be addressed, both now and in years to come, by introducing courses that are tailor made to the City Deal projects.
- ⊙ Our **Rural Affairs** Task Group aims to identify actions the Council, in partnership with other public bodies and organisations, can take to address issues effecting rural communities in Carmarthenshire. This includes economic development, broadband, housing, transport, agriculture, service provision, education and community life to name but a few and will also ensure and support rural regeneration in future years.

TRANSFORMATIONS – A STRATEGIC REGENERATION PLAN FOR CARMARTHENSHIRE 2015-30

- ⊙ We have made progress on the **6 transformational projects** within the [Strategic Regeneration Plan](#):
 1. A number of projects identified in the **Carmarthen** Town Centre Regeneration Masterplan are progressing with funding and permissions being secured to deliver both the Jackson’s Lane Redevelopment Proposals & Carmarthen Wetlands and Gateway projects.
 2. A number of **Ammanford** Task Force action plan projects have also progressed during 2017/18. Work has commenced on: Tir Y Dail Junction, Margaret St Road Widening Scheme, and Railway Crossing Enhancement Schemes, whilst 41 Quay St has been acquired to develop a new Hwb.
 3. **Llanelli** Town Taskforce projects have progressed - the Opportunity Street project to acquire 15 properties and 1 development site has been successfully completed. Future funding is being sought in relation to Targeted Regeneration Fund to expand work on the portfolio purchased through the Opportunity Street Programme. Llanelli Joint Venture is progressing with demolition of Pontrilas Factory in North Dock with outline planning to redevelop the site for housing.
 4. Funding has been secured to deliver second phase of the **Cross Hands** East Strategic Employment Site.
 5. We are working on a number of tourism projects such as the Parry Thomas Commercial Centre in **Pendine** which has been fully let and funding has been secured to deliver the £7m Pendine Attractor project. See more on tourism in Well-being Objective 15-Promoting Welsh Language Culture.
 6. In the **rural area** of the county a number of business growth projects have been supported with assistance from the Carmarthenshire Rural Enterprise Fund. To date 16 applicants have completed or are in the process of completing projects that will deliver new employment opportunities for rural Carmarthenshire. In addition 4 capital projects are under construction (through the TCPDF) that will significantly increase commercial employment space in the county.

LIFT people in to work! - Moving to Llanelli from South Shields after losing his job, Gary had lost a significant amount of confidence in his ability to find work. He was not sure whether he had the skills to enter an unfamiliar workplace and to succeed in a new job. Through discussion with his *LIFT* mentor, Gary’s transferable skills were identified and it was decided that manufacturing or construction were the best routes for him to follow as many of his skills would carry over. Gary was supported by the *LIFT* programme to successfully complete CSCS training and apply for his CSCS green card. Through the *LIFT* programme Gary secured a work placement at *Lloyd and Gravell* and upon completing his placement was offered a job as a full time paid employee.

“I can’t thank Lift enough for their support and guidance. My career finally looks like it is aettina back on track!”



Executive Board Member
For Economic Development
Cllr Emlyn Dole (Leader)



View our [detailed progress here](#)
against this objective



Well-being Objective 7

Live Well - Increase the availability of rented and affordable homes

On track to meet the affordable homes target of 1,000 additional affordable homes between 2016 - 2021

Good quality, affordable homes are the bed rock of healthy and sustainable communities. We have delivered over 400 additional affordable homes since 2016 as part of the affordable homes plan.

Why it is important

- Good quality affordable homes promote *health and well-being*, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the *People and the Environment* - as the energy use within the home will be reduced, having a significant effect on reducing the fuel costs for the occupying residents. It will also have a significant effect on reducing pollutants in the atmosphere and mitigating fuel poverty in our communities.
- It's good for the *Social Structure* - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents.
- It's good for the *Economy* - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.

Success Measure

+ 235
Additional Affordable Homes during 2017/18

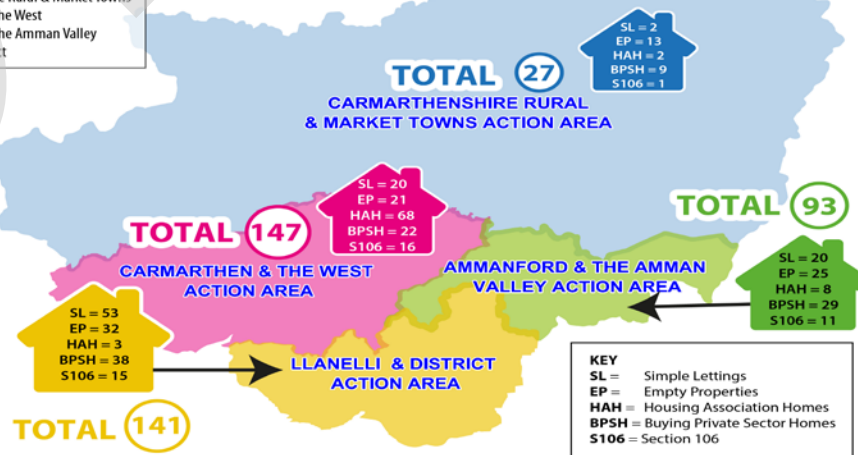


Explaining the Results

Affordable Homes Performance - Overall Performance from April 2016

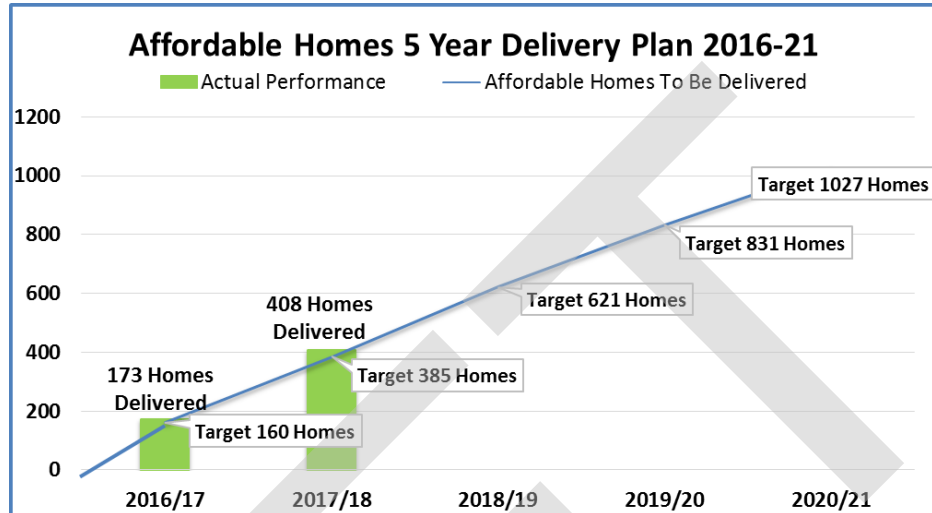
408 Affordable Homes Delivered

Action Areas as a % of County Population
 19% = Carmarthenshire Rural & Market Towns
 22% = Carmarthen & the West
 17% = Ammanford & the Amman Valley
 42% = Llanelli & District



Progress Made

- ⊙ As part of the *2016 - 2020 Affordable Homes Plan* to date we have provided **408** additional affordable homes made up of the following:-
 - *Simple lettings agency* - 95
(32 – 2016/17 – 63 -2017/18)
 - *Empty homes brought back into use* - 91
(28 – 2016/17 – 63 -2017/18)
 - *Buying private sector homes* – 114
(45 – 2016/17 – 69 -2017/18)
 - *Housing Association new build development* – 65
(45 – 2016/17 – 20 -2017/18)
 - *Contribution by development (section 106)* - 43
(23 – 2016/17 – 20 -2017/18)



- ⊙ We have bought **98** private sector homes to increase the *council's own housing stock*. 16 homes have also been bought directly by Bro Myrddin Housing Association.
- ⊙ Funding has been secured to build **over 60 new council homes** (including the latest projections for Affordable Housing Grant from Welsh Government). 3 sites have been identified where building works will commence in 2018/2019.
- ⊙ The contribution by development are *low cost home ownership* properties
- ⊙ Through the planning system (Section 106) 43 homes have been provided for [Low Cost Home ownership](#) and nominated to local people who needed help to buy their own home

Carmarthenshire County Council is already making good on its promises to deliver 1,000 more affordable homes by 2021. Over 60 new council homes will be built in Carmarthenshire over the next two years in an £8.5million investment to grow the local authority's housing stock.



Executive Board Member
For Housing
Cllr Linda Evans



View our [detailed progress here](#)
against this objective



Well-being Objective 8

Live Well - Help people live healthy lives (tackling risky behaviour and obesity)

Almost 1.6 million visits to our Leisure Centres, generating a Social Value Return of £4.6 million during 2017/18

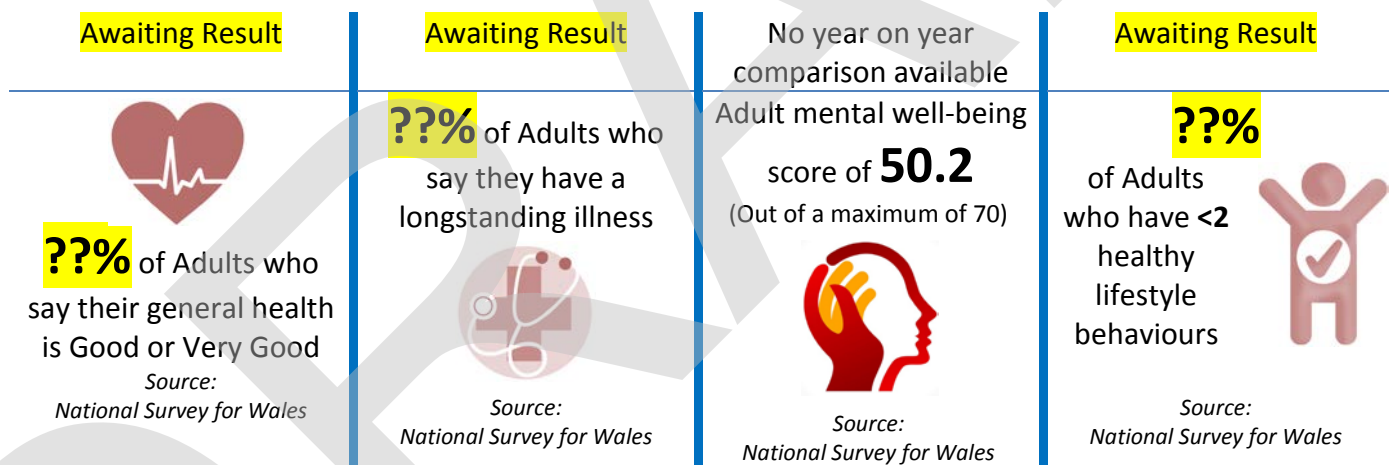
We want Carmarthenshire to be a place:

- That is the most active and healthy in the UK
- Where every person is an active participant at a *Community Club* or *Leisure / Cultural Facility*
- Where every child is hooked on Leisure / Cultural activity for life

Why it is important

- Because our way of life is changing, people are living longer with a higher quality of life.
- Because the challenge is to prevent ill health.
- Because living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- Because many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.

Success Measures



Explaining the Results

- Good or Very Good health to follow – results available later in the year from NSW
- Adults with longstanding illness to follow - results available later in the year from NSW
- **Mental well-being score** is based on 14 positively worded statements asked as part of the [National Survey for Wales](#) which represents positive attributes of wellbeing and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population. The average mental well-being score for Carmarthenshire respondents was 50.2 from a maximum of 70, this is below the Welsh average score of 50.9 and in 16th place.
- Adults with fewer than two healthy lifestyle behaviours to follow - results available later in the year from NSW

Progress Made

- ⦿ We have continued to monitor *air quality* (nitrogen dioxide) for the residents of and visitors to the County implementing a sampling programme. This supports a consultation for Air Quality Management Area's action plans for Llanelli and Carmarthen as well as the current action plans for Llandeilo. Data has been captured across all sites and results assessed and reported.
- ⦿ Following a million pounds of investment to enhance our *leisure centres*, creating more space and bringing in brand new state of the art fitness equipment we have seen an 2.8% (48,000) increase in the numbers of visits to 1,582,994 during 2017/18. This has also resulted in an increase in income by 23% (from £978k to £1.2m). The impact has been extremely well received by new and existing customers and the satisfaction survey shows an increase from 29% to 44%.
- ⦿ We have a vision designed to make Carmarthenshire 'The Cycling Hub of Wales'. A cycling strategy has been developed, this includes the exciting Twyi Valley Cycle Path, the Millennium Coastal Path, Closed Road Cycle track in Pembrey and the Amman Valley Cycle Path. Together with the recently refurbished Velodrome in Carmarthen Park which is one of only two in Wales.
- ⦿ A further 1,510 people were referred to the *National Exercise Referrals* scheme during 2017/18, with 53.8% of engaging with the scheme and 45.6% having completed the 16 week programme.
- ⦿ Our mental health teams, leisure colleagues and Run Wales are training a group of individuals with mental health issues to compete in the Swansea half marathon and also in local park runs. This is an innovative project to improve the mental health, well-being and physical health of individuals. It is also contributing to the anti-stigma agenda as staff and those who use services are training together and co-production is an essential feature of the scheme.

"The scheme has really been a life saver. It has totally transformed my life not just physically but emotionally"

Sport & Leisure – Changing Lives

Neil has been a member of Carmarthen Leisure Centre for several years, initially referred through the NERS scheme. He is now an ongoing member, attending most days to get his dose of physical activity. 2 years ago, Neil developed to the point that he no longer needed the use of his wheelchair, which he puts down to the support the staff at the centre have given – an emotional moment for both Neil and staff!

Neil said, *"The gym class enabled me to ditch my wheelchair after 15 years of being stuck in it. Nearly 2 years since I have seen it"*

The recent million pound investment into our Health & Fitness facilities shows our intent to continue offering, and to improve, such life-changing services as received by Neil.



Executive Board Member
For culture, Sport & Tourism
Cllr Peter Hughes-Griffiths



View our [detailed progress here](#)
against this objective

DRAFT

Age Well



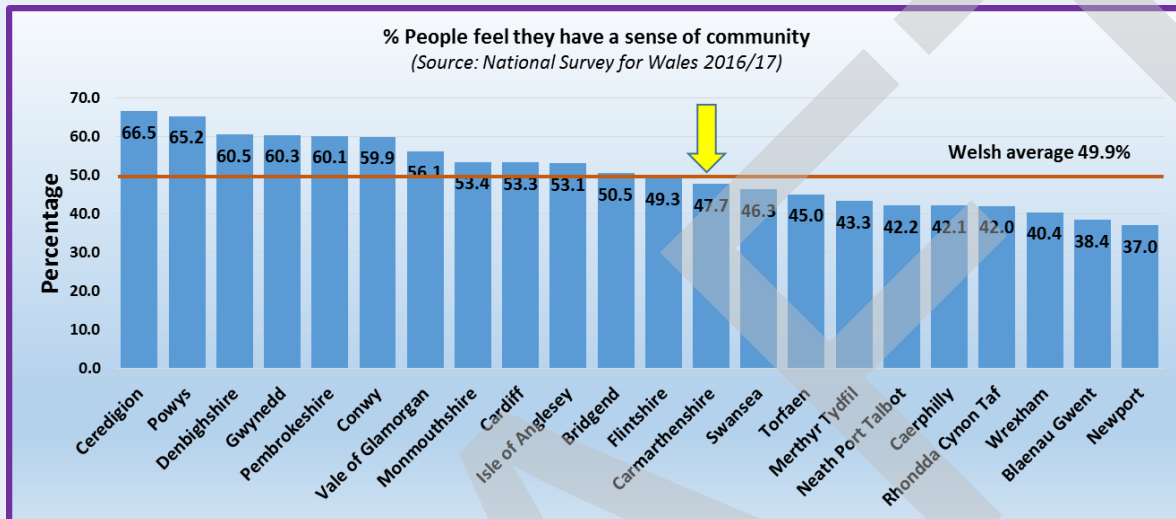


Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

Sense of community survey results have declined by 26% in Carmarthenshire Overall in Wales the results declined by 12%

The 'Sense of Community' is derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect*.



Carmarthenshire has the 4th highest year on year % change having reduced from 73% in 2014/15 to 47.7% and moved down from 5th to 13th position.

Why it is important

- Carmarthenshire's *Well-Being Assessment 2017* highlighted community togetherness and cohesion as important for positive well-being. It was the 3rd highest thing that mattered to people.
- Loneliness and social isolation are harmful to our health, with research showing that lacking social connections is as damaging to our health as smoking 15 cigarettes a day and is worse for us than well-known risk factors such as obesity and physical inactivity.
- Social networks and friendships not only have an impact on reducing the risk of early death and illness, but they also help individuals to recover when they do fall ill.

Success Measure

No year on year comparison available

79% People who feel safe

7th Highest in Wales

Source: National Survey for Wales



Explaining the Results

- According to the 2016/17 [National Survey for Wales](#), 79% said they **felt safe** at home, walking in the local area and while travelling on local transport after dark, with the 65-74 age groups feeling the safest. These survey questions are based on perception of crime.

Progress Made

COMMUNITY RESILIENCE is a way of describing the ability of communities and the individuals that create them, to be stronger and more empowered to help themselves stay healthy, strong and maintain their wellbeing - no matter what the circumstances

- ⦿ We have continued to develop and implement how we provide information, advice and assistance (IAA), ensuring it's easily accessible and this also links in with the national 'Dewis' system, which gives information or advice about well-being – or if they want to know how they can help somebody else. Our newly improved *Family Information Service (FIS)* website went 'live' on 31st March 2018 which is compatible with mobile devices and more interactive.
- ⦿ The *Community Resilience* coordinators continue to work with their local communities to inform our understanding of assets in the community that contribute to promoting and supporting health, wellbeing and reduce loneliness. Dementia friendly community initiatives are continuing to be rolled out across the County. We have populated the Dewis website with assets and resources available to the community with over 500 organisations currently identified.
- ⦿ We are on target to deliver Carmarthenshire's pledge of resettling 60 Syria Refugee families. A voluntary support group *Syria Sir Gâr*, has been set up to provide informal support to the refugee families, together with support and advice from our regional Community Cohesion co-ordinator.

Also see Well-being Objective 10+11 for how we support people to stay at home and in their communities and Well-being Objective 1 regarding Family Support services.

SAFEGUARDING

- ⦿ We have an 'everybody's business' approach to safeguarding in Carmarthenshire by working with local authority colleagues and partner agencies.

COMMUNITY SAFETY

- ⦿ A new partnership initiative has been implemented to support individuals detained in custody who have served in the armed forces.
- ⦿ An alcohol awareness outreach work event was held in Trostre, Llanelli on 24th February in partnership with Cyfle Cymru, Drug Aid and Domestic abuse support groups, providing advice and access to services. The *Paul's Pledge* campaign continues to receive support and raise awareness of the dangers of alcohol-related violence.
- ⦿ Joint proactive licensing enforcement visits were conducted throughout the year in all the main towns within Carmarthenshire by Council Licensing officers and Police. These visits target problem premises and help reduce incidents of alcohol related violence by improving security and engagement.
- ⦿ Reported crime in 2017/18 has shown a significant **increase** from 2016/17 of 16.8% (1,460 additional crimes), resulting in 10,137 crimes. However, it is important to note that crime rates continue to be significantly lower in Carmarthenshire compared to the national average.
- ⦿ Levels of anti-social behaviour (ASB) have **reduced** over the year by 14.3%, Total number of reported incidents was 5,810 compared to 6,780 in 2016/17 – a reduction of 970 incidents

Carmarthenshire United Support Project (CUSP) Through projects such as CUSP and Home from Hospital, Carmarthenshire has facilitated a range of activities to develop community resilience, by supporting people to remain independent in their own homes for longer or return to their own homes more quickly and safely after a hospital stay.



Executive Board Member
For Community Safety
Cllr Cefin Campbell



View our [detailed progress here](#)
against this objective



Well-being Objective 10

Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

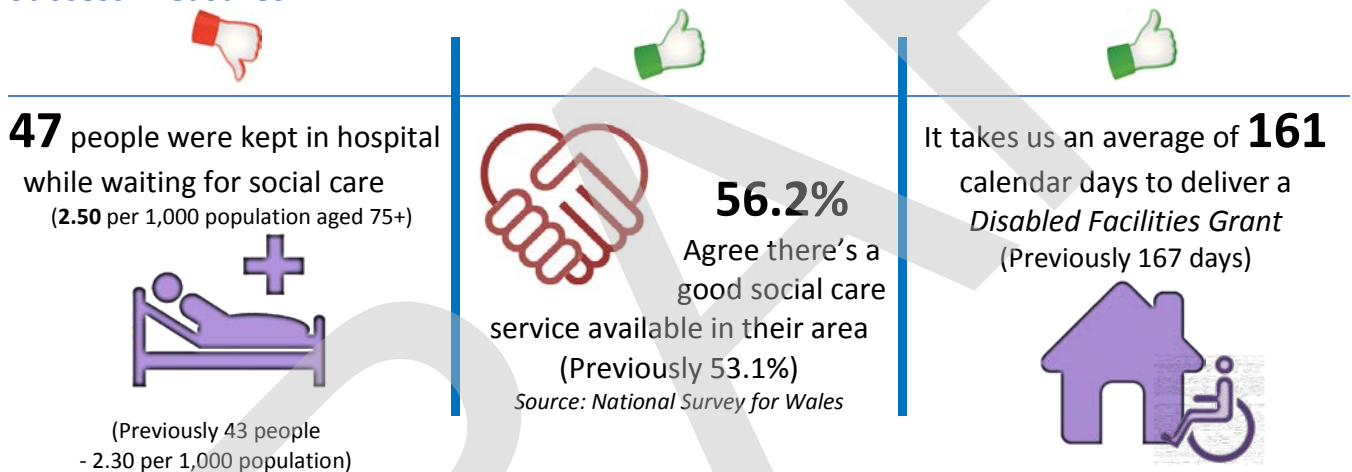
We have reduced admissions to long term residential care by almost 5% (from 1066 to 1016)

Our Offer to the Population - 'Help to Help Yourself' (Prevent ill health or injury)
Promote independence, well-being, community engagement and social inclusion.

Why it is important

- Because consultations have demonstrated that 'what matters' to individuals is to be able to be as independent and well as possible for as long as possible.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because it is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

Success Measures



Explaining the Results

- 47 clients (75+) were **kept in hospital** during 2017/18 while waiting for social care, a slight increase on the previous year of 43. The decline mainly occurred in January due to the winter pressures, inclement weather and the domiciliary care market being compromised due to one provider ceasing to deliver domiciliary care in the Llanelli area. Our Commissioning Team will continue to work very closely with other providers across the County to stimulate and support the domiciliary care market and monitor demand to ensure resilience in the market.
- According to the 2016/17 [National Survey for Wales](#) 56.2% of those surveyed agreed that there's a **good social care service available** in their area, this is just below the Welsh average of 56.8% but an improvement on the previous year of 53.1%. This puts us in **15th** position in Wales compared to 12th place in the previous year.
- The average number of days taken to deliver a Disabled Facilities Grant adaptation continues to reduce year on year and are currently ****** best in Wales. (**Possible comparable graph when data is available**)

Progress Made

- ⦿ We have developed an innovative **social prescription scheme** in partnership with GPs where patients are prescribed time credits so that they can attend events and community groups. Time Credits work very simply: for every hour that an individual contributes to their community or service, they earn one Time Credit. This Time Credit can be spent accessing an hour of activity provided by a contributing organisation like a cinema or Theatre. Last year across the whole of the county there were 1,659 members of the Carmarthenshire Time Bank.
- ⦿ According to the 2017/18 Social Care survey **86.8%** of clients were satisfied with their care and support, this is an *improvement* on 83.2% in 2017/18.
- ⦿ A 'Carmarthenshire is Kind' event was held in the National Botanical Gardens on National Kindness Day to raise awareness to the benefits of kindness to individuals. Over 500 Carmarthenshire residents attended and was profiled on Radio Wales.
- ⦿ We have successfully delivered **Carmarthenshire's United Support Project (CUSP)** and has been identified as an Exemplar Initiative in Wales through the Bevan Commission. Third sector collaboration that supports people in the community to stay independent for as long as possible.
- ⦿ *Transfer of Care Advice and Liaison Service (TOCALs)* has expanded in the Glangwili General Hospital and Prince Phillip Hospital to include community based Occupational Therapists, Social workers, Nurses and Physios which ensures timely discharges from hospitals.
- ⦿ *Fulfilled Lives* is a long term service that supports people living with dementia, it provides individuals with a key worker that helps people to live their life as fully as possible as their dementia progresses. The focus is on the individual directing the support that they need to maximise their independence.

Fulfilled Lives pilot project has had encouraging results so far with many positive comments made from individuals and their families:

Daughter - *"He comes back with a smile on his face, allowing dad to bring something to the table to discuss his day. Both dad and the family are experiencing new experiences and more opportunities; we have travelled to Donnington and Leicestershire due to doing the life story work. We are not only learning about the past we are building new memories"*

Daughter - *"Mum really enjoys going out with the key worker. Mum now goes to 'Knit and Natter' and mostly natters!"*

Service User - *the service had made a difference "kept me in contact with people outside" "I love being in the company of lots of people".*



Executive Board Member
For Social Care and Health
Cllr Jane Tremlett



View our [detailed progress here](#)
against this objective



Well-being Objective 11

Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

65% agree that they live in an age friendly community

We conducted a 50+ Forum Survey in 2017 and specifically asked questions around the 5 priorities in the Ageing Well Plan with a total of 400 responses. The consultation also showed that 65% of the responses strongly agree/agreed that they do live in an age friendly community.

Why it is important

- *Older people's rights* must be promoted and protected so they can live free of abuse, neglect, ageism and discrimination and are able to participate fully in their communities and thrive in older age.
- In order to fully support the 'Dublin Declaration on Age-Friendly Cities and Communities in Europe, 2013' and our commitment to delivering the expectations of this Declaration, within our local approach to the *Ageing Well in Wales* Programme through this well-being objective.
- Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- At a meeting In March 2018, the *Older People's Commissioner* praised the inclusion of Ageing Well in Carmarthenshire as a Well-being Objective.



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Success Measure

16.6% of people
are lonely

Source: National Survey for Wales



Explaining the Results

According to the 2017/18 [National Survey for Wales](#), **16.6%** of participating adults in Carmarthenshire **classed themselves as lonely**, this is slightly above the Welsh average of 16.3% but has reduced from previous year's result of 17.1% and we continue to be in 10th position.

Please note that this survey result is for all participating adults and not just the elderly.

Progress Made

The 5 priority aims of our *Ageing Well Plan 2015-18*

1. AGE FRIENDLY COMMUNITIES

- ⊙ Over half (65%) of respondents to the *50+ Forum* Consultation strongly agreed/agreed that they live in an age friendly community.
- ⊙ We are continuing to strengthen links with the Royal Voluntary Service (RVS) and Hywel Dda University Health Board (HDUHB) developing *community transport services* and *access opportunities* for health appointments.
- ⊙ We continue to work in partnership with *Age Cymru* where elderly, disabled and infirm people are offered assistance with general recycling.

2. DEMENTIA SUPPORTIVE COMMUNITIES

- ⊙ There was a very small agreement that Carmarthenshire is a dementia supportive community.
- ⊙ A regional delivery group has been established to implement the actions within the Regional Dementia Plan '[More than just Memory Loss](#)'.
- ⊙ We are making significant progress in making Carmarthenshire dementia friendly so that people feel included and safer within their community. We have recruited 4,847 [dementia friends](#) with 57 [dementia champions](#).



3. FALLS PREVENTION

- ⊙ There was agreement from the *50+ Forum* that the Council used the right sort of actions to help prevent falls.
- ⊙ We have a range of targeted physical activity interventions in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive. An examples of this is '*Walking Hockey*' as a means of re-engaging past hockey participants of all adult ages, including older adults and many more.
- ⊙ We have piloted a *Falls Prevention Project* to reduce the number trips, slips and falls in the home through strength and balance exercise sessions. This will reduce the number of care hours in the home and to improve independence and increase confidence in reducing the fear of falling.

4. OPPORTUNITIES FOR EMPLOYMENT AND NEW SKILLS

- ⊙ Overall the *50+ Forum* agreed that the Council are doing the right things to maximise opportunities for employment and new skills.
- ⊙ 152 *computer class sessions* have taken place this year with a total of 1,150 attendees. Courses are delivered by both library and community based organisations.

5. LONELINESS AND ISOLATION

- ⊙ In the *50+ survey* there was relatively strong agreement that the Council is doing all that we can to help reduce loneliness and isolation.
- ⊙ We have ensured all sheltered housing residents continue to benefit from *Wi-Fi internet provision and IT training*. Wi-Fi has been installed/set-up and is available for residents to use in all communal lounge areas and we continue to support tenants who wish to improve IT knowledge and skills.

ACTION GROUP SET UP TO HELP PEOPLE WITH DEMENTIA

Residents in Laugharne, St Clears and Whitland are being encouraged to become a Dementia Friend and help those living with the condition in their communities.

Whether it's helping someone find the right bus or spreading the word about dementia on social media or within the community a dementia friend can make a big difference. Carmarthenshire County Council, Hywel Dda Health Board and Dyfed Powys Police together with local GP surgeries and voluntary groups are working together to support the Alzheimer Society's Dementia Friends initiative with the ultimate aim to register the above areas with the society as dementia friendly communities



Executive Board Members For
Housing: **CLlr Linda Evans** &
Social Care & Health: **CLlr Jane Tremlett**



View our **[detailed progress here](#)**
against this objective

DRAFT

Healthy, Safe & Prosperous Environment



Well-being Objective 12

Healthy & Safe Environment - Look after the environment now and in the future

We are improving our environment through enhancing biodiversity and using renewable energy in our buildings

We have delivered sustainable projects that protect and enhance our environment. The managed habitat for the marsh fritillary butterfly and 300 ha of local nature reserves are both projects that contribute to sustainability and biodiversity. Renewable energy technology is being used more and more in our buildings and is intrinsically part of all our new builds. Our Flood Management Plan and shoreline Management Plan allow the Authority to deliver its obligations under the Well-being and Future Generations Act by making Wales more *resilient* and in turn more *prosperous*. We are presently meeting our 2019/20 targets.

Why it is important

- The *Natural Environment* is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to *maintain and enhance biodiversity and promote ecosystem resilience*.
- The conservation and enhancement of biodiversity is vital in our response to climate change and key ecosystem services such as food, flood management, pollination, clean air and water.
- 60% of the County's people live in rural areas and the remaining 40% live within 400m of natural or semi-natural green space.
- The *Well-being Needs Assessment* survey identified a strong relationship between residents' well-being and their surrounding environment from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.
- Under the '*Resilient Wales*' goal set out in the Well-being Future Generations Act, it requires public bodies to set objectives to achieve a '*biodiverse natural environment with healthy functioning ecosystems*' - must be considered within the context of all the goals being integrated (biodiversity contributes to our economy, health & well-being).

Success Measures



We used **937,330 kWh**
of renewable energy during
2017/18
(increased from 670,400 kWh
in the previous year)



Our recycle rate is
64.80%
(This is less than the previous
year's figure of 66.23%, but
we continue to meet our target)



Explaining the Results

- **Renewable energy** – We continue to invest in solar photovoltaic (PV) systems on our non-domestic buildings with a total installed capacity of 1.15 MWp. This has generated over 937,000 kWh of Electricity during 2017/18, an increase on the previous year of 670,400 kWh.
- **Recycling** declined slightly in 2017/18 to 64.80% from 66.23% the previous year. The slight decline is predominantly as a result of the difficulties with the refuse derived fuel (RDF) outlets. However we have met our target of 64% for this year.

Progress Made

- ⊙ We continue to meet our targets for *waste management and recycling* despite a challenging conditions in 2017/18, has seen considerable changes in the recycling and residual waste markets. The ban on paper and plastics imports by China has significantly affected commodity prices, but not recycling performance in a significant way at this stage. However, the residual waste market (where non-recyclable waste is shipped to Europe for heat recovery which can be counted against recycling targets) has been difficult with a drop in recycling performance for 17/18 compared to 16/17. The current overall recycling performance figures for 2017/18 have resulted in a performance of 64.80%, which continues to meet the 19/20 statutory recycling target. Similarly, we continue to meet our landfill diversion targets.
- ⊙ We delivered the *Dwynant* bypass culvert capital works flood scheme in Burry Port. This project is seeking to manage the flood risk to 5-properties who had experienced multiple flooding events in recent years while not compromising their ability to access their property over their private bridges.
- ⊙ We have delivered *sustainable projects with multiple benefits*. An example of this is the work towards providing and managing suitable habitat for marsh fritillary butterfly through the *Caeau Mynydd Mawr* Special Area of Conservation project is an on-going commitment and received a highly Commended Award from the RTPI Wales in November 2017. It received this award because it facilitates a structured solution for developments within the economic growth area, delivering the necessary mitigation required and ensuring that each development is compliant with the legislation.
- ⊙ In 2017/18 across the **Local Nature Reserves (LNR)**: • 18 acres of sea buckthorn managed • 5 school visits to LNRs • 11 guided walks delivered • 5 public events during Wales Biodiversity Week on LNRs • Approx. 300 Ha of land is currently managed as LNRs – Pembrey Burrows, Ashpit ponds/Pwll lagoon, North Dock Dunes and Morfa Berwig LNRs.
- ⊙ Other **Biodiversity Work**: • Approx. 100 km of cycle route has been developed to link up the sites in the Carmarthenshire Bogs Project. • 5 ponds and scrapes created on CCC land outside WWT
- ⊙ **Coed Cymru** woodland work: 69 advisory visits were made including advice on Glastir schemes, Woodland Trust planting schemes, felling licences and tree management at CCC sites. • 15 woodland management plans were produced- Glastir Woodland Creation, Glastir Small Grants & Woodland Trust Morewoods.

Carmarthenshire Local Nature Reserves

Local Nature Reserves (LNRs) not only protect important habitats and species but can be sites that help increase people's awareness of their local environment. They are places where people can learn about Nature, be active, and they are often situated in or near built-up areas. We currently own and manage four LNRs. These sites may be comparatively small but can naturally support many of the goals of the WFG Act, contributing to environmental resilience, health and well-being and to how communities value their local area. The work delivered by our Conservation Ranger across these reserves illustrates their multiple benefits.

Work with partners has started which will develop the concept of positive prescribing and the promotion of the health and well-being benefits that these sites can provide for local people. Local volunteers help out with management and 72 conservation volunteer activity days were organised last year on the LNRs involving local people and groups such as Mencap Cymru. School visits allowed children to find out more about Nature on their doorstep and guided walks encourage people to look more closely and see the variety of wildlife these sites hold. In addition sites can help out with local flood alleviation - work with Natural Resources Wales to the ditches in Morfa Berwig has contributed to wider work in the Llanelli area to control local flooding. There is much more to be done in coming years to realise the full potential of these important local sites.



Executive Board Member
For Public Protection:
Cllr Philip Hughes



View our [detailed progress here](#)
against this objective



Well-being Objective 13

Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

We are improving the county's road infrastructure, rural transport and sustainable transport

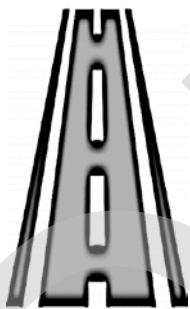
Our Transportation and Highway related services facilitate the safe movement of goods and People. Enabling access to raw commodities and markets as well as providing opportunities for People to gain access to employment, education, health, leisure and social activities. We have continued to develop sustainable travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity in the county and maintained a rural bus service through our Bwcabus and country cars service.

Why it is important

- *Transportation and highways* play a key role in sustaining our community. A modern, successful economy is reliant upon the safe and efficient movement of people and goods; providing opportunities for people to gain access to employment, education, health, leisure, social and retail services.
- *United and connected* is one of the four Welsh Governments' aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, for residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being.
- Sustaining access to services will deliver improvements in health and well-being for all sections of the community e.g. that includes: walking, cycling, passenger and road transport.
- By 2030 South West Wales will be a confident, ambitious and connected City Region.

Success Measures

Roads that are in poor condition



4.1% of our **A Class**
(A slight improvement from 4.3% in 16/17)



3.1% of our **B Class**
(A slight improvement from 3.5% in 16/17)



11.9% of our **C Class**
(A slight decline from 11.6% in 16/17)



Awaiting Result

Our road casualty numbers have **decreased** to **??** people being killed or seriously injured on the roads



Source: Stats Wales

Explaining the Results

- The percentage of principal (A) roads and non-principal (B) roads in Carmarthenshire in a poor condition *reduced* during 2017/18; with (A) roads from 4.3% to 4.1% and (B) roads from 3.5% to 3.1%. There has been a *slight increase* in deterioration in non-principal (C) roads from 11.6% to 11.9%, this contributes to an *increase* in the combined A, B & C roads in poor condition of 9.3% compared to 9.2% in 2016/17.
- **Data on road accidents will be published in late June**

Progress Made

- ⦿ We have commenced *Crosshands EL2* phase 2 strategic link to support economic regeneration which was designed in-house, improved the *highway infrastructure* at Ammanford to improve traffic flow and reduce congestion. We have successfully lobbied the Wales Government to commence works to progress the Llandeilo *by-pass* road scheme and our ambitious *Tywi Valley Path* project connecting Llandeilo and Carmarthen.
- ⦿ We have continued to engage in *collaboration and partnership working* to deliver road safety education initiatives and identify sites for enforcement and engineering intervention. We have *invested in road safety* through funding of road safety education programmes and engineering schemes, including rural route treatment schemes and 20mph speed limits outside schools. To date such improvements have been introduced outside 55 school sites across the county. Additionally, we have delivered our programme of Road Safety training and engagement with vulnerable road users, including the training of older drivers, young drivers, motorcyclists, and young people.
- ⦿ We have continued investment into *vehicle replacements* during the year in accordance with our strategic fleet replacement programme.
- ⦿ We have successfully delivered *Safe Routes to Schools* Projects at Pontyberem and Carmarthen, and have delivered an investment of £445,500 into traffic management route treatment works to improve infrastructure in Bryn, Llangennech, Penygroes and Tycroes.
- ⦿ We will begin construction of the *Tywi Valley Cycle way* and continue to develop the full scheme. We have built approximately 3.7 Km of cycling/ shared use paths this year throughout the county to support sustainable and active travel.

CYCLE PATH

Proposals to create a 16-mile walking and cycling path between Carmarthen and Llandeilo have moved up a gear thanks to a funding boost.

The Tywi Valley Path project has received a grant of £132,000 through the Welsh Government Rural Communities - Rural Development Programme 2014-2020, which is funded by the European Agricultural Fund for Rural Development and the Welsh Government. The money will go towards developing part of the route at Nantgaredig.

The Tywi Valley Path will follow the route of the former Carmarthen and Llandeilo railway line as much as possible, close to the River Tywi; and is expected to boost tourism and the local economy, as well as encourage active and sustainable travel. The path is being developed in phases; with negotiations with landowners ongoing and funding sources identified as the scheme progresses. It is expected to cost between £5 and £8million in total; and is also being part funded through the Welsh Government's Local Transport Fund.

Planning permission has been secured for the western phase of the path between White Mill and Nantgaredig, and part of the path on an existing carriageway between Fronun and Bwlch Bach, near the concrete works in Abergwili, has been completed.



Executive Board Member
For Environment
Cllr Hazel Evans



View our [detailed progress here](#)
against this objective



Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

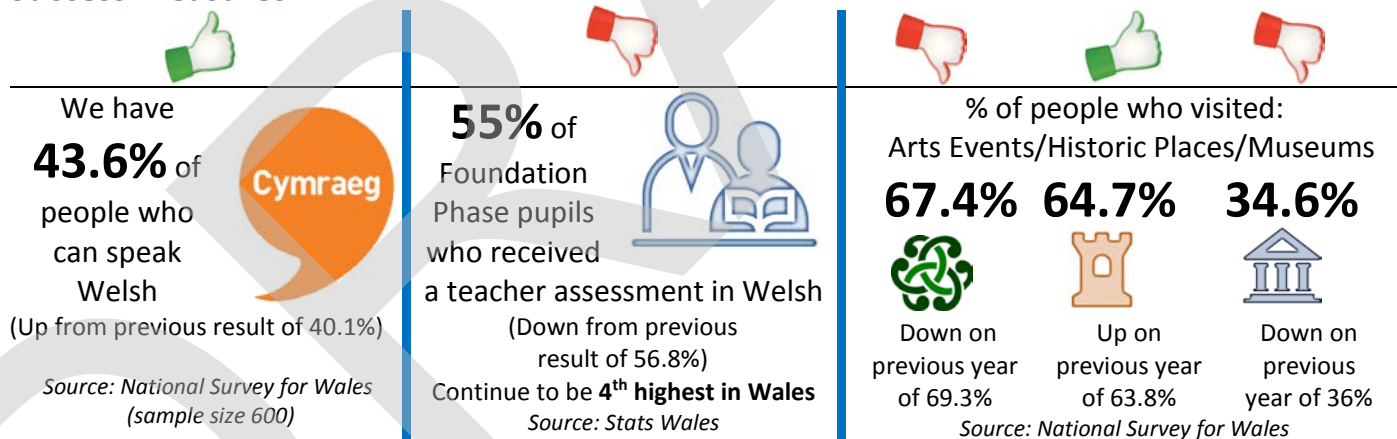
Good progress made on the implementation and compliance with the Welsh Language Standards

Internal communication and a range of resources and guidelines to support staff has been key to this. The Welsh Language Promotion Strategy has bought new opportunities to work with external partners across the county and in ensuring that human and financial resources are used responsibly. Carmarthenshire is recognised as being of strategic importance in the vitality of the Language across Wales.

Why it is important

- Carmarthenshire is a *stronghold* for the Welsh language and is considered to be of high strategic importance in its future.
- The Welsh Government has announced a *new strategy* to try to ensure a secure future for the Welsh language. In recognising that the language is a national treasure, the government is planning to double the number of Welsh speakers in Wales by 2050. In addition, they want to ensure that Welsh is a living language.
- It is a *unique selling point*. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position

Success Measures



Explaining the Results

- The 2017/18 [National Survey for Wales](#) results shows that 43.6% can speak Welsh in Carmarthenshire an increase on the previous year of 40.1%.
- All learners in their final year of Foundation Phase must be assessed through teacher assessments. 55% of our Foundation Phase pupils received a teacher’s assessment in Welsh which is slightly down on the previous year although we continue to have the 4th highest number in Wales.
- According to the [National Survey for Wales](#) the number of survey participants attending an arts event and visiting a museum in Wales during 2017/18 reduced slightly at 67.4% and 34.6% respectively, this is below the Welsh average figures of 68% and 40.4%. The number visiting heritage sites increased slightly to 64.7% this is above the Welsh average of 63.4%. Please note that the questions asked whether they attended or visited these in Wales and not specifically in Carmarthenshire.

Progress Made

PROMOTING WELSH LANGUAGE

- ⦿ The [2016/17 Annual Report to the Welsh Language Commissioner](#) detailed the steps taken to comply with the Welsh language Standards.
- ⦿ Promotion work was undertaken with the *County's Event Organiser Forum* to convey the importance of using the Welsh language when organising community events.
- ⦿ A new club for learners was organised, in partnership with Menter Gorllewin Sir Gâr, at Yr Atom in Carmarthen, in order to bring learners together.
- ⦿ In order to start raising awareness of the advantages of bilingualism in the county, a comprehensive booklet that promotes the advantages of Welsh medium education and specifies the path towards bilingualism, has been designed and printed. This work derived from the County Forum and all partners contributed to the content of the booklet.
- ⦿ The County's *Strategic Welsh Language Forum* is working to market and promote the events being held to promote the Language and is linked in to the newly updated *Discover Carmarthenshire* website. The Forum is leading on the preparation of an 'Information Pack' for individuals / families moving to Carmarthenshire which will provide the linguistic context and the opportunities for a bilingual education.

PROMOTING WELSH CULTURE AND TOURISM

- ⦿ We have developed the '*Stordy Digidol*' digital project to widen access to our County's collections and cultural services. The website infrastructure is now complete with library content of some 770 images already uploaded, this will be followed with content from museums and archives. The objective in the second phase is to tag and link collections through stories.
- ⦿ The launch of '*Makerspace*' in Ammanford Library, a collaborative work space for making, learning, exploring and sharing, that uses high tech tools and open to children, adults, and entrepreneurs, is the 1st of its kind in Wales which will inspire creativity and innovation.
- ⦿ Tourism brings around £370million into our economy. This is up by 2.7% on last year, with the number of overnight visitors going up by 3.6%. Recently, both *Carmarthen* and *Llandeilo* were named as two of the top 10 best places to live in Wales, by the Sunday Times. Carmarthenshire is fast becoming one of Wales' most visited counties,
- ⦿ In order to maximise exposure for St David's Day, we arranged for a local business woman to be live in London radio studio on the UK's most listened radio show, namely the breakfast show on *Radio 2 with Chris Evans*. With over 8 million weekly listeners, this was a major coup for not just Carmarthenshire but Wales in general as *cawl* and other Welsh food was tasted and discussed at length.

Welsh in a Week!

In February, seven members of staff from Carmarthenshire County Council attended a residential course at Nant Gwrtheyrn in North Wales. The course was organised and funded in partnership with the National Centre for Learning Welsh. The aim of this 1 week course was to immerse our staff in the Welsh Language and to increase their confidence to use the Language in the workplace. The course has not only helped our staff use the language within the workplace; but also in our communities.



Executive Board Member
For Welsh Language, Culture and Tourism
Cllr Peter Hughes-Griffiths



View our [detailed progress here](#)
against this objective



Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ ✗	Progress Comment
A - Welsh Language Standards		
We will prepare an Annual Report to the Welsh Language Commissioner detailing the steps taken to comply with the Welsh language Standards. <i>(Action ID 12433)</i>	✓	The Annual Report for 2016-17 has been approved and published on the corporate website. It has been agreed to prepare a more concise report for 2017-18 and to group the Standards rather than report individually.
We will develop an integrated Welsh Language Programme for our staff. <i>(Action ID 12425)</i>	✓	An Integrated Programme has been developed and is being delivered. The main features are: <ul style="list-style-type: none"> • Our current level of provision has been mapped against the Welsh Language levels • Information has been produced for learners to enable them to find the most appropriate learning for their needs. • Gaps have been identified and filled by accessing externally funded programmes • Tailor programmes have been resources to meet specific departmental needs (mainly utilising externally funding) • The Welsh Language Programme utilises a wide range of learning methods, including increased use of e-Learning and Language Mentors.
We will implement the finding of the Welsh Language translation service review and deliver an efficient service for the Council as well as partners. <i>(Action ID 12426)</i>	✓	The Welsh Language translation service review has now been completed. We will continue to manage and improve the service to ensure the council is in a position to address the continual demand for the service.
To facilitate good decision making, we will introduce an integrated Impact Assessment which consolidates Equality, Welsh language and Well-being of Future Generations requirements. <i>(Action ID 12436)</i>	✗	An integrated Impact Assessment has been prepared, alongside guidance and a revised implications section for use within Democratic papers. Colleagues from across the authority have provided feedback. This action will be carried forward to 2018/19 during which time the templates will be piloted.
B - Welsh Language Promotion Strategy		
We will monitor progress against the recommendations of the Welsh Language in Carmarthenshire report, approved in April 2014. <i>(Action ID 12937)</i>	✓	The recommendations have now been updated and are integral to the Action Plan for the Welsh language Promotion Strategy and will be regularly updated through this work. The Members Advisory Panel on the Welsh language will receive regular updates at meetings, on a themed basis.
We will increase the numbers acquiring basic and further skills in Welsh through the education system and through language transmission in the home. <i>(Action ID 12938)</i>	✓	This action links in closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. The County's Strategic Welsh Language Forum has prepared and produced a

Last Year's Commitments	✓ x	Progress Comment
		`Being Bilingual in Carmarthenshire` booklet, which is being circulated in key areas within the county and to key projects such as Flying Start. This action will go forward to 2018/19. Target completion date is the 31/03/2021
We will increase the confidence of Welsh speakers and therefore the use of the Language in every sphere of life, and encourage and Support the county's organisations to make the Welsh Language an increasingly natural medium for their Services. (Action ID 12939)	✓	The Council has a number of learning opportunities in place for members of staff through the internal Welsh for Adults team and the National Centre for Learning Welsh. We worked with other Public Sector organisations in the county to hold a campaign over St David's Day to promote the availability of Welsh medium services. During the year we developed and promoted a Bilingualism awareness survey in order to provide an evidence baseline for our work. This is being administered through the County Strategic Forum.
We will take steps to positively affect population movements to attract our young people to the county so that gains made in terms of Welsh speakers through the education system are not lost. Also efforts to assimilate newcomers and ensure new planning developments do not have a detrimental effect on the viability of the Welsh language. (Action ID 12940)	✓	The County's Strategic Welsh Language Forum is working closely with the Welsh Government's Welsh language Unit to develop further a `Welcome Pack` for newcomers to the county. There are discussions underway through the Forum in relation to the revision of the Local Development Plan and how the Forum can support the revision process. There are also key projects underway within the Safer Homes and Communities Division which support this work, such as the rural housing needs survey.
We will target specific geographic areas within the county, either because they offer the potential to develop or because they cause linguistic concern to increase the numbers of residents in those areas who can and do use Welsh. (Action ID 12941)	✓	Six priority areas were identified across the county (Carmarthen town, Llanfihangel ar Arth, Llandovery, Ammanford, Llanelli town and Kidwelly / Mynydd y garreg) based on the 2011 Census results. The Mentrau Iaith were successful in a bid through LEADER and were able to appoint additional resources of Priority Area Officers. These officers are preparing specific work plans for these areas by creating links with local organisations within each priority area. This work will be the focus of the County Strategic Forum in June 2018.
We will market and promote the Welsh language. Raising the status of Welsh and awareness of the benefits of bilingualism and bilingual education. And by raising awareness of these benefits, attracting more residents of the county to acquire the language. (Action ID 12942)	✓	The County's Strategic Welsh Language Forum is working to market and promote the events being held to promote the Language and is linked in to the newly updated Discover Carmarthenshire website. The Forum is leading on the preparation of an `Information Pack` for individuals / families moving to Carmarthenshire which will provide the linguistic context and the opportunities for a bilingual education. The Bilingualism awareness survey will provide a clear evidence base for our work during 2018-19 and the priority areas.

C - Welsh in Education Strategic Plan

Please see actions in Well-being Objective 3 - Continue to improve learner attainment for all

Last Year's Commitments	✓ x	Progress Comment
D - Culture & Heritage		
<p>We will develop the 'Stordy Digidol' digital project to widen access to our County's collections and cultural services. <i>(Action ID 12705)</i></p>	✓	<p>A Stordy Digidol working group from libraries, museums and archives has been meeting regularly throughout 2017/18 to develop and agree content. The website infrastructure is now complete and verified content from libraries uploaded. This amounts to some 770 images, this will be followed with content from museums and archives which is yet to be verified. The objective in the second phase is to tag and link collections through stories.</p>
<p>We will work towards obtaining approval of the five year plan for our Museums and as part of that plan develop the concept of a collections centre for the County. <i>(Action ID 12943)</i></p>	✓	<p>The Museums Strategy 2017-22 was approved by Executive Board on the 31st July, 2017. We have secured funding from Welsh Government's Museums, Archives and Libraries Division (MALD) to review requirements of a collections store. Work will continue during 2018/19.</p>
<p>We will start to implement our Libraries Development plan 2017 – 2022 and as part of that plan roll out the new mobile library service and plan to house Carmarthenshire's Archive collection in appropriate accommodation at Carmarthen library. <i>(Action ID 12642)</i></p>	✓	<p>The new Mobile fleet is fully operational across county network since August 2017 and existing routes have been reviewed with new routes from 1st April 2018. Makerspace has been developed and launched at Ammanford library, with Bibliographic services direct supply and delivery methods now fully implemented.</p>

Building a Better Council & Better Use of Resources





Well-being Objective 15a - Building a Better Council

Acceptable Governance Arrangements are in place






Carmarthenshire County Council has implemented a *Code of Corporate Governance* that adopts the best practice principles of the Wales CIPFA / SOLACE Governance Framework. To ensure these best practice guidelines were met, our Internal Audit Service undertook a stock take of our arrangements against the standard. It found that our compliance was 'acceptable'.

The best practice guidance identifies 91 behaviours and actions that demonstrate good governance across 7 principles. Our stock take showed that we had strong complete evidence for 54 of these and nearly complete evidence for the majority of the rest. We will examine any gaps and prioritise improvement, where neededthis is not about ticking every box.

Good governance is fundamental to the effective delivery of the Council's services and its corporate priorities. Open and transparent decision making; financial and budgetary control; effective scrutiny arrangements; strategic risk management and effective partnership working are areas which impact on the manner in which the Council runs its business for the benefit of local people. We are making every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.

Success Measures

No year on year comparison available for these measures

 <p>70.8% of people agree that they can access information about us in the way they would like to. (Welsh average 75.2%) Source: National Survey for Wales</p>	<p>71.9% of people know how to find what services we provide (Welsh average 75.8%) Source: National Survey for Wales</p> 	<p>11.4% of people agree that they have an opportunity to participate in making decisions about the running of our services (Welsh average 17.3%) Source: National Survey for Wales</p> 	 <p>Staff sickness has decreased from 10.8 days to 10.1 days per year (with main cause of sickness being stress, mental health & fatigue)</p> 
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Explaining the Results

- According to the 2017/18 [National Survey for Wales](#)
 - 70.8%** of participants agreed that they could access information about us in the way they preferred, this is below the Welsh average of 75.2% and in 18th position.
 - 71.9%** agreed that they knew how to find what services we provide, again this is below the Welsh average of 75.8% and in 17th position.
 - Only **11.4%** agreed that they have an opportunity to participate in making decisions about the running of our services, this is well below the Welsh average of 17.3% and in 16th position.
- Sickness data is regularly monitored and analysed to ensure the focus is on reducing absence. We have set up a Challenge and Review forum which identifies where there are gaps and good practice.

Progress Made

<p>The Well-being of Future Generations Act requires 7 areas of corporate change, which are a key expectation of the Future Generations Commissioner in Annual Reporting.</p> <p>FGC - The journey so far : May 2018</p>	<ol style="list-style-type: none"> Corporate Planning Performance Management Workforce Planning 	<p>Covered by Building a Better Council</p>
	<ol style="list-style-type: none"> Financial Planning Assets Procurement Risk 	<p>Covered by Making Better Use of Resources (Page 60)</p>

CORPORATE PLANNING

- ⦿ The Council's Executive Board has set out almost 100 priority projects, schemes or services they plan to deliver in '[Moving Forward in Carmarthenshire: the next 5 Years](#)'. Therefore we have published a New Corporate Strategy bringing together the previous Corporate Strategy, Improvement Plan, Well-being Objectives and Moving Forward in Carmarthenshire: the next 5 Years.
- ⦿ Support to the Public Services Board has been ongoing throughout the year with the lead being taken on the development of the [Well-being Plan](#) which was published in May 2018.

PERFORMANCE MANAGEMENT

- ⦿ Wales Audit Office issued a Certificate of Compliance of last year's Annual Report.
- ⦿ We reshaped our Performance Monitoring and reporting and fully aligned it to the Well-being Objectives. We tracked the steps we were taking to achieve these objectives using our 'in house' developed Performance Information Monitoring System (PIMS) and reported progress on a quarterly basis. This is a key expectation of the Future Generations Commissioner.



WORKFORCE PLANNING

- ⦿ An assessment tool has been developed to assist service areas identify the supply and demand issues
- ⦿ HR officers attend Departmental Management Team meetings as Business Partners.

OTHER PROGRESS

- ⦿ We conducted Local Government Elections in May 2017 and the Brexit referendum in June 2017. A significant programme of member's induction was provided.
- ⦿ We have committed to improving ways of working through the work of the 'Transformation, Innovation and Change' programme (TIC). The TIC Team helped support 20 projects and reviews over the course of the last year, including the launch of agile working.
- ⦿ We have been awarded the **silver accreditation** against the Investors in People (IIP) Standard, demonstrating our commitment to high performance through good people management. This is the international standard for people management. We have held IIP accreditation for the past eight years but only five per cent of organisations assessed are awarded the Silver standard.
- ⦿ As a key employer in the County we have made the transition from the Disability Two Ticks Scheme to being a Disability Confident Employer
- ⦿ Enhancements have been made to ensure the **accessibility of the Council's website** with the addition of **Browse Aloud**, this enables users to listen to web content in English or Welsh for those who have reading difficulties (due to dyslexia, learning difficulties or mild visual impairments).
- ⦿ We published our [Digital Transformation Strategy 2017-2020](#) which outlines the strategic digital vision and identifies a number of key projects that will be delivered over the next three years.
- ⦿ There has been a successful increase in the use of e-learning programmes includes areas such as the *Violence Against Women Domestic Abuse Sexual Violence (Wales) Act 2015 (VAWDASV)*.



2017/18 BUDGET CONSULTATION

Schools across Carmarthenshire gave Councillors their views on budget proposals for the next three years.

Pupils from secondary schools gave presentations at County Council on the proposals being consulted upon. This followed an Insight day held at Llanelli's Ffwrnes Theatre as part of the Council's budget consultation



Executive Board Member For
HR, Performance Mgt, ICT, TIC:
Cllr Mair Stephens



View our [detailed progress here](#)
against this objective



Well-being Objective 15b - Making Better Use of Resources

Over the last 5 years we have made budget reductions of £54M with minimum impact on front line services

The financial position faced by local authorities has had a consistent theme over recent years, with the level of resources available to public services seeing significant reductions, which means that we have less money to invest in services now than we have in the past. Over the last five years we have had to manage reductions in service budgets of £54m, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations.

'The Council has sound savings planning arrangements, which support future financial resilience...'

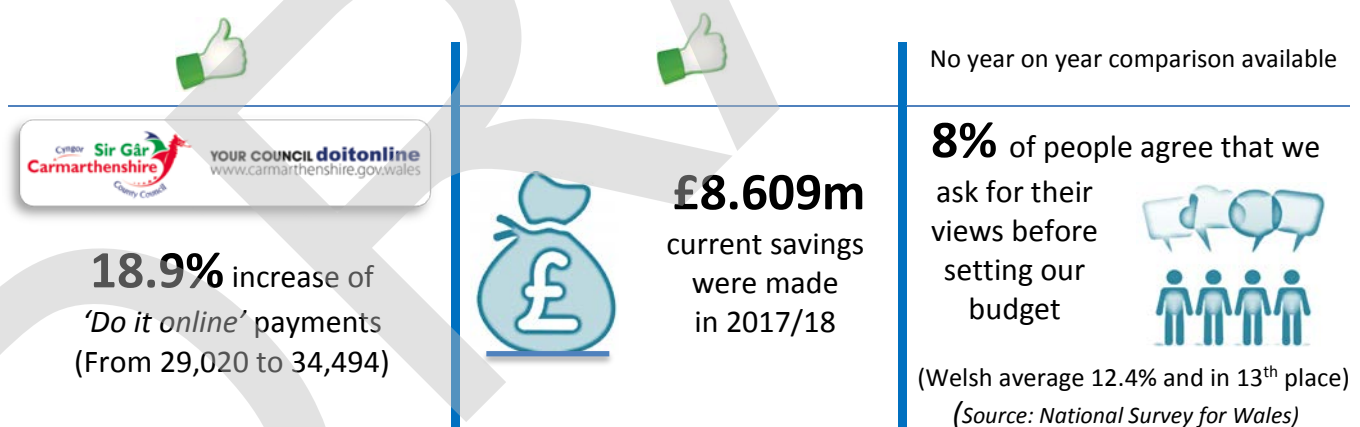
(Wales Audit Office – Savings Planning Report March 2017 Paragraph 13)



Why it is important

- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering *'More (or even the same) for less'*.
- Further financial pressures are likely to arise from such things as rising energy costs, an increasing number of older people needing services from us, office, school buildings and highways that require significant investment, and this is in addition to the current uncertainty in the economic outlook as the UK embarks on the process of leaving the European Union.

Success Measures



Explaining the Results

Further addressing the *Making Better Use of Resources* Well-being Priority cuts across all service areas and is both about investment as well as efficiency savings. The Council is committed to financially sustainable delivery models - there are many examples of this across different departments, such as increased *Extra Care Provision* where it better meets service user needs, a move towards *agile working*, thus reducing the Council's estate costs in the future. *Channel Shift*, is a TIC project looking to improve the way that external customers can conveniently access Council Services and encouraging a shift to less expensive methods of accessing services such as *'Do it online'* payments.

Unfortunately, according to the 2017/18 [National Survey for Wales](#) the number of participants agreed that *we ask for their views before setting our budget* was only 8% (Welsh average 12.4%). We consulted on our 18/19 Budget and received 730 responses.

Progress Made

FINANCIAL PLANNING: Extensive *Budget Consultation* took place with seminars for county councillors, town and community councils, a public forum, scrutiny committees, schools budget forum, the Youth Council and trade unions meetings.

ASSETS: We are taking a more sustainable and long term approach to property assets and regeneration. For example, we are leasing Burry Port Harbour to a specialist marina company, which will ensure the Harbour's long term sustainability.

PROCUREMENT: Procurement is seen as an important part of how a public body allocates resources under the Well-being of Future Generations (Wales) Act 2015 and as a strategic function in the Council we support the departments to deliver our 15 well-being. Our current draft procurement Strategy identifies these as reducing the number of young adults that are Not in Education, Employment or Training (NEET), Creating more jobs and growth throughout the County, Looking after the environment now and for the future, promoting Welsh Language and culture and governance and the use of resources.

RISKS: We are managing our risks and performance through robust internal control and strong public financial management. Our Corporate, Departmental and Service Risk Registers were all updated within 2017/18 in line with the new Well-being of Future Generations Act.

Other Progress

- ⊙ We collected **97.57** % of *Council Tax* due for the financial year 2017/18 which is a 0.52% improvement from the previous year of 97.05%, this is the 9th highest collection figure in Wales (up on the 17th position for last year).
- ⊙ We collected **99.52%** of *non-domestic rates* for the financial year 2017/18 which is **the highest figure in Wales**. This is an improvement from the previous year of 98.20% and 9th highest.
- ⊙ We have continued to fulfil the requirements of *Department of Works and Pensions Universal Credit*, delivering partnership agreement in terms of budgeting support for vulnerable claimants and providing technical/specialist support for the universal credit delivery centres.

COMMUNITY BENEFITS:

Dawnus, the contractor for a new Primary School build in Trimsaran has completed a Welsh Government Community Benefits Measurement Tool to track the benefits delivered during the life of the construction project. It was estimated that for every £1 spent on this project £1.89 was reinvested back into the Welsh economy. To date, the project valued at approx. £7 m build cost, recruited 4 individuals who was previously unemployed for over 6 months and a further 9 individuals were retained as a result of this work who would otherwise have been made redundant/unemployed. The contractor has delivered 754 person weeks of targeted recruitment and training which has benefited the local workforce within the local area/community.



Executive Board Member
For Resources: Clr David Jenkins



View our [detailed progress here](#)
against this objective



Well-being Objective 15

Building a Better Council and Making Better Use of Resources

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

These headings are based on the principles of good governance from Delivering Good Governance in Government: Framework (CIPFA/Solace, 2016)

Last Year's Commitments	✓ ✗	Progress Comment
A - Integrity and Values <i>(Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law)</i>		
We will continue to develop corporate governance arrangements in line with the expectations of the Well-being of Future Generations Act , the agreed Wales Audit Office Corporate Assessment Action Plan and the national principles of 'delivering good governance'. <i>(Action ID 12424)</i>	✓	We have aligned our Corporate governance action plan to the new CIPFA SOLACE - Good Governance Principles. Our Annual Governance Statement has also been realigned to these latest principles. We have reviewed our governance arrangements against the CIPFA SOLACE principles and an Internal Audit review found them acceptable. For 2018/19 we have added Building a Better Council and Making Better Use of Resources as a Well-being Objective.
We will deliver a customer care strategy to ensure we deliver our customer expectations but ensuring this is done in a way that supports the communication of the Council and its objectives. <i>(Action ID 12428)</i>	✗	Customer care standards are being addressed as part of a new communications toolkit which provides standards and guidance for anyone communicating with or on behalf of Carmarthenshire County Council. The Draft Customer Care Strategy is due to be finalised and delivered in Summer 2018
We will review our Anti-Fraud and Anti-Corruption Strategy. <i>(Action ID 12429)</i>	✓	A draft Strategy is complete and it is aimed to take a draft to DMT for approval and to take it through the decision making process during 2018/19.
We will review our Financial Procedure Rules. <i>(Action ID 12430)</i>	✓	A review of the Financial Procedure Rules has taken place with feedback from relevant officers and senior managers. Once all the feedback comments are implemented it will be taken to Departmental Management Team for approval.
We will promote the Authority's Financial policies and procedures, Antifraud and Anti-Corruption Strategy. <i>(Action ID 12431)</i>	✗	Once the financial procedure rules and anti-fraud Strategy has been approved we will promote these throughout the Authority.
We will undertake the Closure and Audit of the Accounts within the appropriate timescales. <i>(Action ID 12434)</i>	✓	Closure of the Accounts was achieved by 30 th June, 2017 within the appropriate timescale. A draft Statement of Accounts was reported to Audit Committee 14 th July, 2017.
B - Openness and engagement <i>(Ensuring openness and comprehensive stakeholder engagement)</i>		
We will further develop the Council's consultation, engagement and research approaches. <i>(Action ID 12435)</i>	✗	A review of current arrangements are on-going with a view to developing new draft strategy and toolkit, however development has been delayed. This will be prioritised during the first two quarters of 2018-19
We will invite the Constitutional Review Working Group to harmonise the deadlines in Standing Orders and Scrutiny Procedure Rules for submission of Motion's Questions, Questions and Petitions. <i>(Action ID 12437)</i>	✓	Changes to the Standing Orders were approved by County Council at its AGM of the 24 th May 2017.

Last Year's Commitments	✓ ✗	Progress Comment
<p>We will ensure that Scrutiny Committees consider taking better advantage of opportunities to challenge service change proposals and decisions. <i>(Action ID 12438)</i></p> <p>From WAO Report - Good Governance when determining significant services changes</p>	✓	<p>Following the elections in 2017 there are now new Scrutiny Committee Chairs in place who have already shown a change in thinking and some new ideas with all members receiving induction training. Informal meetings were held for each Scrutiny with the Services under their portfolio.</p> <p>The Chairs and Vice Scrutiny Forum have decided to reintroduce Scrutiny pre meetings to go through the reports on the Agenda for each meeting the Chairperson of each Scrutiny have received training and best practice guidance.</p> <p>We continued to hold informal departmental budget seminars for elected members as part of the budget process, enabling members to challenge the budget and service change proposals for each Service cost centre.</p> <p>Members had a further opportunity to examine and review Service change proposals at formal Scrutiny Committees in conjunction with Departmental Business Plans.</p>
<p>We will ensure that the Officers work with councillors to identify the level of information councillors want to see on options for service change, to enhance transparency in the decision making process. <i>(Action ID 12439)</i></p> <p>From WAO Report - Good Governance when determining significant services changes</p>	✓	<p>A new revised Integrated Impact Assessment template and new Committee Cover sheet has been introduced following training and pilot feedback. Departmental business plans accompanied draft budgets at Scrutiny meetings.</p> <p>As part of continuous improvement in the budget process each Departmental Director and key officers will meet with their responsible Executive Board Member to review the information requirement for budget Seminars.</p>
<p>We will review the terms of reference of both the Corporate Governance Group and the Corporate Review Working Group in order to clarify their respective responsibilities for assessing and reviewing governance arrangements. <i>(Action ID 12440)</i></p> <p>From WAO Report - Good Governance when determining significant services changes</p>	✗	<p>The Corporate Governance Group and the Corporate Review Working Group are separate entities:-</p> <ul style="list-style-type: none"> • the former being officer led addressing governance issues and the Annual Governance Statement • the latter addresses constitutional issues at member level and is therefore cross party <p>Nevertheless. We will revisit the groups terms of reference to satisfy ourselves that the different purposes are made clear. The group's terms of reference continue to be clear and to satisfy ourselves that the different purposes remain so, we will assess and review the governance arrangements of both Groups when necessary.</p>
<p>We will work closely with departments to prioritise and help services engage with the right people, at the right time and develop and deliver a Marketing and Media forward work programme. <i>(Action ID 12441)</i></p>	✓	<p>A marketing and media forward work programme for 2017/18 has been completed and reported back on to all Departmental Management Teams.</p> <p>The new plan for 2018/19 will align with the County Council's moving forward in Carmarthenshire: the next 5-years, and will be in place by early May.</p>
<p>We will maintain and develop the authorities' main digital platforms, those being the corporate website, the intranet, the newsroom, Discover Carmarthenshire and the public service</p>	✓	<p>The 4 main digital platforms are now all in place. The new fully bilingual, responsive corporate website was launched in February 2018. A new section has been introduced to the Discover Carmarthenshire site to</p>

Last Year's Commitments	✓ ✘	Progress Comment
board website. We will also raise further awareness of the 'Do It Online' campaign to encourage more people to interact with the council digitally. (Action ID 12442)		encourage small businesses to promote places to stay. Intranet continues to be well used with an officers' group now set up to look at allowing staff who don't have access via a council device to be able to access the intranet information from their own personal devices. The newsroom site will be addressed in 2018/19. The Public Service Board (PSB) site will be reviewed during the next few months by the PSB communications group to attract better usage and to hopefully create a clear area to communicate the board's actions and work streams.
We will continue the development and implementation of GeoDiscover and will continue to roll it out across the Council, together with the full use of the Gazetteer. (Action ID 12444)	✓	The Local Land and Property Gazetteer (LLPG) is used as the address search and is updated daily with new / change of address. We are continually developing Geodiscoverer - adding more layers, improving functionality updating the data as required and is live across the authority for all staff. We continue to meet with County Councillors to promote the use of Geodiscoverer.
We will, as part of the Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services. (Action ID 12445)	✓	Two Digital Transformation seminars were held during October to facilitate engagement and understanding of department's needs and to help them deliver effective services. ICT Services attendance all DMT's to discuss Business Planning and identify new opportunities and projects. ICT Services are actively assisting departments in their own Business Planning activities. An elected members ICT seminar was held in October to discuss needs and to provide an opportunity for meaningful consultation and input. One to one's with all members of the Executive board have taken place. Schools – new 5 year SLA and ICT strategy for schools drafted, consulted upon and now complete. Floor walking and presence in Council offices to assist and engage with customers on ICT matters has been trialled and was a success.
We will continue to respond to Freedom of Information Act (FOIA) requests within the Statutory deadline - however the emphasis will continue to be on good and adequate replies. (2.1.1.17) (2016/17 Result - 94.43%/2017/18 Target - 90%)	✓	Out of the 1,095 Freedom of Information Act requests received during 2017/18, 96.99% were responded to in 20 working days. This is on target and showing an improvement.
We shall aim to increase the public use of the Council website (ICT/005) (2016/17 Result - 1,278,152 hits / 2017/18 Target 1,400,000 hits)	✓	There were 1,415,459 user sessions on the Council Website during 2017/18.
We will aim for maximum income of capital receipts to support the capital program of £2.7m (2.1.2.12) (2016/17 Result – 90% £2.36m / 2017/18 Target 100% £2.71m)	✘	£1,938,676 of capital receipts of were achieved during 2017/18, this is 71.42% of what was targeted. Unfortunately a couple of significant transactions have failed to complete this year but are expected to be completed during 2018/19.

Last Year's Commitments	✓ ✘	Progress Comment
C - Making a difference <i>(Defining outcomes in terms of sustainable economic, social, and environmental benefits)</i>		
<p>We will support the work of the Public Services Board (PSB) and lead on the development of the Future Generations Well-being Plan, its scrutiny and the PSB's thematic group structure. <i>(Action ID 12432)</i></p>	✓	<p>Support to the PSB has been ongoing throughout the year with the lead being taken on the Well-being Assessment, published in March 2017 and the development of the Well-being Plan which is to be published in May 2018. This process has included a number of engagement events to identify draft objectives for the Well-being Plan, based on the findings of the Well-being Assessment, and also to develop short, medium and long term actions which informed the development of the Well-being Plan. Minutes of September's PSB meeting were presented to the Council's Policy & Resources Scrutiny Committee as part of the PSB scrutiny arrangements. This will continue until the Well-being Plan is published and monitoring arrangements are established. The scrutiny arrangements and approach will then be reviewed.</p>
<p>For 2018/19 we will publish a consolidated Corporate Strategy, incorporating the Councils Well-being Objectives and Key Improvement Objective Priorities. <i>(Action ID 12447)</i></p>	✓	<p>We will publish a Corporate Strategy by the end of June 2018. The new plan consolidates four existing plans - the previous Corporate Strategy 2015-20, our Improvement Objectives, our Well-being Objectives and 'Moving Forward in Carmarthenshire: the next 5 years'. The delivery of this plan will be monitored throughout the year.</p>
<p>We will develop a suite of Carmarthenshire Outcome Indicators with the Public Service Board and address, where we can, as a public body, these in our in our Well -being Objectives and Action Plans. <i>(Action ID 12448)</i></p>	✓	<p>Performance data hasn't been reported to the PSB during the year as the focus has been on developing the well-being plan. Once the Carmarthenshire Outcome indicators are identified, performance will then be monitored by the PSB.</p>
<p>We will review the Council's policy on the disposal of surplus property and ensure its alignment to regeneration priorities. <i>(Action ID 12449)</i></p>	✘	<p>The policy has been reviewed. Completion of the draft has been put on hold, whilst the property disposals process has been subject to Audit review, to ensure that any matters identified by Audit are appropriately accounted for in the revised policy.</p>
<p>We shall increase the % of households accessing the Internet in Carmarthenshire based on the National Survey for Wales results <i>(ICT/006)</i> <i>(2014/15 Result - 76% / 2016/17 Target – 80%)</i></p>	✓	<p>According to the 2016/17 National Survey for Wales, 83% of households in Carmarthenshire have internet access. This is an improvement on the previous survey which took place in 2014/15 with a result of 76%. Despite an improvement, we have moved down in an All Wales ranking position from 14th to 15th place.</p>
D - Making sure we achieve what we set out to do <i>(Determining the interventions necessary to optimise the achievement of the intended outcomes)</i>		
<p>We will monitor the detailed Action Plans for the Councils Well-being Objectives 2017/18 throughout the year and report any necessary interventions that are required to keep them on track. <i>(Action ID 12450)</i></p>	✓	<p>We have a duty to take all reasonable steps to meet our Well-being Objectives. Throughout the year all Well-being Objective action plans were monitored quarterly and updated on the Councils Performance Improvement Monitoring System</p>

Last Year's Commitments	✓ ✗	Progress Comment
<p>We will ensure the maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m. <i>(Action ID 12451)</i></p>	✓	<p>We are ensuring the maximum use of Community Benefits and are reporting on these. The Community benefit report stated for every £1 spent on this work £1.92 was re-invested into the Welsh economy, with 95% spent with SME's in Wales.</p>
<p>We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies. <i>(Action ID 12452)</i></p>	✓	<p>Further Digital Transformation Projects have progressed and been implemented. There was a successful launch of the new Mobile Responsive Website and new Customer Services CRM system (Firmstep SERVICE) platform, with the Garden Waste Service as the first service. The Cashless Catering School Meals on-line payments system via ParentPay has been very successful and well received, with all Secondary Schools now operating the new system and the roll-out will continue for all Primary Schools over the next 12 months. The Registrars On-line Appointments Booking System is currently in development. This action will continue into 18/19.</p>
<p>We will produce a long term Digital Service Plan which allows tenants to do their business online. Making sure systems are developed to deliver better information. <i>(Action ID 12852)</i></p>	✓	<p>Our focus has been around reviewing the present Housing Management System particularly around developing a Choice Based Lettings which allows tenants to view and bid for empty Council properties on line. Meetings have been held with IT on developing a plan, with many initiatives developed and rolled out for example bilingual text messaging and My Account. We are in advance stages of awarding a contract to software provider. We are also in the process of going out to tender for a new Care Services (Domiciliary and Residential Care) software provider to deliver a new rostering and care management system. Further investigation and analysis is being carried out regarding a suitable provider on housing and Public Protect software systems.</p>
<p>We will continue to work with Public Service Board partners to achieve a range of benefits through collaborative working in property management and to reduce the cost of holding and managing property through identifying short and longer term opportunities. <i>(Action ID 12453)</i></p>	✓	<p>The PSB Estates Collaboration Workstream continued to meet monthly and provided a progress report to the PSB in January 2018. The PSB decided to no longer treat the Estates Collaboration Group as a PSB Workstream but the Group is continuing to meet to progress the collaboration opportunities identified. In addition, the Welsh Government's National Assets Working Group has asked the Head of Property to lead a new Mid and West Wales regional collaboration group covering Powys, Carmarthenshire, Pembrokeshire and Ceredigion, which will start meeting from May 2018.</p>
<p>We will develop and implement a hub for all property related services, frameworks and gateway management functions for both within the Authority, regional partners and potential external clients. <i>(Action ID 12454)</i></p>	✗	<p>Meetings have continued with regional partners on a regular basis. Re-alignment of the Property Division, including the Design Section, has been approved and is being implemented. The Property Design Section has recently completed a TIC Review and this action, along with others identified, will</p>

Last Year's Commitments	✓ ✗	Progress Comment
		now be taken forward as part of the agreed Improvement Plan.
We shall increase the % use of the ICT Self Service helpdesk (ICT/002) (2016/17 - 33% / 2017/18 Target - 35%)	✓	44.4% of IT customers used the ICT Self Service Helpdesk during 2017/18 which is an excellent improvement on 33% in 2016/17.
We shall increase the number of Transactional Council Services available to the public online. (ICT/003) (2016/17 Result - 7 / 2017/18 Target - 10)	✓	At the end of 2017/18 there are 13 Transactional Council Services available to the public online which has exceeded the expected target of 10.
E - Valuing our people; engaging, leading and supporting (Developing capacity and the capability of leadership and individuals)		
We will provide members (post 2017 Election) with Councillors Handbooks and relevant information and support on the democratic process. (Action ID 12455)	✓	The new Councillors Handbook was circulated to all elected members on the 15th May, with copies on the Intranet and hard copies available in the Members` Lounges. As part of the Induction Programme, we have delivered training for new and returning members on the Code of Conduct, practical advice on meeting preparation/webcasting and an introduction to Scrutiny in Carmarthenshire. Councillors have also received a copy of the WLGA "A Guide for New Councillors in Wales - May 2017".
We will provide Code of Conduct training to members post 2017 election. (Action ID 12456)	✓	This training was delivered on the 15th May 2017.
We will develop a Leadership & Management Development Framework based on the Behaviour Framework. (Action ID 12457)	✗	Consultation has taken place with the Heads of Service Forum to establish the key themes for development and an evaluation has been undertaken of the Future Leaders Programme. These key aspects of work will now inform the outline proposals for the Framework together with the findings of the IIP 40 Questionnaire and the People Performance Management Review Actions. The Framework supported by an existing range of tools and resources will underpin the new leadership and management behaviours. A developmental session has already been planned for Heads of Service. This work will continue to be developed by the `Lead` Work Stream under the People Strategy Group.
We will develop a Strategic Workforce Plan for the Council. (Action ID 12458)	✓	Work is underway to identify workforce planning issues linked to corporate priorities. Departments have received workforce profile data to allow them to workforce plan at a local level. This activity will be supported by People Management Business Partners. Any themes emerging from this work will feature in a strategic workforce plan.
We will support the Corporate Sickness Absence Management Framework by working with Heads of Service and managers to ensure that support is in place for staff where needed and there is consistent application of the sickness policy. (Action ID 12459)	✓	The Sickness absence framework now includes, Heads of Service in the lower quartile attending CMT to discuss sickness performance and actions taken to reduce, three months later the Heads of Service attend the Challenge and Attendance Forum to discuss trends gaps, actions and recommendations. Good practice and initiatives can be shared and support and advice given where there are areas for development. People Management continue to provide advice for Heads of Service and Managers, it

Last Year's Commitments	✓ ✗	Progress Comment
		is the responsibility of the departments to monitor and achieve their targets.
<p>We will pilot the Council's new agile working principles to working practices across the People Management Division. The results from this pilot will be used to inform the roll out of agile working across the Council. <i>(Action ID 12460)</i></p>	✓	<p>1. Cross divisional project team has been established.</p> <p>2. All roles have been categorised as flex, field or fixed.</p> <p>3. Audit of IT and specialist equipment completed and replacement IT is in the process of being rolled out to the teams.</p> <p>4. Working practices across Division reviewed and work zones identified.</p> <p>5. Staff engagement sessions have been held throughout the process, feedback from these sessions has been used to design space and inform the Corporate e-learning guidance which is under development. All lessons learnt have been captured and are being used to inform the work of the Agile Working Delivery Team led by the Transformation, Innovation and Change (TIC) team.</p>
<p>We will ensure the end user has the appropriate IT device/devices to deliver their service effectively. <i>(Action ID 12461)</i></p>	✓	<p>As part of the Agile working project ICT work closely with service users to identify them as Fixed, Flex or field workers. We discuss with them their service needs and agree on which IT device will be the most appropriate for them. Laptops have been purchased and we are working closely with the Agile Project Manager in Transformation, Innovation and Change (TIC) team to engage with service users to ensure they have the appropriate IT device that suits the way they wish to work and to deliver their service.</p>
<p>We shall aim to keep the % of employees including teachers and school based staff who leave the employment of the local authority, whether on a voluntary or involuntary basis to a minimum <i>(CHR/001)</i> <i>(2016/17 Result - 6.96% / 2017/18 Target - 7%)</i></p>	✓	<p>2017/18 Result - 6.42%. This is within target and below last year's figure of 6.96%.</p>
<p>We will further promote robust sickness absence management within departments to reduce the number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence. <i>(CHR/002)</i> <i>(2016/17 Result - 10.8 days /2017/18 Target - 9.6 days)</i></p>	✗	<p>2017/18 Result - 10.1 days. This is off target but has improved on the previous year's result of 10.8 days. Departmental Management Teams have departmental targets, actions plans and sickness data should be regularly monitored and analysed, to ensure the focus is on reducing absence. There is support available from People Management. However the Challenge and Review forum identifies where there are gaps and good practice. Heads of Service attend Corporate Management Team where required, the challenge forum and Policy &Resources Scrutiny, to discuss the actions they are taking to achieve their target.</p>
<p>We will increase the % of laptops used in the council to devices to ensure we move towards an 80% flexible workforce. <i>(ICT/004)</i> <i>(2016/17 Result - 42% / 2017/18 Target - 47%)</i></p>	✓	<p>53% of IT devices used in the council are laptops, this is a continued improvement towards an 80% flexible workforce.</p>

Last Year's Commitments	✓ ✗	Progress Comment
F - Managing risks, performance and finance <i>(Managing risks & performance through robust internal control and strong public financial management)</i>		
We will develop a new Risk Management Strategy. <i>(Action ID 12462 & 12387)</i>	✓	Strategy drafted and was discussed and approved at the Risk Steering Group in September 2017 and at Audit Committee in October 2017. The report is currently being taken through the Departmental and Corporate Management Teams.
We will ensure Business Continuity Management and Emergency Planning work together throughout the Authority through regular group meetings. <i>(Action ID 12463)</i>	✓	Two `joint` meetings already held in 2017/18. Agreement by the group that these meetings continue on a quarterly basis. membership to be reviews by next meeting to ensure that all relevant officers and services are represented on the group
We will ensure that risks relating to all premises owned or occupied by Carmarthenshire County Council are suitably and sufficiently identified and managed. <i>(Action ID 12464)</i>	✓	Risks are regularly assessed and reviewed in conjunction with building occupiers. Data systems reviewed and programmes currently being trialled. Electronic Service reports and Risk Assessments are being migrated onto the CIPFA Asset Manager Database. All risks continue to be identified.
We will review Data Centre Risk Assessment. <i>(Action ID 12465)</i>	✓	The Data Centre Risk Assessment was completed in September 2017. ICT have reviewed and updated it's Disaster Recovery and Business Continuity Plans that are key contributors to minimising risks within our Data Centres.
We will further develop the Council's Corporate Performance Management arrangements e.g. Business Plans to meet the expectations of WbFG Act and Performance Information Monitoring System (PIMS) Dashboards. <i>(Action ID 12466)</i>	✓	We updated the format of business planning and our Performance Information Monitoring System (PIMS) to meet the requirements of the Well-being of Future Generations Act.
We will further strengthen financial planning arrangements by developing explicit links between the Medium Term Financial Plan and the Council's corporate planning processes <i>(WAO PFI Savings Planning Report)</i> . <i>(Action ID 12467)</i>	✓	The Corporate and Financial Planning timetable for 2018-19 was drafted to ensure that the Council's corporate and financial planning processes are properly aligned. The Financial Outlook Report went to Executive Board on 31st July 2017, scrutinised and was approved at council in April 2018.
We will identify capital and revenue funding allocated to Our Well Being Objectives and monitor our resource allocation to these priorities. <i>(Action ID 12468)</i> <i>(WAO PFI Savings Planning Report)</i> .	✓	The New Corporate Strategy including our Well-being Objectives has been updated for 18/19 and there are explicit and detailed expenditure items allocated to each of the Well-being Objectives.
We will further strengthen financial planning arrangements by ensuring that delivery timescales in business cases are robust and reviewing timescales in Budget challenge exercises with Executive Board Members. <i>(Action ID 12469)</i> <i>(WAO PFI Savings Planning Report)</i> .	✓	Business case and timescales behind all savings proposals were captured and used in the member challenge sessions which took place during November and December 2017.
We will further strengthen financial planning arrangements by implementing our income and charging policy. <i>(Action ID 12470)</i> <i>(WAO PFI Savings Planning Report)</i> .	✓	Income and Charging Policy approved by Executive Board on 27 th March, 2017.
We will further strengthen financial planning arrangements by updating our developed	✓	Draft Reserves Strategy report was updated to reflect actual position as at 31st March 2017 and reported to a future meeting of the Executive Board.

Last Year's Commitments	✓ ✗	Progress Comment
reserves strategy and presenting it to the new Council. <i>(Action ID 11975) (WAO PFI Savings Planning Report).</i>		Details of all reserves held contained within the Medium Term Financial Plan approved by Full Council in February 2017. Information will be provided as appropriate during the financial audit
We will work with departments on Category Management of spend. <i>(Action ID 12859)</i>	✓	As part of the Shared Service with Pembrokeshire County Council's Procurement team (as of 1st June 2017) work is on-going with the new Spend Analysis Tool (Atamis) to identify the different categories of spend in each of the 5 identified Category's across the two Authorities. Category Plans have been finalised and issued in the 3 categories (Corporate & ICT, Highways & Parks and Building Maintenance).
We will deliver, via ICT, automation and integration of internal working processes and procedures to release efficiencies. <i>(Action ID 12473)</i>	✓	Several of the approved Digital Transformation projects have continued to progress and been delivered. As part of the WWYT "What Waste Your Time" TIC Review, I.T. have developed 2 automated process which are now LIVE "Create New Post" and "Advertise Post" processes. Further developments and enhancements to follow in 2018/2019. The new Accident & Incidents system has been re-developed and enhanced with greater integration to back-office systems such as integration into our EDRMS system
We aim to increase the % of Council Tax collected <i>(CFH/007)</i> (2016/17 Result 97.05% / 2017/18 Target - 97.10%)	✓	97.57% of council tax due was collected during 2017/18, this is on target and improved on previous year.
We aim to collect at least 98% of non-domestic rates <i>(CFH/008)</i> (2016/17 Result 98.2% / 2017/18 Target - 98%)	✓	99.52% of non-domestic rates due was collected during 2017/18, this is above target and improved on previous year.
G - Good transparency and accountability <i>(Implementing good practices in transparency, reporting, and audit to deliver effective accountability)</i>		
<p>We will publish a detailed Annual Report for 2016/17 and an update on our progress on the Corporate Strategy. We will also compare and explain our results against all other Councils in Wales (for both National Indicators, 'National Survey for Wales' results together with and any Regulatory findings) identifying any gaps that need to be addressed. <i>(Action ID 12474)</i></p>	✓	<p>We published a detailed Annual Report for 2016/17 and an update on our progress on the Corporate Strategy by the 31st October deadline. Under the Measure, the Council is required to annually publish an assessment which describes its performance:</p> <ul style="list-style-type: none"> • in discharging its duty to make arrangements to secure continuous improvement in the exercise of its functions; • in meeting the improvement objectives it has set itself; • by reference to performance indicators specified by Welsh Ministers, and self-imposed performance indicators; and • in meeting any performance standards specified by Welsh Ministers, and self-imposed performance standards. <p>To ensure the report was a fair assessment, all Scrutiny Committees examined the core content of the report and examined the detailed sections most relevant to their Scrutiny portfolios.</p> <p>Wales Audit Office have issued a Certificate of Compliance for the publication.</p>

Last Year's Commitments	✓ ✗	Progress Comment
<p>We will continue to report performance data to the Public Service Board and Council. <i>(Action ID 12475)</i></p>	<p>✓</p>	<ul style="list-style-type: none"> • During 2017/18 performance data was monitored quarterly to Executive Board and Mangers and reported six monthly to the Councils Scrutiny Committees. • The Councils performance data and comparative results to other Councils in Wales was incorporated into the Councils Annual Report for 2016/17 that was reported to all Council Scrutiny's. • In November 2017 the Wales Audit Office issued an unqualified Certificate of Compliance on the Councils Annual Report for 2016-17. Relevant sections of the Annual Report had been submitted to all Scrutiny Committees. Once the Carmarthenshire Outcome indicators are identified, performance will then be monitored by the PSB.
<p>We will review the Audit Manual. <i>(Action ID 12476)</i></p>	<p>✗</p>	<p>Development of the Audit Manual has been delayed due to work commitments. This is due to be completed by the end of 2018.</p>
<p>We will ensure an unqualified audit on the 2016/17 final accounts. <i>(Action ID 12478)</i></p>	<p>✓</p>	<p>An unqualified opinion was presented to Audit Committee on 29th September 2017</p>
<p>We will aim to ensure actual achievement against Annual Audit Plan <i>(6.4.1.3)</i> <i>(2016/17 Result - 80% / 2017/18 Target – 90%)</i></p>	<p>✗</p>	<p>2017/18 Result -75%. This is off target and showing a decline. Additional work has also been delivered this year again, over and above the plan, as well as a senior Auditor post being vacant for over three months. When taking the additional work into account the result would be 92.2% productivity / delivery. Two appointments have been made, a Principal and Senior Auditor, due to commence June 2018.</p>

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APPENDICES

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Local Government (Wales) Measure 2009 and Well-being of Future Generations Act (Wales) 2015

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations and it makes sense to ensure that these requirements are fully aligned and combined in this New Corporate Strategy.

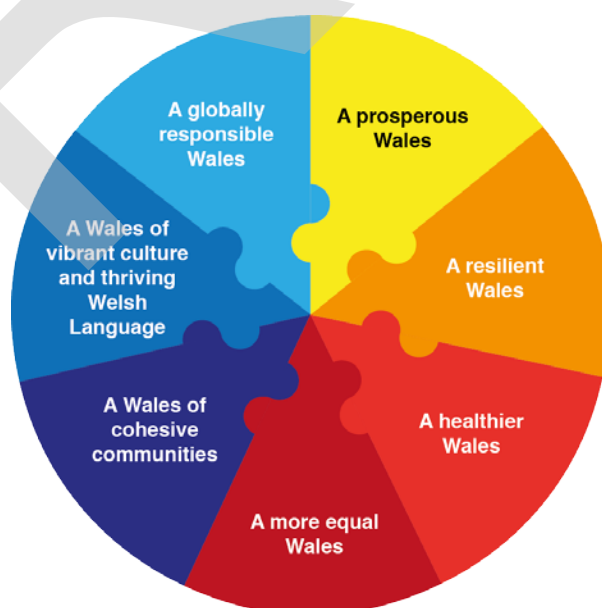
The Local Government (Wales) Measure 2009

- The Local Government (Wales) Measure 2009 requires the Council to set Improvement Objectives every year. They do not have to change every year, or be deliverable within one year.
- Our Improvement Objectives are essentially the same as our Well-being Objectives as they are based on a thorough evidence-based understanding of the communities we serve and local needs. We compare our Service performance and satisfaction results with all Councils in Wales to make sure we improve where we most need to.
- We have a duty to improve, often delivering 'more (or even the same) for less'.

Well-being of Future Generations Act (Wales) 2015

This is an Act introduced by the Welsh Government which will change aspects of how we work. The general purpose of the Act, is to ensure that the governance arrangements of public bodies for improving the well-being of Wales, take the needs of future generations into account. The Act is designed to improve the economic, social and environmental well-being of Wales, in accordance with sustainable development principles. The new law states that:-

- We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is **'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'**
- We must demonstrate 5 ways of working:
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we were required to set and publish Well-being Objectives that maximised our Contribution to the Well-being Goals.

How our Well-being Objectives contribute to the 7 National Well-being Goals

Carmarthenshire's 2017/18 Well-being Objectives / KIOPs			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Continue to Improve learner attainment for all	✓	✓		✓		✓	✓
	4	Reduce the number of young adults that are Not in Education, Employment or Training	✓		✓	✓	✓		
Live Well	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
	6	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓		✓
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
Age Well	9	Support good connections with friends, family & safer communities			✓	✓	✓		✓
	10	Support the growing numbers of older people to maintain dignity & independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓		✓	✓	✓	✓	
In a Healthy, Safe & Prosperous Environment	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓

Success measures for our Well-being Objectives

PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
	Arrows start from previous position															● ● to our most current position											
WBO 1 - Help to give every child the best start in life and improve their early life experiences.																											
% Children in care with 3 or more placements in the year (PAM/029)	9.2	8.8	↑																								
WBO 2 - Help children live healthy lifestyles.																											
% Children overweight or obese	29.6	29.4	↑	32.7																						17.0	
WBO 3 - Continue to Improve learner attainment for all.																											
Average Caped 9 points score for pupils (PAM/007)	not available	360.8	Not applicable	320.4																						380.1	
% Attendance in primary schools (PAM/007)	94.8	94.4	↓	94.3																						95.6	
% Attendance in secondary schools (PAM/008)	94.5	94.3	↓	93.0																						95.2	
Satisfaction with child's primary school (NSW)	93		Published Jun/July																								
WBO 4 - Reduce the number of young adults that are Not in Education, Employment or Training.																											
Year 11 leavers Not in Education, Employment or Training (NEETs) (PAM/009)	2.1	1.4	↑	4.33																						0.76	
Year 13 leavers Not in Education, Employment or Training (NEETs) (5.1.0.2)	2.0	3.0	↓	18.8																						0.0	
WBO 5 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty.																											
Average Caped 9 points score for pupils eligible for FSM (Free School Meals) (4.1.2.4)	not available	307.6	Not applicable	252.6																						336.8	
% of households successfully prevented from becoming homeless (PAM/012)	64.2	65.1	↑																								
Household in material deprivation (NSW) (NWBI)	15.3	15.8	↓	21.3																						10.6	
% Households Living in Poverty (CACI 'PayCheck')	35.9	35.0	↑	45.3																						23.1	
Keeping up with all bills and commitments without any difficulties (<i>non pensioner</i>) (NSW)	51		Published Jun/July																								
Keeping up with all bills and commitments without any difficulties (<i>pensioner</i>) (NSW)	75		Published Jun/July																								
WBO 6 - Create more jobs and growth throughout the county.																											
Median Gross Weekly Full-time Earnings (£) (NWBI)	494.5	517.5	↑	431.4																						619.6	
Jobs created with Regeneration assistance (EconD/001)	253.5	352.5	↑	No comparable data available for this measure																							
The level of Private Sector Investment / external funding secured (£) (EconD/008)	23.5m	16.7m	↑	No comparable data available for this measure																							
WBO 7 - Increase the availability of rented and affordable homes.																											

Success measures for our Well-being Objectives

PAM — Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
				← Arrows start from previous position →												● to our most current position ●											
Number of affordable homes in the County <i>(7.3.2.24)</i>	173	235	↑	No comparable data available for this measure																							
WBO 8 - Help people live healthy lives (tackling risky behaviour & obesity).																											
% of adults who say their general health is Good or Very Good <i>(NSW)(NWBI)</i>	69.8		Published later in 2018																								
% of adults who say they have a longstanding illness <i>(NSW)(NWBI)</i>	52.7		Published later in 2018																								
Adult Mental Well-being score <i>(NSW)(NWBI)</i> <i>(Out of a maximum score of 70)</i>	not available	50.2	Not applicable	48.8																						52.5	
% adults who have fewer than two healthy lifestyle behaviours <i>(NSW) (NWBI)</i> <i>(not smoking, healthy weight, eat five fruit or vegetables a day, not drinking above guidelines and meet the physical activity guidelines).</i>	11.0		Published later in 2018																								
WBO 9 - Support good connections with friends, family and safer communities.																											
Have a sense of community <i>(derived from three questions on belonging; different backgrounds get on, treat with respect)</i> <i>(NSW) (NWBI)</i>	73.0	48.0	↓	37.0																							66.5
People feeling safe <i>(at home, walking in the local area, and travelling)</i> <i>(NSW) (NWBI)</i>	not available	79	Not applicable	57																							91
WBO 10 - Support the growing numbers of older people to maintain dignity and independence in their later years.																											
Rate of people kept in hospital while waiting for social care <i>(PAM/025)</i>	2.30	2.50	↓																								
Agree there's a good Social Care Service available in the area <i>(NSW)</i> <i>(elderly, children, disabled and carers)</i>	53.1	56.2	↑	44.4																							68.1
Days taken to deliver a Disabled Facilities Grant <i>(PAM/015)</i>	167	161	↑																								
WBO 11 - A Council-wide approach to support Ageing Well in the county.																											
% of people who are lonely <i>(NSW) (NWBI)</i>	17.1	16.6	↑																								Same
WBO 12 - Look after the environment now and for the future.																											
Use of renewable energy (kWh)	670,400	937,330	↑	No comparable data available for this measure																							
% Waste reused, recycled or composted <i>(PAM/030)</i>	66.23	64.80	↓																								
WBO 13 - Improve the highway and transport infrastructure and connectivity.																											
% A Class roads that are in poor condition <i>(PAM/020)</i>	4.3	4.1	↑																								
% B Class roads that are in poor condition <i>(PAM/021)</i>	3.5	3.1	↑																								

Success measures for our Well-being Objectives

PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
				← Arrows start from previous position →												● to our most current position ●											
% of class roads that are in poor condition (PAM/022)	11.6	11.9	↓																								
Number of people killed and seriously injured on the roads (5.5.2.21)	102		Published late June																								
WBO 14 - Promote Welsh Language and Culture.																											
Can speak Welsh (NSW) (NWBI)	40.1	43.6	↑	below 9.3																			Same			69.7	
Pupils assessed in Welsh (first language) - Foundation Phase (PAM/033)	56.8	55.0	↓	3.9																			Same			98.5	
% of people attended arts events in Wales in last year (NSW)	69.3	67.4	↓	56.1																						78.8	
% of people visited historic places in Wales in last year (NSW)	63.8	64.7	↑	48.3																						77.0	
% of people visited museums in Wales in last year (NSW)	36.0	34.6	↓	27.8						Same																57.6	
WBO 15 - Building a Better Council and Making Better Use of Resources.																											
‘Do it online’ payments	29,020	34,494	↑	No comparable data available for this measure																							
People agree that they can access information about the Authority in the way they would like to (NSW)	not available	70.8	Not applicable	61.8																						82.0	
People know how to find what services the Council provides (NSW)	not available	71.9	Not applicable	66.9																						85.6	
People agree that they have an opportunity to participate in making decisions about the running of local authority services. (NSW)	not available	11.4	Not applicable	7.8																						22.4	
Number days lost due to sickness absence. (PAM/001)	10.8	10.1	↑																								
Organisational ‘running costs’ (£m)	12.9	8.6		No comparable data available for this measure																							
People agree that the Council asks for their views before setting its budget. (NSW)	not available	8.0	Not applicable	Below 7.0																						17.6	

The following are results of the 2017/18 National Survey for Wales available at local authority level, but not all of these are attributable to the Councils performance.

Where the same question was asked in the previous survey (2016/17), the table below shows whether we have improved our performance and our rank position.

	Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved from 2016/17 to 2017/18			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st	
		2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results										
					Arrows start from our 2016/17 position												to our 2017/18 position										
1	People agree that they can access information about the Authority in the way they would like to.	not available	70.8	Not applicable	61.8																						82.0
2	People know how to find what services the Council provides.	not available	71.9	Not applicable	66.9																						85.6
3	People agree that they have an opportunity to participate in making decisions about the running of local authority services.	not available	11.4	Not applicable	7.8																						22.4
4	People agree that the Council asks for their views before setting its budget.	not available	8.0	Not applicable	Below 7.0																						17.6
5	% of people satisfied with their ability to get to/ access the facilities and services they need (within 15 to 20 minutes walk from their home) (NWBI/30)	not available	87.0	Not applicable	62.7																						87.0
6	Yes can speak Welsh (NWBI/37)	40.1	43.6	↑	Below 9.3																			Same		69.7	
7	% of adults who speak Welsh daily and can speak more than just a few words (NWBI/36)	29.2	33.8	↑	Below 4.6																			Same		59.8	
8	% of people who are lonely (NWBI/30)	17.1	16.6	↑	22																					11.1	
9	Household in material deprivation (NWBI/19)	15.3	15.8	↓	21.3																					10.6	
10	Keeping up with all bills and commitments without any difficulties - All Adults	not available	58.2	Not applicable	58.2																					77.8	
11	% of people moderately or very satisfied with their jobs (NWBI/20)	80.0	82.5	↑	74.5																					86.3	

Page No	Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved from 2016/17 to 2017/18		22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st			
		2016/17 survey result	2017/18 survey result	Improved ↑	Worst results												Best Results											
		2016/17 survey result	2017/18 survey result	Standstill ↔ Declined ↓	Arrows start from our 2016/17 position												to our 2017/18 position											
12	Whether household has internet access	83.1	85.7	↑	80.3																					90.1		
13	% of people attended arts events in Wales in last year	69.3	67.4	↓	56.1																					78.8		
14	% of people visited historic places in Wales in last year	63.8	64.7	↑	48.3																					77.0		
15	% of people visited museums in Wales in last year	36.0	34.6	↓	27.8					Same																57.6		
16	% of people attending or participating in arts, culture or heritage activities at least 3 times a year	not available	71.9	Not applicable	64.7																					84.9		
17	Participating in any sport or physical activity	66.0	63.9	↓	43.9																					69.6		
18	% of people participating in sporting activities three or more times a week (NWBI/38)	39.4	34.7	↓	21.1																					39.1		
19	% of adults that Smoke (combined 2016/17 & 2017/18 result)	not available	18.6	Not applicable	25.8																					13.4		
20	% of adults that are E-cigarette users (combined 2016/17 & 2017/18 result)	not available	7.0	Not applicable	9.3																					4.7		
21	% of adults that drink > 14 units a week (combined 2016/17 & 2017/18 result)	not available	20.9	Not applicable	23.7																					14.7		
22	% of adults that ate 5 portions of fruit & vegetables a day (combined 2016/17 & 2017/18 result)	not available	20.0	Not applicable	15.9																					31.5		
23	% of adults that active for 150 minutes or more a week (combined 2016/17 & 2017/18 result)	not available	58.8	Not applicable	38.5																					65.9		
24	% of adults that active for 30 minutes or less a week (combined 2016/17 & 2017/18 result)	not available	26.0	Not applicable	46.7																					22.1		

Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved from 2016/17 to 2017/18			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
				Arrows start from our 2016/17 position												to our 2017/18 position											
25 % of adults that are overweight or obese (BMI 25+) (combined 2016/17 & 2017/18 result)	not available	57.8	Not applicable	69.7																						50.9	
26 % of adults that are obese (BMI 30+) (combined 2016/17 & 2017/18 result)	not available	22.4	Not applicable	32.9																						13.6	
27 % of adults that have one or less healthy behaviours (Based on the above measures 19-26) (combined 2016/17 & 2017/18 result)	not available	8.2	Not applicable	15.9																						6.9	



The table below shows the following information on measures that all 22 councils in Wales have to collect:-

- Our 2017/18 result and whether it has improved on our 2016/17 result
- Our quartile (star rating) compared to other Council's in Wales
- Our Rank position for 2017/18 compared to our Rank position for 2016/17

The measures published by all councils in Wales	Has our result improved from 2016/17 to 2017/18		How good is our 2017/18 result?	22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st				
	Our 2017/18 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results												Best Results													
																										Arrows start from our 2016/17 position to our 2017/18 position			
WBO1 - Help to give every child the best start in life and improve their early life experiences																													
% Children in care with 3 or more placements in the year (PAM/029)	8.8	↑																											
Percentage of children satisfied with their care and support (PAM/027)	80.7	↓																											
Percentage of child assessments completed in time (PAM/028)	89.7	↑																											
WBO3 - Continue to Improve learner attainment for all																													
% Pupil attendance in primary schools (PAM/007)	94.4	↓	★																										
% Pupil attendance in secondary schools (PAM/008)	94.3	↓	★★★																										
% Achieved the Level 2 threshold (PAM/006)	57.2	Not Comparable	★★★																										
WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)																													
% of Year 11 Leavers not in education, employment or training (NEETS) (PAM/009)	1.4	↑	★★																										
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty																													
% of households successfully prevented from becoming homeless (PAM/012)	65.1	↑																											
WBO7 - Increase the availability of rented and affordable homes																													
% Private sector dwellings returned to occupation (PAM/013)	6.90	↑																											
Number of new homes created as a result of bringing empty properties back into use (PAM/014)	5	New Measure																											
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)																													
Number of visits to Public Libraries per 1,000 population (PAM/016)	7,689	↑																											

The measures published by all councils in Wales	Has our result improved from 2016/17 to 2017/18		How good is our 2017/18 result?	22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
	Our 2017/18 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results												Best Results											
				Arrows start from our 2016/17 position												to our 2017/18 position											
Visits to Sport & Leisure facilities per 1000 population (PAM/017)	8,522	↑																									
% Food establishments that meet food hygiene standards (PAM/023)	97.91	↑																									
WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years																											
Days taken to deliver a Disabled Facilities Grant (PAM/015)	161	↑																									
Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)	2.50	↓																									
Percentage of adults satisfied with their care and support (PAM/024)	86.8	↑																									
Percentage of carers that feel supported (PAM/026)	69.0	↓																									
WBO12 - Looking after the environment now and for the future																											
% of all planning applications determined in time (PAM/018)	71.18	↓																									
% of planning appeals dismissed (PAM/019)	52.63	↓																									
% of streets that are clean (PAM/010)	98.7	↑																									
% Fly tipping cleared in 5 days (PAM/011)	95.0	↑																									
% Waste sent to landfill (PAM/031)	20.29	↓																									
% Municipal waste reused, recycled or composted (PAM/030)	64.80	↓																									
WBO13 - Improve the highway and transport infrastructure and connectivity																											
% A roads that are in poor condition (PAM/020)	4.1	↑																									
% B roads that are in poor condition (PAM/021)	3.1	↑																									
% C roads that are in poor condition (PAM/022)	11.9	↓																									
WBO15 - Building a Better Council and Making Better Use of Resources																											
Number days lost due to sickness absence. (PAM/001)	10.1	↑																									

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Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)

The Future Generations Commissioner for Wales - Expectations of Annual Reports

In May 2018 *The Future Generations Commissioner for Wales* published her report on Well-being in Wales: the journey so far. She set out 9 key expectations for Annual Reporting. This guidance will inform future Annual Reports and where possible has been included in this publication.

Future Generations Commissioner for Wales Expectations of Annual Reports and how we meet them. Published May 2018

Well-being in Wales: the journey so far –May 2018 by Future Generations Commissioner for Wales

Expectation 1: Well-being objectives and goals

We set out our Well-being Objectives and the steps we were going to take to meet them in our Well-being Objectives 2017/18, published in March 2018.

Expectation 2: Sustainable development principle

We are embracing the *sustainable development principle* and trying to improve the economic, social and environmental and cultural well-being of Carmarthenshire, whilst ensuring the needs of the present are met without compromising the ability of future generations to meet their own needs. We have brought together our previous *Corporate Strategy, Improvement Plan, Well-being Objectives* and the New Administrations *5 year plan* into a *New Corporate Strategy*. These objectives are cascaded into *Service Business Plans* to ensure maximum contributions of Services to achieving our Well-being Objectives. Service Business Plans explain how they use the 5 ways of working in how they do business.

Case studies on the Well-being of Future Generations Act and our Projects

Start well	① Burry Port Community Primary School
	① School Holiday Enrichment Scheme
	① Actions to Reduce NEETs
Live well	① Carmarthen Cycling Strategy
Age well	① Financial Exploitation Safeguarding Scheme
	① Life Science and Wellness Village
In a healthy, prosperous and safe environment	① Cae Mynydd Mawr – Marsh Fritillary Butterfly

Expectation 3: Looking ahead

Change takes time. Our New Corporate Strategy consolidates a number of plans together and links to our *vision for sustainable services for older people for the next decade and Affordable Homes Strategy*. Our Well-being Objectives will also be reflected in our [Local Development Plan 2018-33](#).

Expectation 4: Tracking progress

For each of our Well-being Objectives we set ourselves detailed action plans and targets, Throughout the year we monitored our progress through an in-house developed Performance Information Monitoring System (PIMS) on a quarterly basis. Each Service and Department reviewed progress and the Councils' Executive Board and Corporate Management Team made sure things stayed on course. Twice a year progress was also reported to Scrutiny Committees for

Expectation 5: Applying and implementing the Act

The guidance to the Act set out where change needs to happen in seven corporate functions – corporate planning, financial planning, risk, workforce planning, assets, procurement and performance management. We cover this in Well-being Objective 15a & b.

Expectation 6: Self-reflecting

The Act requires us to review the continued relevance of our Well-being Objectives annually. The set we published by March 2017 as required by the Act were reaffirmed by the newly elected administration following May 2017 local government elections with the addition of another Well-being Objective – Promoting Welsh Language and Culture. This new Well-being Objective strongly supports the National Goal of ‘A Wales of vibrant culture and thriving Welsh Language’ and supports the wider national goals and five ways of working.

Following publication of the Welsh Governments’ new Well-being Objectives we did a desk top exercise to evaluate our Objectives and felt they should remain the same.

As part of budget consultation we again tested our Well-being Objectives with the public and found high and increasing support.

We also added a 15th Well-being Objective: *Building a Better Council and Making Better Use of Resources*.

Expectation 7: Collaboration with other Public Bodies

At the May 2018 Carmarthenshire Public Services Board (PSB) the first Carmarthenshire Well-being Plan was approved. The PSB established a series of Delivery Groups in order to make progress against the identified Well-being Objectives.

Objective	Approach	Led By
Healthy Habits	Co-ordinated Campaigns	Hywel Dda University Health Board
Healthy Habits	Environmental Risk Assessment	Natural Resources Wales
Early Intervention	Changing the Model of Delivery	Mid and West Wales Fire and Rescue Service
Strong Connections	Innovative Community Assets	Carmarthenshire’s Association of Voluntary Services
Prosperous People and Places	Education and Employment / Procurement Procedures	Carmarthenshire County Council
Safer Communities		Carmarthenshire County Council

Inherent in all the approaches and steps required is a need for a cultural shift in behaviour.

Expectation 8: Accountability

We reported to Executive Board Members on a quarterly basis on the steps we were taking to meet our Well-being Objectives and we set up interactive reports on our Performance Information Management System for the Executive Board Members responsible for each objective.

We reported to each of the 5 Scrutiny Committees - twice each during the year.

We will explore how to involve people in the co-production of our Annual Reports and self – evaluation.

We plan to submit our draft ‘Ageing Well in Carmarthenshire’ Well-being Objective to our 50+ Forum on June 12th for their evaluation and invite them to participate in its content and style.

Expectation 9: Making your reports clear

We should be involving people in compiling, writing and presenting reports and plans. As above to 50+ Forum on June 12th



We would welcome your feedback,
please send your thoughts, views and opinions to:



Performance Management
Regeneration and Policy
Chief Executive's Department
County Hall
Carmarthen
Carmarthenshire SA31 1JP

If you would like this document in an alternative format, e.g. large print, audio tape or Braille, then please contact Performance Management on 01267 224486



Tel: **01267 224486**
Email: performance@carmarthenshire.gov.uk



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POLICY & RESOURCES SCRUTINY COMMITTEE

19.07.2018

STRATEGIC EQUALITY PLAN ANNUAL REPORT 2017-18

Purpose: To report on the implementation of the Council's Strategic Equality Plan and Equality Objectives

To consider and comment on the following issues:

To consider, comment and approve the Strategic Equality Plan Annual Report for 2017-18

Reasons:

To formulate views for submission to the Executive Board

The Equality Act 2010 brings together and replaces the previous legislation and simplifies and strengthens the law, making it easier for people to understand and comply with. The majority of the Act came into force on 1 October 2010.

Annual reporting is one of the prime opportunities for review, monitoring and reflection and for an authority to capture its ongoing activity around meeting the general and specific duties. This includes any reflection on whether its arrangements and actions are effective and remain appropriate. Annual reports will assist authorities in monitoring their own work, as well as providing transparency for stakeholders.

Annual reports must include the specified employment information, including information on training and pay. The Workforce Information Report is prepared by the People Management division.

To be referred to the Executive Board for decision: YES

- EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr. Cefin Campbell (Communities and Rural Affairs)

Directorate		
Chief Executive's	Designations:	Tel No / E-Mail Addresses:
Name of Head of Service:	Director of Regeneration & Policy	01267 224848
Wendy Walters		WSWalters@carmarthenshire.gov.uk
Report Author:	Policy & Partnership Officer	01267 224914
Llinos Evans		LlinEvans@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
19.07.2018**

Strategic Equality Plan Annual Report 2017-18

1. BRIEF SUMMARY OF PURPOSE OF REPORT

The Equality Act 2010 includes a public sector equality duty, replacing the separate duties on race, disability and gender equality.

The new general duty covers the following protected characteristics:

- Age
- Gender reassignment
- Sex
- Race – including ethnic or national origin, colour or nationality
- Religion and belief – including lack of belief
- Disability
- Marriage and Civil Partnership
- Pregnancy and maternity
- Sexual Orientation

The aim of the general duty is to ensure that public authorities and those carrying out a public function consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities.

Public bodies are required to have due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

2. OTHER OPTIONS AVAILABLE AND THEIR PROS AND CONS

Annual Reporting as a Specific Duty

The Wales specific equality duties set out the requirement to report annually under the heading *Reports by authorities on compliance with the general duty*. This is a useful reminder that the essential purpose of the specific duties is to help authorities to have better due regard to the need to achieve the 3 aims of the General Duty. The Regulations invite authorities to produce an annual report covering *any matter* that is relevant to the authority fulfilling the general and specific equality duties.

DETAILED REPORT ATTACHED?	YES
	<p>Strategic Equality Plan Annual Report 2017-18</p> <p>Appendix 1: Objectives & Action Plan 2017-18</p>

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **W S Walters** Director of Regeneration & Policy

Policy, Crime & Disorder and Equalities YES	Legal YES	Finance NONE	ICT NONE	Risk Management Issues NONE	Staffing Implications YES	Physical Assets NONE
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1. Policy, Crime & Disorder and Equalities - The development and publication of a Strategic Equality Plan is a Statutory responsibility. Equality and Diversity issues are considered alongside the Well-being of Future Generations Act responsibilities.

2. Legal - There are legal obligations to non-compliance with the Equality Act 2010.

6. Staffing Implications - The publication of a Workforce monitoring report is a statutory duty. This report is published separately, due to its detailed nature.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below
Signed: **W S Walters** Director of Regeneration & Policy

1. Scrutiny Committee – 19 July 2018

2. Local Member(s) - N/A

3. Community / Town Council – N/A

4. Relevant Partners - A variety of organisations and individuals have been consulted with to collect data and opinions.

5. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Equality and Human Rights Commission Guidance for the Public Sector in Wales	-	http://www.equalityhumanrights.com/wales/publications/guidance-on-the-equality-duty-for-the-welsh-public-sector/ or through Llinos Evans (LlinEvans@carmarthenshire.gov.uk / 01267 224914)
Carmarthenshire County Council's Strategic Equality Plan 2016-20	-	http://www.carmarthenshire.gov.uk/english/council/pages/equalitydiversity.aspx or through Llinos Evans (LlinEvans@carmarthenshire.gov.uk / 01267 224914)

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Strategic Equality Plan

Annual Report 2017-18

If you require this information in large print, Braille, on audio tape or disk, please contact the

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Strategic Equality Plan Annual Report 2017-18

We are pleased to present Carmarthenshire County Council's Annual Report for 2017-18 detailing the implementation of our Strategic Equality Plan and our Strategic Equality Objectives. This report outlines our key responsibilities under the Equality Act 2010 and further detail regarding the implementation of our Strategic Objectives can be found in Appendix 1.

During the year, the Equalities portfolio has been allocated to Cllr Cefin Campbell, as the Executive Board Member for Communities and Rural Affairs, therefore this report is presented by both Executive Board Members.

Strategic Equality Plans (SEPs) are important documents that set out how public bodies will consider the needs of groups with 'protected characteristics', as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation.

As a key employer in the county, we have made the transition from the Disability Two Ticks Scheme to being a Disability Confident Employer. **As a Disability Confident Employer we:**

- have undertaken and successfully completed the Disability Confident self-assessment
- are taking all of the core actions to be a Disability Confident employer
- are offering at least one activity to get the right people for our business and at least one activity to keep and develop our people.

As an Executive Board, we have a dedicated Disability Champion, which is Cllr. Jane Tremlett. During the year we have continued to develop the **Carmarthenshire Disability Partnership**, with members of the Carmarthenshire Disability Coalition for Action. Our aim is to discuss key issues and ensure that the Coalition are involved at the early stages of service planning and delivery and that we as an Authority support the group to develop further expertise and knowledge. I look forward to seeing this partnership develop further in the future.

We continue to host a **Community Cohesion Co-ordinator** who co-ordinates the Community Cohesion National Delivery Plan. We also continue to host **Equality Carmarthenshire** as a group of organisations who represent the protected characteristics and a range of public service providers.

To end, we want to report on arrangements for consulting on the **Council's budget**. It is well known that budget pressures are intensifying. I am firmly committed to making sure that, as far as is possible, budget reductions are fair to all groups. In view of this, arrangements were put in place to consult widely, including with the 50+ Forum and others on which Council services were considered most important. Later in the process, a **budget consultation survey** was developed and all sectors of the community were encouraged to take part. This included representatives of

Equality Carmarthenshire. The survey asked people demographic profiling questions, meaning that the views of people from different groups could be understood separately. In summary, this activity helped ensure fairness was integral to the Council's budget decisions.

Naturally, our legal duties are central to all planning and delivery of services, and our workforce has a key role to play in promoting diversity and addressing unfairness.

As a local authority, we recognise that there is more work to be done and we look forward to developing partnerships with our communities and with the protected groups in order to learn more.

**Councillor Linda Evans & Councillor Cefin Campbell
Executive Board Members (Equalities)**

Section 1 - Introduction

1.1 Introduction and background

Public Sector Equality Duties

The General Duty

The aim of the General Duty is to ensure that public authorities and those who carry out a public function consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities.

Public bodies are required to have due regard to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
3. Foster good relations between people who share a protected characteristic and those who do not.

Specific duties in Wales

The Equality Act 2010 made provision for Welsh Ministers to be able to make regulations that place specific public sector equality duties on relevant Welsh public authorities listed in Part 2 of Schedule 19 of the Act.

The duties have been developed to be proportionate in design, relevant to need, transparent in approach and tailored to guide relevant Welsh public authorities towards better performance of the general duty. The ambition is to better meet the needs of the citizens of Wales relying on the services provided to them by the public sector.

The Specific Duties in Wales are set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and came into force on 6 April 2011 and note that the listed bodies will undertake and develop the following requirements:

- Objectives
- Strategic Equality Plans
- Engagement
- Assessing Impact
- Equality information
- Employment information
- Pay differences
- Staff training
- Procurement
- Annual reporting (by Public Authorities and Welsh Ministers)

- Publishing
- Review
- Accessibility

Carmarthenshire County Council

Carmarthenshire County Council published its second Strategic Equality Plan in April 2016 and this review bought an opportunity to look at what has been achieved and to look anew at our priorities as a Council.

Our complaints and compliments procedure is also key to ensuring better services. We will ensure that any complaint, compliment or comment regarding equality is recorded as those relating to equality and we will monitor the situation and report on progress in dealing with them. We intend to strengthen these links and we will ensure that communities, key stakeholders and individuals / groups that represent one or more of the protected characteristics are aware of our procedure.

The Policy and Partnerships team works closely with the People Management Division and all council departments to promote the Strategic Equality Plan and to continue to gather evidence which will contribute to the work. The team also works closely with stakeholders over the county, and meet regularly with groups such as the Carmarthenshire Disability Partnership and Equality Carmarthenshire.

Well-being objectives 2017 - 18

Following consultation, Carmarthenshire County Council drafted a set of Well-being/Improvement Objectives. These were approved at County Council on 8 March 2017. We usually publish our Improvement Objectives with evidence including, but by no means limited to, performance indicators and targets in order to monitor their delivery. However, this year we have incorporated our Improvement Objectives into our new Well-being Objectives Plan.

They were reconfirmed following the local elections in 2017 and detailed Action Plans are in place to support each Improvement/Well-being Objective. These will be monitored and reported on through our Performance Management Framework. The Annual Report for 2018 – 19 will show the progress we have made in meeting these Objectives.

The following table shows the Carmarthenshire County Council Well-being Objectives and their contribution to the 7 National Well-being goals. Further details regarding the direct contribution towards the 'More Equal' and 'Cohesive Communities' goals can be seen through the detailed planning documents on the Council's corporate website.

Carmarthenshire's 2017/18 Well-being Objectives / KIOPs			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Continue to Improve learner attainment for all	✓	✓		✓		✓	✓
	4	Reduce the number of young adults that are Not in Education, Employment or Training	✓		✓	✓	✓		
Live Well	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
	6	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓		
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
Age Well	9	Support good connections with friends, family and safer communities			✓	✓	✓		
	10	Support the growing numbers of older people to maintain dignity and independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓		✓	✓	✓	✓	
In a Healthy Safe Environment	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		

	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
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1.2 Any other information relevant to meeting the duties

Our role as an Employer

Time to Change Wales

Time to Change Wales is the first national campaign to end the stigma and discrimination faced by people with mental health problems. The campaign is needed because although mental health problems are very common, it can still be a taboo subject. People who experience mental illness often face stigma and discrimination in the workplace, socially and within families. This can make life with a mental health problem more difficult than the symptoms themselves. The aim is to improve knowledge and understanding about mental illness and, most importantly of all, get people talking about mental health.

The Employee Well-being Team lead on our corporate commitment to the national campaign and have hosted various awareness campaigns such as the 'Time to Talk Day' and the Pledge Cards with the Chief Executive and Elected Members.

Domestic Abuse and Sexual Violence Policy

The Council recognises that its employees, men or women, will be amongst those affected by domestic abuse and sexual violence, either as victims/survivors of domestic abuse and/or sexual violence; friends, family or colleagues of victims/survivors; or perpetrators of domestic abuse and/or sexual violence. We have prepared and published a Domestic Abuse and Sexual Violence Policy, which is available to view in the HR Policies and Guidance Section of the intranet, or via line managers, Trade Union Representatives or the Occupational Health Unit. Carmarthenshire County Council is committed to ensuring that any member of staff disclosing domestic abuse and/or sexual violence will be listened to and supported.

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 is a landmark law, the first of its kind in the UK. One of the key mechanisms for delivering the Act in Wales is to ensure that everyone working in Welsh Public Service is aware the nature and impact on those affected by this whatever their gender.

The Learning and Development team have ensured access to the mandatory Welsh Government e-learning module on Violence Against Women, Domestic Abuse and Sexual Violence for all staff. This e-learning provides awareness of the issues and importantly provides an understanding about how staff might help in tackling them.

The Corporate Management Team are committed to ensuring that every part of our workforce has the opportunity to receive the awareness training with alternative arrangements being made available for those who cannot access e-learning. Additional training was also provided for those undertaking professional/specialist roles.

Our role as a provider of services

Wales Interpretation and Translation Service

The authority is a partner in the Welsh Interpretation and Translation Service (WITS). This body acts as a “one-stop-shop” designed to improve access to public services for vulnerable people whose first language may not be English or Welsh. WITS provides the Authority with access to trained, accredited, fully security vetted translators and interpreters covering approximately 135 languages.

Inequalities in Education

All schools are required to publish **Equality Objectives** and a **Strategic Equality Plan** that records how the school is responding to equality issues. The purpose of the objectives and plan is to enable the delivery of measurable equality outcomes which improve the lives of individuals and communities.

Carmarthenshire Minority Ethnic Achievement Service (MEAS)

This year we have seen only a small rise in our English/Welsh as an Additional Language (EAL/WAL) population. We currently have in excess of 1,200 EAL learners on our register and support 400+ A-C Stage learners in 40 schools throughout Carmarthenshire. This year we have been able to increase our support in Welsh medium schools.

The MEAS team currently consists of 4 EAL Specialist Teachers, 2 Polish Bilingual TAs and 3 Arabic Bilingual TAs who work with refugee children and their families.

Carmarthenshire Traveller Achievement Service

This year the service has been able to support 6 secondary schools and 7 primary schools. We currently have 171 children on our register, not all of whom are currently receiving support.

There has been an overall improvement with attendance from Traveller children over the past year. This has impacted slightly on improving their attainment levels in primary schools.

Housing Related Support Service

Housing Services have developed a new Housing support service for people over the age of 55 and people with dementia irrelevant of age. This will be across tenure (private or public) and be given where the need for housing related support has been identified.

If someone has housing support needs they will receive support irrelevant of whether they are a Carmarthenshire County Council tenant or not. This will be a much fairer service, extending to those who are home owners or private tenants. The service will be a floating support service for Older People which will provide housing related support to enable people to develop the skills and confidence needed to live independently in their own homes.

Our role as a Community Leader

Syrian Resettlement Programme in Carmarthenshire

To date, Carmarthenshire has welcomed 20 families, with a total of 87 people, under the Syrian resettlement scheme, as follows:

Llanelli	7 families
Ammanford	1 family
Llandeilo	1 family
Pontyberem	2 families
Kidwelly	2 families
Carmarthen	6 families
Garnant	1 family

All school-age children are attending school, except one who is waiting for a specialist placement. All adults are attending English classes. As well as individual support, we also hold family information sessions around every two months. Relevant agencies come to speak to the families together, with interpretation available throughout the event. The focus for the next event will be on preparation for Universal Credit, and routes into employment.

One family has moved out of Carmarthenshire to take up employment. Their home is to be re-let to another family arriving this month.

Projected number to arrive in 2018/19 is 12 families (approximately 55 people). Earlier this year the Home Office consulted on what the resettlement programme should look like after March 2021. We will continue to monitor this; however, there are signals that the intention is to continue to carry out resettlement on a planned basis. It is also likely that separate schemes will be combined for simplicity. Syrian refugees would then be in same position as refugees from other Middle Eastern countries, Afghanistan, Eritrea and Sudan.

We have a multi-agency task group which meets every two months, to ensure that all relevant agencies are working together to deliver the scheme effectively.

Membership includes Housing, Education / Children's Services, Communities First, Hywel Dda University Health Board, Dyfed Powys Police, Department for Work and Pensions, Coleg Sir Gâr, Carmarthenshire Association of Voluntary Services, Ethnic Youth Support Team. This group is chaired by the Executive Board Member for Housing.

Carmarthenshire has set up and delivered an effective support system for the Syrian families, and is well-placed to meet our commitment of receiving 60 families within five years. We have compensated for a lack of experience in this area of work by bringing all the relevant agencies together, and a willingness to learn from others. Our success to date has been recognised by mentions in recent reports by Welsh Government and the British Academy.

Community Cohesion

A Regional Community Cohesion Co-ordinator has continued to be funded by Welsh Government from the Community Cohesion Fund to work with Carmarthenshire, Ceredigion, Powys and Pembrokeshire County Councils.

The Co-ordinator facilitates the regional implementation of the Community Cohesion National Delivery Plan and creates numerous links with organisations working across the region. During the year we have been able to access learning and development opportunities, focusing on Hate Crime awareness and also supporting the resettlement programme for the county.

Equality Carmarthenshire is a group of organisations who represent the protected characteristics of the Equalities Act and local service providers.

During the year, Equality Carmarthenshire has continued to build on its network and its information sharing between organisations. There has also been work to develop an annual calendar of activities to coincide with various diversity celebration days.

Equality Carmarthenshire has also circulated and contributed to several consultations during the year, including the Hywel Dda University Health Board consultations on Transforming Mental Health Services and Transforming Clinical Services Engagement.

Carmarthenshire Disability Coalition and Partnership

The Council continues to support the work of the Coalition and benefits from its feedback and advice. For instance, work has been undertaken to improve the accessibility of information, this includes work to ensure that the Council's website is fully accessible to screen reader software, electronic documents are now published in single language versions and improvements have been made to the format of printed letters to help accessibility.

Relationships between the Council and the Coalition have been enhanced through bi-monthly meetings of the Carmarthenshire Disability Partnership, chaired by the Executive Board Member for Disabilities, Cllr Jane Tremlett.

Pride Cymru, Cardiff

Carmarthenshire were represented as part of the Proud Councils stand, a network of 10 councils across South Wales, including Rhondda Cynon Taf, Merthyr, Cardiff, Caerphilly, Swansea, Newport, Torfaen and the Vale of Glamorgan. Proud Councils has committed to promote equalities in public services and remove the barriers faced by LGBT people.

During the event, visitors were asked for feedback to help improve council services now and in the future. Members of the LGBT community were asked to describe the main barriers they faced when accessing public services, what LGBT focused activities and services they'd like to see in their communities, and how councils could encourage more involvement from the LGBT community to help shape local services.

The survey also asked about people's experience of hate crime, how they reported it or what prevented them from reporting it.

Those who responded to the survey would like to see more support groups as well as gender neutral toilets. They also called for more support in the form of community groups, events to help raise public awareness, and more education in schools. Many cited that fear of criticism or judgement was another issue they face.

Section 2 - Identifying, collecting and using relevant information

2.1 Our communities

Statistical background

Carmarthenshire has an estimated population of 184,681 and a population density (population count/area in sq km) of 78 people per square km. The County is very diverse and rural. It consists of 58 Electoral Wards with 74 Elected Members. Demographic Profiles have been produced of each of the Electoral Wards and for the County which provides a picture of life in the individual communities as well as valuable local information. The profiles will give you information such as:

- Population Statistics
- Population density
- Birth and Death rate
- 2011 Census Data
- Housing Information

The Ward Profiles can be accessed through the Council's corporate website.

Statistical information provides us with a useful baseline of information; however, the Census results do not provide information on all protected characteristics.

As a local authority, we are able to access a wealth of data. Our key aim during the preparation of the evidence report was to identify data to support the General Duty in:

1. Eliminating unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. Advancing equality of opportunity between people who share a relevant protected characteristic and those who do not
3. Fostering good relations between people who share a protected characteristic and those who do not.

2.2 Our staff

Carmarthenshire County Council has been collecting employment data for a number of years, on the groups required at the time. Our Workplace Profile Report can be viewed on our corporate website. Following the publication of the Equality Act 2010 and the Specific Duties for Wales 2011, the People Management division have been working to update our recruitment monitoring forms and our Resource Link software, in order to collect the new data on the wider protected characteristics. This is a continuous process.

Section 3 – Equality Impact Assessments

Equality Impact Assessments

Equality Impact Assessments are a key element of the Strategic Equality Plan and objectives and are integral to all budgetary, policy and strategy decisions. Heads of Service and Budget Managers are required to complete an assessment of all policy decisions as part of the Priority Based Budgeting decisions and all assessments. It is also key that assessments are undertaken as part of all policy and strategy developments and that the Organisational Change template is completed when there are HR considerations.

During the year, the Policy and Partnership Team have been leading on the preparation of a draft Integrated Assessment. This is due to the fact that the Council has a statutory requirement to complete impact assessments under a number of new and existing legislation.

These requirements are legal obligations for the Council and failure to meet these duties may result in the Council being exposed to legal challenge.

This integrated assessment incorporates the requirements of the following Acts into one Impact Assessment:

- Well-being of Future Generations (Wales) Act 2015
- Public Sector Equality Duty and the Equality Act 2010
- Welsh Language Measure 2011 and Welsh Language Standards
- United Nations Convention on the Rights of the Child (UNCRC) & Rights of Children and Young Persons (Wales) Measure 2011
- Environment (Wales) Act 2016 – Biodiversity and Resilience of Ecosystems Duty

Section 4 – Training

The Council's Learning and Development Team prepare an annual Learning & Development Plan which outlines all the training and development opportunities available - including Equality and Diversity opportunities. Line Managers are required to discuss learning and development opportunities as part of staff appraisal and ensure that staff have opportunities to develop professionally. All new members of staff are required to complete “Engaging Diversity”, an on-line learning module within six months of appointment. All Managers and Senior Managers are required to attend the Behavioural Standards in the Workplace training and, if involved in recruitment activities, Recruitment and Selection Training.

Section 5 – Procurement arrangements

Procurement arrangements

The Policy and Partnership Team work closely with the Procurement Unit to ensure compliance. One of the key documents is the Supplier Qualification Information Database (SQuID). This Information is a template provided by the Value Wales Division of the Welsh Government.

The SQuID has been designed to simplify and standardise the selection stage of procurement whilst improving transparency. This approach also makes it easier for small businesses to tender for public sector contracts. Information in relation to Equalities is included in the SQuID documents and all potential suppliers must complete the section. The SQuID template specifically asks prospective suppliers for information in relation to any findings of unlawful discrimination by an Employment Tribunal, an Employee Appeal Tribunal, or any other court and/or any complaints upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or comparable body in any jurisdiction other than the UK) on grounds of alleged unlawful discrimination. The guidance clearly notes that any prospective suppliers, who hold any findings against them, will not be selected to tender, unless they have provided adequate evidence that they have taken appropriate action to stop it happening again.

Section 6 – Contact details

For further information on Carmarthenshire County Council's Strategic Equality Plan, please contact:

Policy and Partnership Team
County Hall
Carmarthen
SA31 1JP

01267 224914

equalities@carmarthenshire.gov.uk

You can also contact Carmarthenshire Direct by text

0789 2345678

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Appendix 1: Our Objectives and Action Plan 2017-18

<p>Our role as an Employer: We are the county’s largest employer and have a workforce exceeding 8,000 (including school based staff). We are committed to ensuring equality within our workforce and we want to be an exemplar of good practice to other employers.</p>	
<p>Equality Objective: Attract and retain the very best workforce</p>	
<p>Action</p>	<p>Status and update</p>
<p>Attract and retain talent by positively encouraging applicants and employees from underrepresented groups to apply for jobs and career progression opportunities within our organisation.</p>	<p>CCC publicises a positive action strapline within all recruitment advertisements and if posts are under-represented encourages applicants to apply. All external adverts are publicised on our accessible corporate website and applicants can apply online or via hard copy application and request if required. Signposting advertisements are placed in specialist press or participate at recruitment events to attract applicants. As a Disability confident employer we are committed to the obligations to supporting applicants with disabilities through the recruitment process.</p>

Appendix 1: Our Objectives and Action Plan 2017-18

Regularly review our recruitment training to ensure recruiting managers and support staff involved in the recruitment process are up to date in our corporate procedures and apply fairness and equality at all stages of the process

Training being run monthly. E-Learning package recently re-designed as a referral for managers on process/equality.



Course Flyer RS Skills bi lingual.doc

Develop an overarching behaviour statement aligned to our newly developed core values to ensure employees and managers appreciate and understand the Equality Duty and how it relates to their role in our organisation

Research and consultation was undertaken to develop a set of core behaviours to support leadership and management and underpin the Council’s revised Core Values.

CMT received an update on progress and were supportive of the core behaviours requiring that they be developed and integrated as part of the People Strategy.

Further work has been undertaken to apply the behaviours through learning and development interventions and to support the delivery of the model.

The ‘Lead’ Work stream (People Strategy Group) will support this work, ensure ongoing engagement and will monitor its progress as part of the agreed priorities for the People Strategy.

Appendix 1: Our Objectives and Action Plan 2017-18

<p>Develop an online Corporate Welcome module and review departmental induction procedures to ensure new employees are welcomed and understand their equality and diversity responsibilities, core values and behavioural standards</p>	<p>New on-line Induction module is available and work is on-going to integrate it to the recruitment process. The module includes information on E&D and behavioural standards. The Core Values are a key part of the module, including staff talking about what the values mean to them.</p>
<p>Develop employment policies and promote initiatives that support our employees through periods of organisational change, work related or personal challenge e.g. Stress management, mental health awareness, domestic abuse and sexual violence support</p>	<p>CCC has adopted a Restructure policy to advise and support managers on a clear and transparent process for managing organisational change and to support employees through the restructure process.</p>
<p>Provide the framework for managers to develop a positive working environment to support regular attendance, advise managers and monitor consistency, e.g. reasonable adjustments for a disability, flexible working for caring responsibilities, time off for religious observance</p>	<p>CCC has a broad HR policy framework in place to support and advise managers and employees including Sickness Absence policy, Disability Information & Reasonable Adjustments guidance, Flexible Working policy, Time Off policy, Career Break policy, Supporting LGBT Staff in the Workplace guide, Supporting Maternity/Adoption Returners guide, Religion & Belief guide, Behavioural Standards in the Workplace guide</p>
<p>Develop an integrated programme of Welsh Language development for our employees</p>	<p>L&D Advisor Welsh Language is supporting the development of the Welsh Language Plan / Strategy which has been separated into three areas:</p> <ul style="list-style-type: none"> • To support recruitment of new staff • Develop the current workforce • Embed language into the organisational culture <p>Key documents/information have been made available</p>

	<p>including 1) Welsh Learning Agreement to achieve the desired level for an employee’s job role. 2) A guide to summarise the different pathways & methods available to reach various levels. 3) Update L&D Web Page For Welsh Language. 4) Marketing posters created for the 10 hour online course, & Welsh for everyone.</p> <p>Analysis of skills profile with appropriate interventions & corporate support to get employees from Level 0 to Level 1 via online learning & alternative learning methods commenced</p>
<p>Use the Work Ready Project (apprenticeships, graduate, work experience, work placements, volunteering) to attract and retain underrepresented groups, e.g. Young people, people with disabilities, and monitor outcomes</p>	<p>Recruitment has begun for a new tranche of Apprentices and Graduate, broadening the range of opportunities provided. Access to Work Experience continues to be popular, with the on-line application form increasing participation</p>

Appendix 1: Our Objectives and Action Plan 2017-18

<p>Our role as an Employer: We are the county’s largest employer and have a workforce exceeding 8,000 (including school based staff). We are committed to ensuring equality within our workforce and we want to be an exemplar of good practice to other employers.</p>	
<p>Equality Objective: We will work to improve employment monitoring data held by the local authority and ensure pay differentials are identified and acted upon</p>	
<p>Action</p>	<p>Status and update</p>
<p>Maintain our targeted campaign to encourage employees to voluntary declare equality monitoring information to reduce data gaps and better understand the composition of our workforce</p>	<p>CCC continues to encourage recruitment applicants as part of the recruitment process and employees via Resource link self-service facility to voluntary declare equality monitoring information. This information is used to inform the Annual Workforce information Report and Corporate/Departmental Workforce Reports to inform Departmental workforce planning process.</p>
<p>Support the provision of workforce data to schools to enable each to fulfil its statutory responsibility for annual strategic equality reporting</p>	<p>CCC continues to respond to requests from schools for employment and equality data relating to employees locally employed by the respective school to inform individual school workforce and equality planning.</p>
<p>Review our learning and development application and approval process to ensure consistent and fair access</p>	<p>Enhancements to the new Intranet site will allow employee applicants to complete and submit training requests online. The improved process will digitalise the processing of applications, from initial request to Manager approval, or reasons for rejection. The application processing stages will allow the Learning and Development Team to monitor the flow of information, allowing the organisation to monitor any adverse impacts on any of the protected characteristics. This will include those applications for training that have been rejected. The Digital Transformation</p>

Appendix 1: Our Objectives and Action Plan 2017-18

	Projects [Prioritisation 18-19] approved the enhancements to the application process that will enable the organisation to fully report on training applications by March 2019.
Undertake an annual Equal Pay audit to identify and understand our actual pay gaps and/or pay discrepancies and develop actions for improvement	CCC undertakes and publishes an annual Equal Pay Audit, investigates any pay gaps and/or pay anomalies and develops actions for improvement.
Apply the Gender Employment and Pay Analysis (GEPA) method to our workforce information and pay data to identify any potential employment disparities and develop actions for improvement	CCC applies to GEPA method to analyse workforce information and pay data to inform the annual workforce information report, Corporate and departmental workforce people management data reports to identify trends and areas requiring further investigation. This is to support the development of corporate and departmental workforce planning.
Utilise our workforce information to inform succession and workforce planning and develop business objectives that support equality improvement	CCC utilises workforce information within the annual workforce information report, corporate and departmental people management reports to support departmental workforce planning process.
Continue to advise and support business units during service reconfiguration to ensure workforce impact is assessed appropriately	The People Services and Equality teams continues to advise and support service managers during periods of organisational change in line with the Restructure policy including undertaking equality impact assessments.
Utilise feedback from external accreditations such as Investors in People to inform future equality and diversity priorities	Investors in People (IiP) review is in progress with the report due in June 2018. Results will be fed back to the People Strategy Board to integrate actions into the priorities of the workstreams (lead, support, engage).

Appendix 1: Our Objectives and Action Plan 2017-18

<p>Undertake an audit of the Language Skills of our employees</p>	<p>The Council adopted a Welsh Language Skills Strategy in January 2016 with it being very timely due to having to comply with the Welsh Language Standards on 30 March 2016. One of the actions of the Strategy was to update the language audit of the workforce and it coincides with Standard 127 which places a responsibility on the Council ‘to assess the Welsh language skills of your employees’. As staff follow training and move along the continuum, the record is updated and when appointing, the individual records are placed on our Human Resource software. Further details regarding the audit can be found in the Annual Report in relation to the Welsh Language 2017-18, on our corporate website.</p>
<p>Evaluate and review our equality objectives to ensure they support continued improvement and report annually</p>	<p>The annual report is an opportunity to evaluate and review our work in reaching our Objectives. Further discussion is needed during 2018-19 to ensure that the annual reports for the Well-being Objectives and the Equality Objectives support / tie-in with each other, in order to reflect the wider equality work.</p>

Appendix 1: Our Objectives and Action Plan 2017-18

<p>Our role as a service provider: We provide around 300 different services to local people, which are as diverse as providing the local education service, refuse collection, caring for vulnerable older people or children, providing leisure facilities, maintaining highways and as landlord for 9000 council homes. We wish to ensure that all of our services are provided in accordance with the commitments contained in this Strategic Equality Plan.</p>	
<p>Equality Objective: We will continue to work to remove the barriers to accessing Council services and give due regard to all groups when making decisions</p>	
<p>Action:</p>	<p>Status and update</p>
<p>Continue to implement accessibility improvements to the CCC website</p>	<p>The Marketing and Media team are leading on the accessibility improvements to the website. The default position is that single language documents are now used. Modern.gov has been adapted so that pages are now viewable in HTML format.</p>
<p>Continue to roll out staff awareness training, including through on-line provision</p>	<p>On-line awareness training is on-going and completion is monitored as part of the HR Business Partner Data set.</p>
<p>Encourage public feedback on accessibility issues</p>	<p>The Executive Board Disability Champion has established a Carmarthenshire Disability Partnership, which meets regularly with members of the Disability Coalition. Members have prepared a rolling action plan, which identifies key issues such as accessible information, parking and design access statements.</p>
<p>Continue to make sure equality impact assessments (EIAs) are embedded within the decision making process and as part of responsibilities under the Well-being of Future Generations Act</p>	<p>During the year, the Policy and Partnership Team have been leading on the preparation of an Integrated Assessment. This is due to the fact that the Council has a</p>

Appendix 1: Our Objectives and Action Plan 2017-18

	statutory requirement to complete impact assessments under a number of new and existing legislation.
Support the EIA process by developing a series of community profiles, showing key facts for specified demographic groups	The ward profiles have been prepared and are updated regularly in light of any new data / local information. They are available on the corporate website and have been provided to all Elected Members.
Monitor complaints which have an equality dimension as a means of triggering service improvement	All complaints received are logged and monitored through an information management system, which includes a category to monitor any complaints in relation to Equality & Diversity.
Ensure all contracting arrangements (including review) include appropriate stipulations under the 2010 Equality Act	The Procurement Unit regularly update the information which is included in all contracting arrangements
Support key engagement mechanisms, including Equality Carmarthenshire, the Disability Coalition, the 50+ Forum and Youth Council	The Policy and Partnership Team / Strategic Development Team continue to support these key engagement mechanisms.
Develop a pilot project on countryside access path improvement at Pembrey Country Park, in collaboration with the Disability Coalition	The Senior Outdoor Recreation Manager was invited to the Carmarthenshire Disability Partnership to discuss key issues, in November 2017. Staff awareness was highlighted as a key area where the Partnership could support the Park.

Appendix 1: Our Objectives and Action Plan 2017-18

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<p>Our role as a service provider: We provide around 300 different services to local people, which are as diverse as providing the local education service, refuse collection, caring for vulnerable older people or children, providing leisure facilities, maintaining highways and as landlord for 9000 council homes. We wish to ensure that all of our services are provided in accordance with the commitments contained in this Strategic Equality Plan.</p>	
<p>Equality Objective: Help maximise the potential of people, through the education system and by supporting the growth of the local economy</p>	
<p>Action</p>	<p>Status and update</p>
<p>To develop a knowledge economy and innovation through the Workways+ Project identified in the County Wide Employment & Skills Plan to increase the employability of Economically Inactive and Long Term Unemployed people aged 25 and over, who have complex barriers to employment</p>	<p>The Workways+ project engages with participants who are either long term unemployed or economically inactive. The project supports participants by providing one to one mentoring, tailored job search, volunteer placements, qualifications and funding for subsidised jobs.</p>
<p>We will increase % of pupils eligible for Free School Meals who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics</p>	<p>The Authority has worked collaboratively through a Task and Finish Review in support of ‘Narrowing the Attainment Gap for Learners eligible for free school meals.’ This extensive piece of work produced an informative and practical document for use as a valuable resource across our schools. Its key messages include:</p> <ul style="list-style-type: none"> • Carmarthenshire schools place much emphasis on raising standards and achievement for eFSM learners through a range of early interventions and enhanced curriculum opportunities. This work has secured enriched experiences and improved outcomes. • Our schools are able to evidence numerous elements of ‘good practice initiatives’ (as presented to

Appendix 1: Our Objectives and Action Plan 2017-18

	<p>the Task and Finish Group) which are effective in reducing the impact of poverty on eFSM learners’ engagement and potential.</p> <ul style="list-style-type: none"> Analyses of performance data over time demonstrates that standards continue to rise at the end of all key stages for e-FSM learners. Effective school leadership and working in partnership are central to tackling this issue in a sustainable manner.
<p>We will deliver literacy, numeracy and English for speakers of other languages (ESOL) courses for Carmarthenshire residents and in-comers to the County</p>	<p>A full and continuing programme of literacy, numeracy and ESOL classes were offered at centres in Llanelli, Ammanford and Carmarthen and enrolments in these classes has been good.</p>
<p>We will support schools, in tandem with ERW, to further improve outcomes for all pupils but with a particular emphasis on raising the achievements of pupils entitled to free school meals and looked after children</p>	<p>We continued to hold all schools and ERW to account for further improving standards and outcomes for learners, intervening in schools where performance is not satisfactory. We undertook Core Visits for evaluation of school performance outcomes and undertaking of National Categorisation and review Teaching and Learning provision. The LA Scrutiny Panel has continued its valuable work through inviting a range of schools across all phases to present an overview of their progress, success and areas of concern to the Panel. The ongoing monitoring and scrutiny of our `Schools Causing</p>

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	Concern' has continued to be challenged and supported.
We will fully implement the Vulnerability Assessment Profile in all Secondary Schools for Years 7-11 to ensure early identification of all young people who may become NEET	The identified elements of the Youth Engagement and Progression Framework have been delivered in-county.
We will ensure a new Vulnerable Young Peoples panel be put in place to co-ordinate support for vulnerable young people in Key Stage 4	Vulnerability Assessment Profile (VAP) meetings are now taking place on a termly basis in all Carmarthenshire Secondary Schools. These meetings identify young people at risk of becoming NEET and enable extra support to be provided for them, in some cases via the Cynnydd European Social Fund bid.
We shall further develop the family engagement programme to support families to engage in education	The Education Welfare Service continued to deliver a range of programmes for families particularly engaging with more hard to reach, vulnerable families. The Family Learning Signature (FLS) continues to be supported through some schools in Llanelli, with families engaging in their child`s learning. There was positive feedback from families reporting that they feel more able to support their child`s attendance
We will continue to advance the objectives of the Welsh in Education Strategic Plan	The Welsh in Education Strategic Plan 2017-2020 has been reviewed during the last 12 months in line with the most recent Welsh Government guidance. This will allow us to further promote and increase bilingual education in the County.

Appendix 1: Our Objectives and Action Plan 2017-18

<p>Our role as a community leader: We wish to promote tolerance and understanding and to help build a cohesive and united community within Carmarthenshire. We will promote the principles of equality and diversity as set out in this Strategic Equality Plan through our working with partners and community organizations throughout the county.</p>	
<p>Equality Objective: Support cohesive communities by promoting community and civic engagement</p>	
<p>Action</p>	<p>Status and update</p>
<p>Support the implementation of the Community Cohesion National Delivery Plan</p>	<p>The Regional Community Cohesion Co-ordinator sits on the Fair and Safe Communities Thematic Group. The Co-ordinator submitted written observations to a Fair and Safe Communities Work Shop. The Co-ordinator also sits on community safety partnerships and strategic equality groups across Ceredigion, Pembrokeshire and Powys. The Co-ordinator contributed a section on community cohesion to the Divisional Business Plan.</p>
<p>Conduct and support awareness raising and signposting of Hate Crime victims to report and support services.</p>	<p>The Policy and Partnership Team are members of the Dyfed Powys Hate Crime Forum, which is facilitated by Dyfed Powys Police. During Hate Crime Awareness week the forum focussed its activity around raising awareness within our communities as to what a Hate Crime or Incident is and also, how the same can be reported.</p>
<p>Deliver the Syrian Resettlement Programme. Support communities through changes due to immigration</p>	<p>The Co-ordinator attended and contributed to meetings of the Syrian Refugee Task Groups in Carmarthenshire, Powys and Ceredigion and Panel in Pembrokeshire. The Co-ordinator represented the region at a meeting of the</p>

Appendix 1: Our Objectives and Action Plan 2017-18

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	<p>Wales Strategic Migration Partnership Local Authority Delivery Group. Information sheets for professionals, volunteers and refugees were produced in Carmarthenshire for the Syrian Refugee Programme.</p>
<p>Fostering of Good Relations. Support the building of resilient and cohesive communities</p>	<p>The Co-ordinator attended meetings of Carmarthenshire Fair and Safe Communities Thematic Group,</p>
<p>Engage with and support community groups that represent the Protected Characteristics.</p>	<p>Pembrokeshire Community Safety Partnership and Powys Community Safety Partnership. The Co-ordinator continues to meet with organisations such as Bawso (a specialist support provider for Black and Minority Ethnic Communities) regarding training and crime stoppers regarding the Fearless Project for young people.</p>

Appendix 1: Our Objectives and Action Plan 2017-18

<p>Our role as a community leader: We wish to promote tolerance and understanding and to help build a cohesive and united community within Carmarthenshire. We will promote the principles of equality and diversity as set out in this Strategic Equality Plan through our working with partners and community organizations throughout the county.</p>	
<p>Equality Objective: We will encourage healthy lifestyles and promote the importance of well-being</p>	
<p>Action</p>	<p>Status and update</p>
<p>To promote the Welsh language and ensure compliance with the ‘Active Offer’ across all service areas (Active Officer - Care providers must actively offer and deliver Welsh language care services to the same standard as English language care services as part of the More than Just Words Strategic Framework)</p>	<p>As part of a Corporate exercise looking at a skills audit in relation to the Welsh language we are confident that services users are able to receive a service in Welsh if they require it but that there is still some work to do to ensure total compliance with the active offer.</p>
<p>To implement actions within the Regional Dementia plan in line with the findings of the Older People’s Commissioner report “More than just Memory Loss”</p>	<p>The regional dementia group continues to meet and will lead on the delivery of the regional dementia plan.</p>
<p>Contribute to health led transformation programmes in mental health and redesign of services within learning disability</p>	<p>Officers are involved in the various workstreams the Health Board have created for this programme of work.</p>
<p>Establish and promote an “everybody’s business” approach to safeguarding in Carmarthenshire by working with local authority colleagues and partner agencies</p>	<p>The Carmarthenshire Local Operational Safeguarding group is now well established and well attended by various statutory and non-statutory organisations. This forum positively stimulates honest dialogue in relation to the collectively responsibility for keeping citizens safe. The agenda and discussion continues to evolve as does the performance data available to us. The everybody’s business approach to safeguarding is also supported by the ongoing operational partnership work between</p>

Appendix 1: Our Objectives and Action Plan 2017-18

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	agencies and a variety of other relevant forums.
Deliver the affordable home delivery plan	We are working on a range of solutions including bringing empty homes back into use, social lettings, buying private sector homes, through developer contributions and Section 106 and by working in partnership with our housing association partners to develop new homes.

POLICY AND RESOURCES SCRUTINY COMMITTEE 19.07.18

ANNUAL REPORT ON THE WELSH LANGUAGE 2017-18

To consider and comment on the following issues:

- To receive the annual report in relation to the Welsh language and compliance with the Welsh language Standards during 2017-18.

Reasons:

- It is a statutory responsibility for the Authority to implement the Welsh language Standards. As part of the Standards, we must publish an Annual Report which outlines the implementation work.

To be referred to the Executive Board for decision: YES

Executive Board Member Portfolio Holder:

- Cllr. Peter Hughes Griffiths (Culture, Sport and Tourism)

<p>Directorate: Chief Executive's</p>	<p>Designations:</p>	<p>Tel Nos. / E-Mail Addresses:</p>
<p>Name of Head of Service: Wendy Walters</p>	<p>Director of Regeneration and Policy</p>	<p>01267 224112 wswalters@carmarthenshire.gov.uk</p>
<p>Report Author: Llinos Evans</p>	<p>Policy & Partnership Officer</p>	<p>01267 224914 llinevans@carmarthenshire.gov.uk</p>

EXECUTIVE SUMMARY

POLICY AND RESOURCES SCRUTINY COMMITTEE

19.07.18

ANNUAL REPORT ON THE WELSH LANGUAGE 2017-18

This Annual Report has been produced in order to comply with the Welsh Language Commissioner's monitoring arrangements. The Welsh Language Commissioner gave Carmarthenshire County Council a compliance notice regarding the Welsh Language Standards Regulations on 30 September 2015 which required CCC to comply with most of the standards by 31 March 2016.

The Standards mean that the Welsh language must not be treated less favourably than the English language, and must also promote or facilitate the use of the Welsh language. This is in accordance with the two principles that form the basis of the Welsh Language Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language
- persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

The Welsh language Standards have replaced the Welsh language schemes and will:

- provide greater clarity to organisations on their duties on the Welsh language;
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh;
- ensure more consistency of Welsh language services and improve their quality.

DETAILED REPORT ATTACHED?	YES – Annual Report 2017-18
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Wendy Walters, Director of Regeneration and Policy

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

The Compliance Notice received from the Welsh Language Commissioner on 30 September 2015 required the Authority to comply with a new set of Standards by 31 March 2016.

2. Legal

The Welsh Language Standards Regulations 2015 came into force on 31 March 2015. These Regulations replace the responsibilities placed on Carmarthenshire County Council under the Welsh Language Act 1993 and were imposed on the Authority on 31 March 2016.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Wendy Walters, Director of Regeneration and Policy

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Welsh Language (Wales) Measure 2011	(Welsh version) http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_we.pdf (English version) http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_en.pdf
Carmarthenshire County Council's Welsh Language Standards – Compliance Notice	(Welsh version) http://www.sirgar.llyw.cymru/media/1885671/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-cy-.pdf (English version) http://www.carmarthenshire.gov.wales/media/1885670/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-en-.pdf

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Carmarthenshire County Council's Welsh Language Annual Report - 2017/18

Introduction

This is Carmarthenshire County Council's Annual Report for 2017/18 in relation to the Welsh language and focuses on the second year of the implementation of the Welsh Language Standards. This year's report follows a different format from previous years with the activity and actions divided by groups of Standards, as compliance with the Standards remains consistent and does not need to be repeated.

During 2017/18, the Executive Board Member responsible for developing the Welsh language has led and secured further progress in the Council's internal work as well as building on partnerships with other organisations to promote the Language across Carmarthenshire.

The Members' Advisory Panel on the Welsh Language has continued to receive regular updates regarding the Standards alongside continuing in its key role in offering advice, monitoring and calling for evidence of progress made by individual departments within the Council.

The County Strategic Forum, which is led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language policy officers, has also continued its role in developing a programme of promoting the Welsh language in the county and has contributed extensively to the preparation of the Promotion Strategy for Carmarthenshire, in line with the Promotion Standard.

A great deal of internal communication was done across the organisation again during 2017-18 and we continued to convey key messages to staff when attending roadshows across the county in different buildings to meet face to face with staff and discuss any issues that arose. The opportunity was taken to promote the audio clips, glossaries, videos and new templates as well as promoting the variety of courses available to learn or improve Welsh.

Promotional work was undertaken with the County Event Organisers' Circle to convey the importance of using Welsh when organising community events and to share information about the support available to operate bilingually.

An important development during the year was the appointment of a Learning and Development Advisor - Welsh Language, to be responsible for developing the language skills of the workforce. The officer is based in the Council's Learning and Development team but close liaison is maintained with the policy team, Managers, Heads of Service and the Council's learners. The officer has increased the opportunities available to staff by researching and delivering a variety of courses that meet the different needs of our staff. The officer has begun training mentors in order to support the Council's learners and has also started the process of agreeing and setting up Learning Agreements for newly appointed officers. Learning agreements are developed in partnership with line managers, Learning and Development and Human Resources for newly appointed members of staff who do not meet the linguistic level of a post when appointed.

Development work was carried out during 2017-18 with the Council's Language Leaders. For the first time, the training was provided internally over two intensive days. To this end a new course was created following advice from an external body. It was felt that this new training provision enabled us to convey more relevant messages to our staff. It was also an opportunity to promote all the help that is now on our intranet to assist in compliance with the Standards. Using this approach, new

Language Leaders from the Communities Department and some members of staff from the Children's Services within the Education department were trained. We have continued to work with the Language Leaders in the Leisure division and the Department of Environment. All Leaders worked with staff in their departments to raise awareness of the Welsh language, the variety of new opportunities available to staff to learn Welsh and the practical support available on the Council's intranet. The departmental Language Leaders meet each other every two months; however, all leaders came together to organise the internal St David's Day celebrations.

Similarly, regular meetings have continued with colleagues in Human Resources to ensure progress in accordance with the Standards and to receive regular feedback on the implementation of the Language Skills Strategy. The People Management Division monitors recruitment processes and supports managers in carrying out language assessments for all posts and are also responsible for the provision of training and employment support for all council staff. We will continue to meet regularly during 2018-19.

The Communities Department continues to lead on the More Than just Words Strategic Framework and ensures that progress is made in the provision of Welsh language services in care and social services. During the year, the departmental working group has met regularly to discuss areas such as workforce planning, commissioning of services and staff training.

The following pages present further information on the Council's work by group of Standards.

Compliance with the Service Delivery Standards

Correspondence (Standards 1 - 7), Telephone (Standards 8 -22), Meetings and events (Standards 24 - 36) Publicity, display material, documents and forms (Standards 37 - 51), Website and social media (Standards 52 - 59), Self-service machines (Standard 60), Signs (Standards 61 - 63), Reception service (Standards 64 - 68), Official notices (Standards 69 - 70), Awarding of grants and contracts (Standards 71 - 80), Public announcement systems (Standard 87), Standards for raising awareness of Welsh language services (Standards 81 - 82), Corporate identity (standard 83), Courses (Standard 84 - 86)

The Council has created a number of guidelines that explain to staff what the requirements are in relation to compliance with the Standards. The guidance is available on the intranet so that all staff can access them readily. The Language Leaders are fully aware of them and refer members of staff within their teams and their departments. The Language Awareness e-module also refers to the Guidelines to ensure that staff comply with the Standards.

The Guidelines include:

- Using Welsh – On the phone;
- Use of Welsh - Correspondence (on paper and electronic);
- Arrange a meeting open to the public;
- Arrange and hold meetings (which involve members of the public by invitation);
- Writing in Welsh and your Computer;
- Signs, leaflets, forms, etc.;
- What do I need to do if I recruit staff?

The County Council has applied a consistent approach in relation to use of headed paper and requires all staff to use the heading paper of their Director or Head of Service. This means that there is a consistent message on all the letters, which notes that 'Carmarthenshire County Council welcomes correspondence in Welsh or English'.

There are regular articles in the Council's newsletter and departmental newsletters to remind staff about the Standards and refer them to where help and advice can be obtained. The Council continues to promote its Welsh language services through the 'Pa bynnag ffordd / Learning the Language...' campaign showing posters on bus stops, advertisements in papurau bro and Carmarthenshire News and a rolling banner has also been displayed on the Council's website (see Appendix 1). The Council has prepared video clips of staff from different Council departments presenting themselves and referring to where they work to encourage the public to contact them in Welsh. The video clips will appear on the Council's social media streams during 2018/19.

As part of a marketing campaign to promote council services, the 'Pa bynnag ffordd / Learning the Language...' selfie board was used to promote the use of our Welsh language services. In the lead up to Christmas, social media was used to show pictures of Elffin, the small elf, promoting the Council's services using the 'Pa bynnag ffordd / Learning the Language...' frame.

On the Welsh Music Day on Friday, 9 February the County Council launched a campaign to play Welsh medium music in the reception area in three Leisure Centres - Carmarthen, Llanelli and Ammanford. One centre plays music through the Apton website and the other two centres broadcast Radio Cymru. Our aim is to raise the status of the Welsh language amongst the public and staff, promote Welsh medium music and encourage young people to positively link the Language with a recreational life.

Compliance with the Policy Making Standards

(Standards 88 - 97)

There are currently questions regarding the Welsh language in the Equality Impact Assessment template and the template is used in assessing the impact of our policies, projects and during the budget setting process. The Policy and Partnership team supports the departments with this work.

As a continuation of the original template, an Integrated Impact Assessment has been prepared which brings together the Well-being of Future Generations, Environment, Equalities and Welsh Language legislation and the United Nations Convention on the Rights of the Child. The assessment includes specific questions regarding the Welsh language and the impact of any policy on the ability of Welsh speakers to use the language and how we promote the Language.

Guidelines on the integrated assessment have been created with a specific section about the Welsh language.

During 2018/19, the council will introduce the new assessment and hold training for Elected Members and officers on the new integrated impact assessment and we will also undertake a 6 month pilot project to receive feedback on the new templates and guidelines.

Compliance with the Operational Standards

(Standards 98 - 144)

Internal Use

There is a 'Policy on the internal use of the Welsh language' available on the County Council intranet which staff can access to learn how the Council supports them to use Welsh in their working lives.

During 2017, we have been actively promoting the online resources that help our staff to make more use of the Language at work. The audio clips, which help staff to deal with Welsh queries on the phone, alongside the guidance on how to chair meetings bilingually were promoted, and feedback was received that these were useful for learners and Welsh speakers who lack confidence. The templates, which help staff to respond to Welsh medium e-mail queries, help keep bilingual records and how to organise email meetings bilingually, are also popular (see examples in Appendix 2). We hope that these will encourage staff to try to produce their own bilingual emails instead of sending an English email to the Translation Unit immediately. These resources have been promoted in e-newsletters for staff, and face-to-face in road shows, but work remains to ensure wider engagement and use.

On 'Shwmae Su'mae' day in October 2017, an e-mail was sent to all staff from Councillor Peter Hughes- Griffiths to introduce himself as the new portfolio member with responsibility for Leisure, Sport and Tourism alongside developing the Welsh language. The message encouraged staff to join a Welsh language learning course and drew their attention to all of the new resources on the intranet. The Council also printed photo 'selfie' boards to place pictures of staff supporting the campaign on social media (Appendix 3).

On St David's Day, the Language Leaders organised events in various Council buildings including a quiz about local history, a famous Welsh people quiz, the largest leek competition and a coffee morning. In these events they showed the resources on the intranet, they collected names of staff who want to be Mentors for learners, and they shared materials such as the Standards Guidelines and dictionaries etc. There was also a Welsh quiz held by email for all office staff and a large number

of entries were received. Also to celebrate St David's Day, we worked with the Information Technology department to insert a message at the bottom of all e-mails sent on St David's Day saying 'Dydd Gŵyl Dewi Hapus ~ Happy St. David's Day '.

As Windows 10 was rolled out to all council staff, we ensured that the necessary language packs were distributed alongside it, so that the staff are still able to use the Welsh spell-check etc. with the updated software. This work continues to take place along with encouraging staff to use their computers in Welsh. The council commissioned and published a Welsh video on the intranet to advise staff on how to use Skype, in the hope that staff will take advantage of its informal format in order to communicate with other members of staff in Welsh and in doing so practise their written Welsh at the same time.

Increasing the Welsh language skills of our staff

Following the audit of the Council's staff language skills, all data is held on the HR system and we continue to monitor the data to update and identify learning opportunities. The latest information from the language skills audit is available on page 11 of this report.

Standard 154 requires the county council to keep a record of all posts categorised as requiring essential Welsh language skills. Following the approval of the Council's language skills strategy, all posts require language skills in Welsh, with a scale from level 1 to level 5 depending on the individual description of each post.

Although a full set of guidelines for the Standards already exist, in conjunction with the HR and Learning and Development teams, the policy team has re-written the guidance relating to recruitment, learning and development, as there have been changes since the first one was written. The new guidance refers to the range of courses available to staff and draws particular attention to the learning agreements which commit the Council's new employees to learning Welsh, if they do not reach the required level at the point of appointment. All the guidelines will be printed as a brochure during 2018/19.

The learning and development Adviser has worked on clarifying the courses in terms of how they correspond to the Council's language levels and has found a number of additional courses which provide more opportunities for staff to learn Welsh.

The work of promoting the 10-hour on-line Welsh language taster course has paid off as over 170 have enrolled on this new course. The course is intended to introduce working Welsh to staff and to enable them attain level 1.

7 members of staff attended the residential course for learners in Nant Gwrtheyrn in North Wales. The seven had a unique opportunity to practise all elements of the Welsh language, speaking, reading, listening and writing, but particular emphasis was placed on developing confidence to speak the language.

An event to celebrate the Welsh language was held in the Ffwrnes, Llanelli on Santes Dwynwen's day to celebrate the success of the learners, the language leaders and mentors and to congratulate the staff who are learning Welsh, to encourage them to continue and to offer support to all those present. A number of activities were held as well as a limericks writing workshop which was conducted by the portfolio member with responsibility for the Welsh language, Councillor Peter

Hughes Griffiths. The guest speaker was Efa Gruffudd-Jones from the National Centre for Learning Welsh.

The Learning and Development team sent a survey to staff asking for their views on being and on having a mentor. There was a very positive response from learners asking for a mentor to help them with learning Welsh and also from Welsh speakers interested in being a mentor in order to practise with the learners. The new officer has tailored a new course for all mentors but there is still some work to do on matching learners with mentors.

A summary of all the training provided to council staff during 2017-18 is on page 10.

Complying with the Promotion Standards

(Standards 145 – 146)

Carmarthenshire's Welsh Language Promotion Strategy 2017-18

Following the publication of the promotion strategy during 2016-17 an action plan has been drawn up in order to implement it. A series of meetings were held between the Executive board member responsible for the development of the Welsh language and the relevant departments within the Council to agree actions. In addition, specific actions were identified for the county forum, relating to the promotion and marketing of the Welsh language and working in the priority areas in particular. All were accepted by the advisory Panel but work remains to be done to set a timetable for all the action points.

While the Action Plan was being formulated as a document, work on further implementing the actions identified in the Strategy continued. Following the mapping of the priority areas identified in the strategy, the Menterau Iaith we were able to apply for LEADER funding (rural communities Welsh government-rural development programme for Wales 2014-2020) to employ officers to act upon the identified needs. 1 Full-time officer has been appointed to each Menter Iaith with the work of coordinating the efforts of all the Forum's partners, and to deliver an action plan that will respond to the linguistic challenges of each area.

Work was undertaken on the distribution of the 'Being Bilingual' leaflet through members of the Forum and through the 'Flying Start' project and this work will continue into 2018-19. Further work has been undertaken on measuring the county's awareness of the Welsh language by drawing up and starting to administer a questionnaire (see Appendix 4) to gather data that will give us a picture of the status of the Welsh language in the county. It is hoped that the questionnaire (having identified a comprehensive baseline) will also enable us to measure the success of the promotion strategy as we re-administer it after 5 years of the project's implementation. A considerable amount of work remains to be done to identify a meaningful baseline over the next year. Work has also begun on creating an information pack for people moving into the county. In collaboration with Welsh Government, which has piloted an information package for newcomers to Anglesey, the County Forum has agreed a format for a similar package for Carmarthenshire. The pack contains statistical information about the Welsh language, information about where a person can go to learn Welsh, to receive Welsh-medium education and to join the Welsh-speaking community, as well as information on e-resources and media resources that will facilitate people's use of Welsh in their every-day life. The brochure is being designed to include images from Carmarthenshire and will be completed during 2018-19. There will then be a discussion on the best ways of distributing it on

paper and electronically, and we hope that we can learn further from Anglesey's experiences in this respect.

The Council held a Welsh language evening in the workplace in conjunction with the Atom, the University of Wales Trinity Saint David, the Welsh Government and local businesses to promote the importance of bilingualism in the workplace. A panel of local businesses discussed the practical ways of a bilingual operation as well as the practical challenges. There was a good response from the town's businesses, with over 35 people taking part in the evening.

Complaints received during 2017/18

Listed below are the complaints received during 2017/18 together with a summary of the action following receipt. 12 complaints were received directly to the Council and the Commissioner conducted an investigation into the Council's service following a direct complaint.

The complaints were dealt with in accordance with the council's Complaints Procedure.

	Complaint	Response and action
	Received directly by the Council	
1.	Complaint regarding delayed Welsh medium communication with the Registration Office	<ul style="list-style-type: none"> An apology was sent for the delay in responding to the application. It was explained that there had been delays due to the search for certificates through a handwriting index rather than a computerised search.
2.	Complaint regarding a lack of bilingual music in a public place	<ul style="list-style-type: none"> An apology was sent and it was noted that work was under way to stream Welsh medium music. As a result, there was a campaign on 'Welsh Music Day' to play Welsh music at our leisure centres. We will continue to work to improve the provision at other sites during 2018/19.
3.	Three complaints regarding new signs places on the highway outside the town of Llandovery	<ul style="list-style-type: none"> The Council worked with the South Wales Trunk Road Agency (SWTRA) and the Welsh Government to remove the incorrect signs and replace them with new signage. The Welsh Government was responsible for commissioning the signs, SWTRA were responsible for their design and the Council were responsible for placing them.
4.	Complaint regarding a lack of Welsh medium / bilingual provision during the Community and Town Council Code of Conduct training and English only feedback forms	<ul style="list-style-type: none"> It was noted that the relevant officer was aware that a mistake had been made. A Welsh copy of the feedback form was provided on an email and it was explained that the other officer who normally attended the course could speak Welsh but was unable to attend the training on this occasion. The division will ensure that two officers attend in the future with at least one able to present and speak Welsh and that any material is available in Welsh and English.
5.	Complaint that Welsh language spoken skills are required when applying for posts.	<ul style="list-style-type: none"> It was explained that the Language Skills Strategy had been approved and that there was a workforce planning commitment to place all posts advertised at a minimum of level 1, depending on the expectations of the specific post. It was explained that the

	Complaint	Response and action
		Council offered training opportunities to meet the expected levels.
6.	Complaint regarding the Festival of Senses in Llandeilo, as the Council has provided some financial support for the event	<ul style="list-style-type: none"> It was noted that conditions regarding bilingualism were set before the grant was released. The department will consider ways of working with the Festival in the future.
7.	Complaint that an individual had only received an e-mail through the medium of Welsh only	<ul style="list-style-type: none"> A Welsh and English medium e-mail was sent to the complainant and advice was given on the future language choice of email newsletters.
8.	Complaint regarding a mistake on the Council Tax form	<ul style="list-style-type: none"> The complainant was thanked for bring the error to our attention and it was noted that the error will be rectified as soon as possible.
9.	Complaint regarding an English medium letter sent from the Trading Standards team	<ul style="list-style-type: none"> It was noted that the team needed to send letters to businesses bilingually and the team apologised for the error.
10.	A complaint was received that a housing officer had spoken to a member of the public in front of another member of the public who did not understand Welsh	<ul style="list-style-type: none"> It was explained to the complainant that the member of the public was entitled to receive a service from the housing officer in Welsh.
Complaint received through the Welsh Language Commissioner		
11.	The Commissioner investigated an allegation of a failure to comply with the Welsh Language Standards regarding the lack of provision of a Welsh version of a letter about 'Notice of a challenge refusal' following receipt of a parking fine.	<ul style="list-style-type: none"> After receiving all the evidence from the Council, the Commissioner decided that the County Council had complied with the Standards as the Council had responded in English to an English letter from the complainant.

Learning opportunities provided

	2017-18
Welcome to Work Welsh (e-learning)	66
Welcome to Work Welsh (face to face)	10
Welcome to Work Welsh (Housing Division)	6
Work Welsh (Housing Division)	3
Mynediad	27
Mynediad (catch up course)	8
Sylfaen	20
Canolradd	6
Uwch	1
Language Improvement: Spoken A	12
Language Improvement: Spoken B	4
Language Improvement: Spoken & Written	4
Language Improvement: Written	10
Rust busters	7
Mentoring skills course	31
Language Leader training	31
Language Awareness for Managers	48
TOTAL NUMBER OF LEARNERS	294

Please note that some courses run by academic year rather than calendar year; they will be reported on in the 2018-19 report.

Reporting on Standards 128 and 152

Standard 128 requires the council to provide training in Welsh in the following areas, if we provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (d) induction; (d) dealing with the public; and (f) health and safety.

The option to follow any Welsh language learning is included on our Learning and Development application forms. We are in the process of reviewing all of the e-learning modules that support the areas named in the Standards and they will all be updated by April 2019.

Standard 152 places a responsibility on the council to keep a record, for each financial year, of - (a) the number of staff who attended training courses offered in Welsh (in accordance with standard 128), and (b) if you have offered a Welsh version of a course in accordance with standard 128, the percentage of the total number of staff who attended that version of the course.

During 2017-18, the following records were kept in accordance with Standard 152 (a); there were 7962 employee attendances to courses where provision was offered in Welsh. Of the 7926 employee attendees, 1280 or 16% attended the Welsh medium provision (Standard 152 (b)).

Welsh Language Skills Audit

The Council adopted the Language Skills Strategy in January 2016 with it being very timely due to having to comply with the Language Standards on 30 March 2016. One of the actions of the Strategy was to update the language audit of the workforce and it coincides with Standard 127 which places a

responsibility on the Council 'to assess the Welsh language skills of your employees'. As staff follow training and move along the continuum, the record is updated and when appointing, the individual records are placed on our Human Resource software.

The data below was captured on the system at the end of March 2017 -

	Number	Percentage		Number	Percentage
No spoken language skills	840	15%	No written language skills	1624	29%
Level 1 Spoken	1474	27%	Level 1 Written	1304	24%
Level 2 Spoken	929	17%	Level 2 Written	803	15%
Level 3 Spoken	682	12%	Level 3 Written	653	12%
Level 4 Spoken	579	11%	Level 4 Written	449	8%
Level 5 Spoken	1009	18%	Level 5 Written	671	12%

The data below was captured on the system at the end of March 2018 -


	Number	Percentage		Number	Percentage
No spoken language skills	636	11%	No written language skills	1504	27%
Level 1 Spoken	1712	30%	Level 1 Written	1442	25%
Level 2 Spoken	938	16%	Level 2 Written	844	15%
Level 3 Spoken	726	13%	Level 3 Written	667	12%
Level 4 Spoken	604	11%	Level 4 Written	477	8%
Level 5 Spoken	1083	19%	Level 5 Written	739	13%

- The staff survey was carried out in two parts. A meta-compliance survey was carried out on the Council's computers for all office based staff. For staff without office contact, SNAP software, mobile appliances and paper versions were used.
- All data is based on the self-assessment of staff of their linguistic levels. When completing the audit staff were asked to indicate any support they would wish to receive in order improve their language skills.
- So far, 86% of staff have responded and the data has been uploaded to the Payroll / Human Resources System. Reaching the staff who do not have regular office contact or computer access is an ongoing challenge for us as an employer. We have regular contact with departmental co-ordinators and efforts continue to deliver a full response in all service areas. Once the data is uploaded, we will be able to run reports profiling the language skills of the workforce to assist with any skills gap analysis.

Appendix 1

Campaign to promote the Council's Welsh Language Services to Welsh speakers and learners

Pa bynnag ffordd...



...mae 'na groeso i chi **gysylltu** â Chyngor Sir Gâr yn **Gymraeg**

IAITH SIR GÂR

CHYNGOR Sir Gâr Carmarthenshire EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru/trafodiath YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales/trafodiath

Learning the language?



...you are welcome to **contact us in Welsh**

IAITH SIR GÂR

CHYNGOR Sir Gâr Carmarthenshire EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru/trafodiath YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales/trafodiath

Promoting the Council's Welsh Language Services on bus stops



Appendix 2

Intranet resources to support staff to use the Welsh language in the workplace

Safonau Iaith Cyngor Sir Gâr
Carmarthenshire County Council Welsh Language Standards

Templed e-bost ateb ymholiad Template for an e-mail reply to an enquiry

Annwyl	Dear
Diolch i chi am eich ymholiad.	Thank you for your enquiry.
Ymddiheuriadau am yr oedi wrth ymateb.	Apologies for the delay in our response.
Byddaf yn trosglwyddo eich cais i'r adran berthnasol.	I will transfer your enquiry to the relevant department.
Byddaf yn trosglwyddo eich cais i'r swyddog perthnasol.	I will transfer your enquiry to the relevant officer.

Arwyddion, taflenni, ffurflenni ayb.

Recriwtio

Clipiau sain

Cwestiynau Cyffredin

Sefydlu Staff

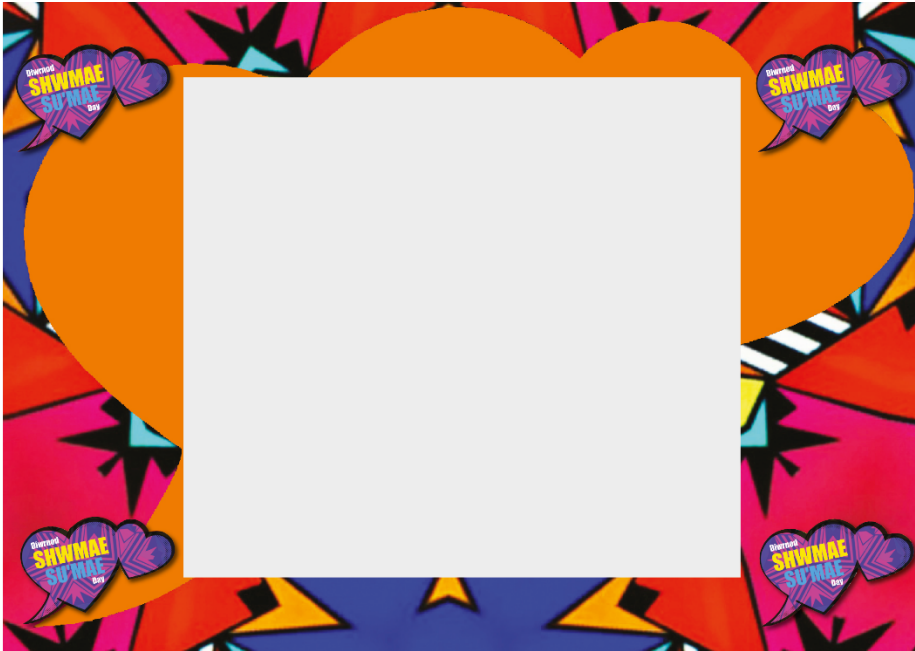
Strwythur sefydliadol

- 🗳️ Democratiaeth >
- 👤 Adnoddau Dynol >
- 💡 Dysgu a Datblygu >
- 🏠 Iechyd Galwedigaethol >
- ⚠️ Iechyd a Diogelwch >
- 💻 Cymorth TG >
- 📁 Rheoli Prosiectau >
- 📈 Rheoli Perfformiad >
- 📄 Strategaethau a Chynlluniau >

Adran X	X Department	Chwarae
X yn siarad	(Your name) speaking	Chwarae
Sut galla i eich helpu?	How may I help you?	Chwarae
Gyda phwy hoffech chi siarad?	With whom would you like to speak?	Chwarae
Beth yw pwrpas yr alwad?	What is the purpose of the message?	Chwarae
Ga i gymryd neges?	May I take a message?	Chwarae
Rwy'n trosglwyddo'r alwad	I am transferring the call	Chwarae
Dydw i ddim yn siarad Cymraeg yn rhugl	I don't speak Welsh fluently	Chwarae
Rhdda i chi drosglwyddo i rywun sy'n siarad	I will put you through to someone who speaks	Chwarae

Appendix 3

Promotional material for 'Shwmae Su'mae' Day



Appendix 4



Questionnaire on the Awareness of Welsh in Carmarthenshire

The following demographic questions are asked within the survey so that we can find out the views of people with different characteristics, such as those listed in the Equality Act 2010. Your responses cannot be traced back to you as an individual.

1 What is your age group?

- | | |
|--------------------------------|---|
| <input type="radio"/> Under 16 | <input type="radio"/> 55 - 64 |
| <input type="radio"/> 16 - 24 | <input type="radio"/> 65 - 74 |
| <input type="radio"/> 25 - 34 | <input type="radio"/> 75 - 84 |
| <input type="radio"/> 35 - 44 | <input type="radio"/> 85+ |
| <input type="radio"/> 45 - 54 | <input type="radio"/> Prefer not to say |

2 What is your gender?

- Female Male Prefer not to say

3 The Equality Act 2010 states that a person has a disability for the purposes of this Act if he/she has or has had 'a *physical or mental impairment which has had a substantial and long term adverse effect on his/her ability to carry out normal day to day activities*'.

Long term has been defined as meaning having lasted 12 months or is likely to last at least 12 months

Do you consider yourself to be disabled?

- Yes No Prefer not to say

4 Which is your preferred language?

- Welsh English Other

Please specify

This survey is an attempt to find information on the residents of Carmarthenshire's awareness of bilingualism and Welsh medium provisions in order to assist our future planning

About You

5 Please note your postcode.

6 Can you speak Welsh?

- Yes No A little Learning

7 Do you have children in education? *(If you have answered 'No', please go to question 10)*

- Yes No

8 What type of education are your children receiving?

- Nursery Primary Secondary Higher or Further

9 Do you have children in *Welsh medium* education?

- Yes No

Bilingualism

10 Is being bilingual an advantage?

- Yes No Don't know

10a Please explain your answer.

11 Is it important to develop the Welsh language in order to keep it alive?

- Yes No Don't know

12 Are you aware of the Welsh Government's vision of a million Welsh speakers by 2050?

- Yes No

13 Do you have any suggestions on how to achieve this aim?

Education

14 Do you know where to find the following:

	Yes	No
Pre-school Welsh medium childcare	<input type="radio"/>	<input type="radio"/>
Welsh medium education for your children	<input type="radio"/>	<input type="radio"/>

15 In your opinion, will every child in Carmarthenshire become bilingual whatever school they attend?

- Yes
 No
 Don't know

Please give a reason for your opinion:

The Welsh Language

16 How often do you hear the Welsh language being used?

- Always
 Sometimes
 Never
 Often
 Rarely

17 Where and how often do you hear Welsh being used? *(Please tick all that apply).*

	Always	Often	Sometimes	Rarely	Never
At home or with relatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In local businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When taking part in sport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When taking part in another leisure activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In health locations (surgery, dentist, hospital)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Somewhere else (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us where else do you hear the Welsh language being used:

18 Are any of the listed branches in your area?

	Yes	No	Don't know
Urdd	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cylch Meithrin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cylch Tl a Fl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young Farmers Club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cangen Merched y Wawr neu Glwb GWAWR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menter Iaith	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Welsh medium provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welsh for Adult course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19 How often do you access the following media in Welsh? *(Please tick all that apply)*

	Always	Often	Sometimes	Rarely	Never
Television	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have selected 'Never' for any of the above, please explain why?

20 Name one business that uses the Welsh language visually.

21 Name **three** public bodies where you have received a Welsh medium service.

1.

2.

3.

22 Name **three** public bodies where there was no opportunity to receive a Welsh medium service.

1.

2.

3.

- 23 If you would like more information on Welsh medium events and activities in your area, include your email address below. This email address will be shared with your local Menter Iaith who will contact you with relevant information.

Thank you for completing the survey

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POLICY & RESOURCES SCRUTINY COMMITTEE

19TH July 2018

**DIGITAL TRANSFORMATION STRATEGY
ANNUAL REPORT 2018**

Recommendations / key decisions required:

To approve the content of the Digital Transformation Strategy – Annual Report 2018

Reasons:

The Digital Transformation Strategy 2017-2020 was approved in May 2017 by the Executive Board. A commitment was given within the strategy to produce an annual report to inform the Authority of the progress made against the key priorities and approved projects.

To be referred to the Executive Board for decision: No

Council Decision

No

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- **Cllr Mair Stephens**

Directorate : Chief Executives

Name of Head of Service:

Noelwyn Daniel

Author : Noelwyn Daniel

Designation: Head of ICT

Tel No : 01267 246270

Email Address:

NDaniel@sirgar.gov.uk

Carmarthenshire County Council Digital Transformation Strategy 2017-2020

Annual Progress Report 2018

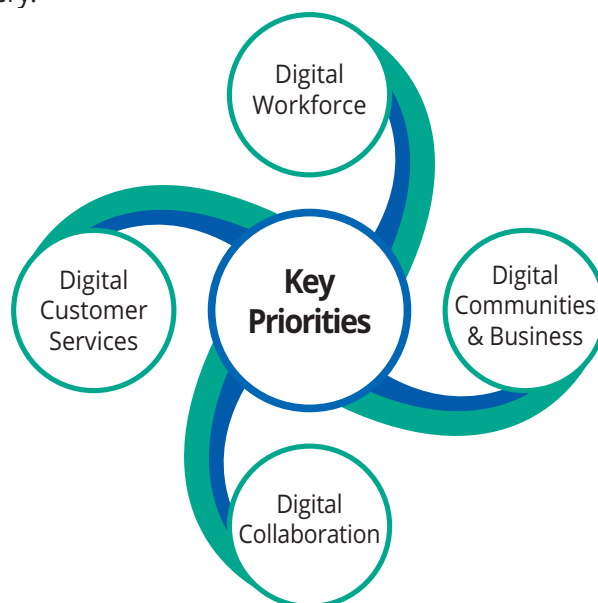


Our vision for Carmarthenshire

“A Digitally enabled Carmarthenshire”

To achieve this bold vision we must:

- Provide transactional services and information online in a user-friendly and inclusive way.
- Use technology to change the way traditional face-to-face services are delivered, enabling us to deliver effective and efficient services for our residents.
- Create a digital workforce which is agile, mobile and using the most appropriate technologies to support service delivery.
- Support our residents to use digital technology and enable access to technology for those that do not have it.
- Support our businesses in a digital economy.
- Use digital technology to work and collaborate with our partners seamlessly, including the effective sharing and use of data.



The projects identified within the Digital Transformation Strategy are designed to deliver the key objectives of the Corporate Strategy

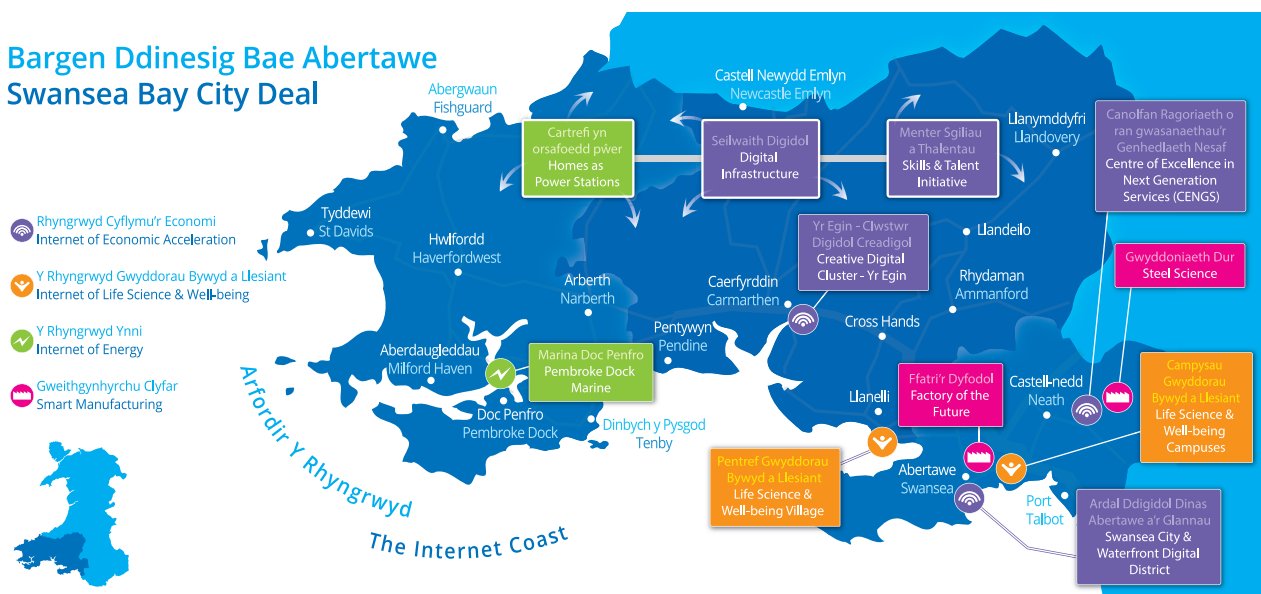


Building the Digital Foundation in Carmarthenshire

A **Regional Digital Infrastructure Project Group** has been established as part of the Swansea Bay City Deal. Carmarthenshire is a lead partner along with Hywel Dda and Abertawe Bro Morgannwg Health Boards and neighbouring local authorities, together with senior representation from British Telecom.

The digital infrastructure project will make the most of the underwater transatlantic fibre-optic cable which will run from New York to Oxwich Bay.

Bargen Ddinesig Bae Abertawe Swansea Bay City Deal

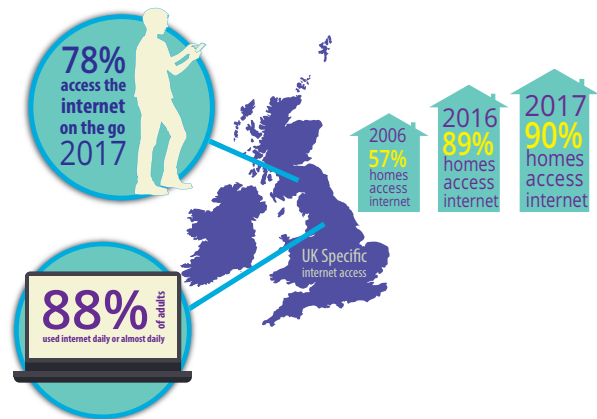
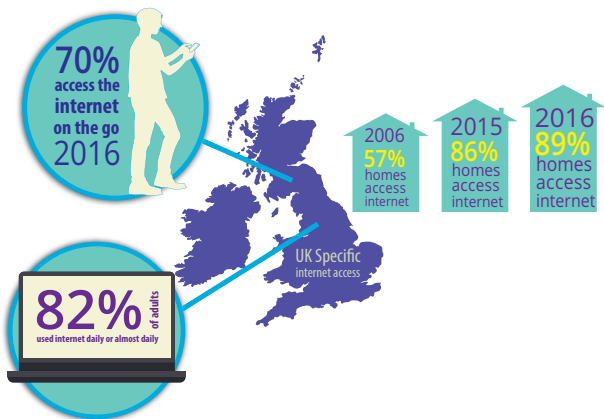
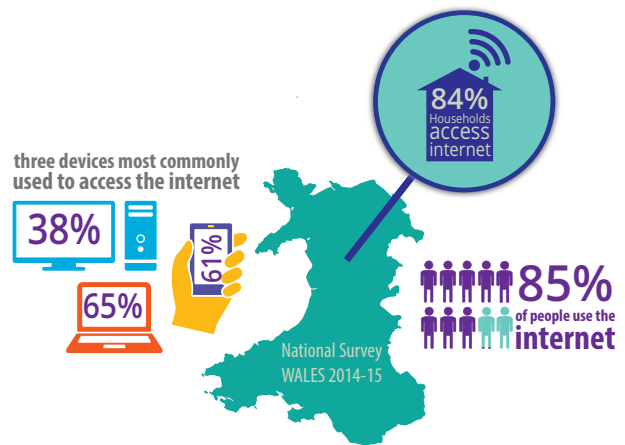
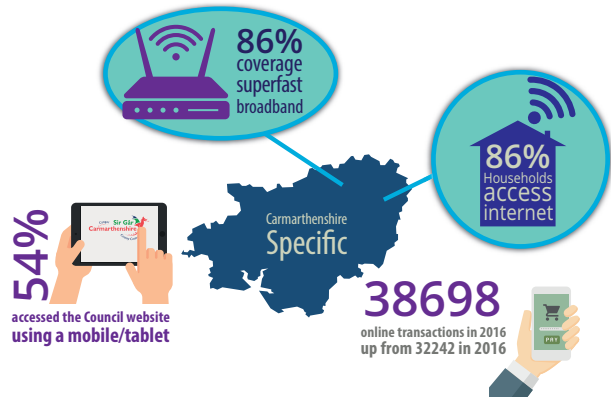
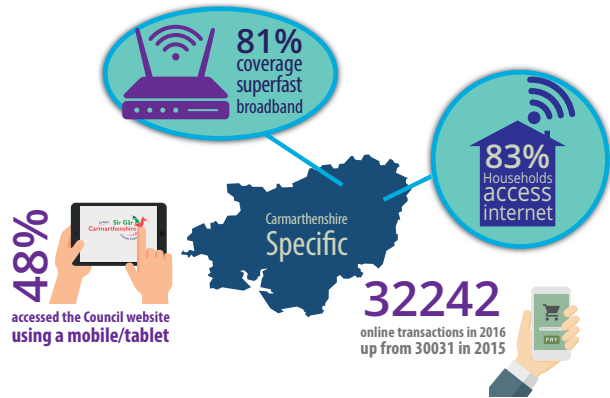


A Cloud-based Data Centre at the Port Talbot Waterfront Enterprise Zone will be developed which will be capable of dealing with large data requirements. The project will also include targeted fixed line improvements to expand the provision of fixed ultra-fast broadband, 4G and WiFi capabilities to benefit both rural and urban

areas of the region as well as establish Internet Theme Testbeds to support innovation with 5G mobile connectivity. We are working closely with WG and UK Governments at senior political and official levels to finalise what this will look like and to maximise collaboration across the public sector.

2016

2017



Digital Customer Services

“Enabling citizens to get the services and information they need online”



What it means

- Providing high quality user friendly services and information online to residents.
- Providing increased 24/7 digital access to services that are bilingual and customer friendly.
- To provide a personal digital service and respond to customer needs.

Why is it Important?

- To meet customer demands and respond to rising customer expectations.
- To improve customer engagement with access to personalized information and services.
- With greater use of mobile technology, provision access to online services at the customers convenience, 'anytime, anywhere'.

Progress Made

- **Pembrey Country Park On-Line Booking System** went live in May 2017. Since being launched over 2,500 bookings have been taken (on-line and telephone). For this camping and caravanning season (since February 2018) 1,200 on-line bookings taken compared to 220 telephone bookings; which equates to 84% on-line transactions.



- **Personal Safety Register (PSR)** system went live in April 2017. A new process and digital systems has been developed and made accessible to all staff via the intranet. The system provides the ability to corporately manage information sharing across the organisation regarding individuals who present a known risk. Various existing systems flag an issue regarding an individual. Staff can then research the detail of that individual via the new system to assess and manage the risk accordingly.
- **Corporate On-Line Appointments Booking System** (for Customer Services) went live in December 2017. Customers at their own convenience can now manage their appointments with Customer Services. Customer Services also having an electronic back-office solution to manage this function.
- **School Meals On-Line Payments and Cashless Catering.** Procurement of the on-line payments ParentPay system completed December 2017 and has been rolled out across all Secondary schools and 8 Primary Schools (April 2018). This now means no physical cash is being handled within these schools and 100% on-line management of payments and pupil balances by parents. Roll-out to remaining Primary schools to continue throughout 18/19.



- **Replacement Customer Relationship Manager (CRM) system** went live in March 2018 using Firmstep technology. This key transformation ensures we now have a holistic picture / 'single view' of all Customer Contact with the Authority's Contact Centre; be it face-to-face, over the telephone and on-line. On-going developments and additional services being provisioned in 18/19.
- **Green Waste On-Line Booking system** went live in February 2018 and allows residents to apply and pay for the authority's garden waste collection service. This service also integrates with the new My Account and new CRM resulting in an improved customer service.



- **Corporate Mobile Responsive Website** went live in February 2018. Website is now fully accessible and usable across any device and website browser including smart phones and tablets. According to the National Survey for Wales, 65% of those accessing our Council website did so using a smartphone or tablet. Websites will continue to be developed throughout 18/19 with greater integration to the new My Account, CRM and to back-office systems to provide our customers / citizens with greater range of service and access to their own personalised information.

- **My Account** was launched alongside the new Mobile Responsive Corporate Website in February 2018 and already has over 3000 residents signed up. They can access personal account information regarding their Council Tax Account, Businesses Rate Account as well as with our Tenants being able to view their Rent Accounts. Further enhancements and developments expected in 18/19.



- **Housing Repairs On-Line Reporting system** was launched October 2017. Ongoing developments for 18/19 to integrate with the new My Account, CRM and Total back-office system to further automate and make the reporting process more efficient.

- **Mobile Project - Housing Estate Inspections.** An off-line mobile solution was developed to allow housing officers to undertake Estate Inspections using mobile devices (tablets/smart phones) and off-line in the absence of mobile or Wi-Fi signal. Over 600 digital inspections out of a total of 940 (63%) have been undertaken since May 2017 saving significant time and effort. Ongoing development and integration into the authority's Document Management System to be introduced in 18/19.



- **Land Charges Online payments** went live in March 2018 to allow a Local Land Charge search request to be submitted to the authority's Land Charges section. Local Land Charges are an important part of the property conveyancing process and will inform potential purchasers with essential information that the authority may hold about a property (e.g. planning permission, public rights of way).





Digital Workforces

“Carmarthenshire will aim to support its staff in adopting working practices with maximum flexibility and minimum constraints in order to optimise their performance in the delivery of quality and cost effective services”



What it means

- A digital workforce is more responsive and flexible.
- Being responsive to the needs of our citizens by providing good public services and being flexible about where work is carried out.
- Flexibility for our staff is being able to work from different locations, at different times using the most effective technology.

Why is it Important?

- Agility and mobility brings efficiencies and increased productivity through better ways of working.
- It increases our ability to ensure a healthy and mutually beneficial work life balance for our workforce. This increases our ability to attract the necessary skills and

knowledge for our workforce.

- It allows us to improve processes, procedures and work flows, reducing waste and exploiting efficiencies through good use of data and analytics.



Progress Made

There are now Agile touchdown zones in:

- 3 Spilman Street, Carmarthen
- Ty Elwyn & Trostre Depot, Llanelli
- Municipal Buildings, Llandeilo
- Town Hall, Ammanford
- Building 2, Parc Dewi, Carmarthen

These spaces include:

- Desks and chairs.
- Some docking stations, keyboards and monitors.
- Lockers.
- Printer and coffee machine.
- Power sockets to charge your devices.
- Access to a telephone.
- The larger zones in Ty Elwyn, Parc Dewi Sant and Spilman Street also have space for small 'ad-hoc' meetings, which you can turn up and use.



- During 2017/18 we deployed 916 new **Laptops to staff as part of the Agile and Replacement program**. Our aim by 2021 is to have 80% Laptops and 20% desktop PC's as the main devices used by staff.



- An **Android mobile phone identified** as an alternative smartphone to be provided to end users as an option instead of the expensive Apple I-Phone. With the migration to Office 365 we will now be able to allow staff access to their emails and calendars via an android device. The first 50 android phones are being implemented within Social Care's Home Care team and they will also integrate with their back office system, Jontek.
- Work has commenced on migrating our **Microsoft Email over to Office 365** which is a cloud hosted solution. This will improve accessibility, communication, productivity and cut costs.

- **Data center core switches purchased and installed** in County Hall and 3 Spilman Street Data Centers. This will improve the overall resilience of our core infrastructure.



- **Resilient internet feed** installed and firewall architecture agreed with maintenance on firewall hardware purchased until 2020. This will ensure the Authority has sufficient bandwidth as we move towards utilizing more cloud based services.
- **A Digital Learning Strategy** is currently in draft and will be completed in 2018. This will aim to improve the digital literacy levels of all staff so that they can maximize the benefits of the latest technologies.

- **Accident & Incidents reporting system.** A new Accidents & Incidents reporting eForm and enhancements to the back-office system were developed by ICT Services in 17/18 to improve the reporting process. On-going developments for 18/19 include greater integration to back-office systems such as the authority's Document Management System - Information@Work and Payroll ResourceLink systems.
- **Human Resources (HR) / Recruitment Processes.** New electronic processes for 'Permission to Recruit' and 'Create New Post' were developed in house by ICT Services which went live in April 2018. These processes eliminated the previous paper-trail with workflow to sign-off at various stages along the process as well as integration with the ResourceLink system to simplify and streamline data entry. Further electronic process developments are targeted for 18/19.





Digital Communities & Business

“Enable residents and businesses in the County to use digital technology to enhance their lives”



What it means

- Ensure that residents and businesses exploit the latest technology to improve their lives.
- Developing the digital skills of our residents from children to our elderly
- High speed connectivity for every business so that they can compete in a global economy
- Enable business to make use of 'cloud computing'. Cloud computing can accelerate time to value, drive higher adoption of new technologies, and connect the services offered in real time.
- Digitally transform Council business operations to make them more efficient

Why is it Important?

- A digital Carmarthenshire will encourage new business to invest in Carmarthenshire to support the local economy and attract sustainable employment
- Ensure that our children live in digitally connected communities and have the latest digital technologies available to give them the best start in life
- Every resident of Carmarthenshire should have the ability to access 'on-line' services which can be used to improve their 'quality of life'

Progress Made

- Local Carmarthenshire contractors Antur Teifi have been successful in securing the contract to install, deliver and support the Strategic Rural Towns WiFi network across Carmarthenshire at St Clears, Carmarthen, Whitland, Ammanford, Burry Port and Pendine. Once installation is completed, a full technical and development support package, delivered by Antur Teifi, will be in place for two years and will include two apprenticeship places. They will work with and support both Town Councils and businesses to develop and maximise economic benefits and enhance the visitor experience by utilising digital connectivity on the high street.



- We have ensured all sheltered housing residents continue to benefit from **Wi-Fi internet provision and IT training**. Wi-Fi has been installed/set-up and is available for residents to use in all communal lounge areas and we continue to support tenants who wish to improve IT knowledge and skills.
- **Wi-fi is now available in our Town Centres** allowing members of the public and staff to connect and access our services on the go. According to the National Survey for Wales, 65% of those accessing our Council website did so using a smartphone or tablet.



- **Digital Skills** continue to be developed and 152 computer class sessions in the community have taken place this year with a total of 1,150 attendees. Courses are delivered by both library and community based organisations.
- Engagement is on going between officers, elected members, BT Open reach and the City Deal team in relation to **Improving Broadband connectivity across the County**. 86% percent of premises (residential and business) now have access to superfast broadband across Carmarthenshire, however take-up is currently only 40% of those who can get it. Work is ongoing to promote and encourage investment, further rollout, uptake and an understanding of the various options available to citizens and businesses.
- For those premises who currently don't have access to superfast broadband we have established that the following options are available. Communications are currently being prepared to provide the public with the relevant information relating to **Community Fibre Partnerships, Access Broadband Cymru Scheme, Support for Community Groups and Businesses**.



Digital Collaboration

“Innovative digital solutions will enable increased collaboration and facilitate organisations to work seamlessly together”



What it means

- Improved information sharing with other organisations and partners.
- Increased sharing of software and hardware platforms across the region

Why is it Important?

- Digital Collaboration underpins 'Digital Customer Service', the 'Digital Workforce' and 'Digital Communities and Business'
- Helps foster cohesion in teams. This is especially relevant to teams that are dispersed as cohesive teams are far more productive.
- Creates an atmosphere of openness as staff are up to date with and able to access the very latest news and information.
- Simplifies the way that we share data with other organisations and partners making everyone feel like part of a single team

working on common objectives.

- Is a catalyst for cultural cohesion enabling departments to focus on putting the citizen at the heart of what they do.

Progress Made

- The new building, part funded by the City Deal, on the University of Wales Trinity Saint David campus in Carmarthen, called 'Yr Egin', will give creative industries top quality office spaces which will benefit from state-of-the-art digital technology and will also feature the new headquarters for S4C.



- In Llanelli, an outline planning application has been submitted for the **Life Science and Well-Being Village** at Delta Lakes. This £200m project will include a cutting-edge new leisure centre, spaces for medical research, health service provision underpinned by the very latest digital technology and connectivity.
- The **Skills and Talent project** being led by the South West Wales Regional Skills Partnership, is already exploring the gaps that currently exist in the provision of skills and how this can best be addressed, both now and in years to come, by introducing courses that are tailor made to the City Deal projects.



- **Rationalisation of existing ICT systems** and technology has taken place during 2017/18 :

- CITRIX decommissioning and Access Database Consolidation has commenced and will be on-going until 2019. CITRIX will be fully decommissioned by April 2019.
- ICT Services are working with many service areas in relation to Cloud Managed Services which will further allow I.T. to streamline support and rationalise the number of business critical systems hosted on-premise within our Data Centres.



- Alternative options are being considered to the Welsh Community Care System (WCCIS), due to the ongoing issues, whilst remaining fully committed to an all Wales solution in the long term.

**POLICY & RESOURCES SCRUTINY COMMITTEE
19th JULY 2018**

**ANNUAL TREASURY MANAGEMENT AND
PRUDENTIAL INDICATOR REPORT
2017-2018**

To consider and comment on the following issues:

- Members are requested to satisfy themselves that the activities undertaken in the attached report are consistent with the requirements of the Treasury Management Policy and Strategy approved by Full Council on the 22nd February 2017.

Reasons:

- Scrutiny Committee has a key role to play in scrutinising the Treasury Management function within the Authority.

To be referred to the Executive Board / Council for decision: YES

Executive Board on the 2nd July 2018

Council on the 11th July 2018

**EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER – Councillor D.M. Jenkins
(Resources)**

<p>Directorate: Corporate Services</p>	<p>Designations: Director of Corporate Services</p>	<p>Tel Nos. / E-Mail Addresses: Tel No. 01267 224120; E Mail: CMoore@carmarthenshire.gov.uk</p>
<p>Name of Head of Service: Chris Moore</p>	<p>Treasury and Pensions Investments Manager</p>	<p>Tel No. 01267 224180; E Mail: AParnell@carmarthenshire.gov.uk</p>
<p>Report Author: Anthony Parnell</p>		

EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 19th JULY 2018

ANNUAL TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 2017-2018

BRIEF SUMMARY OF PURPOSE OF REPORT.

The Council adopted the Treasury Management Policy and Strategy and the five year capital programme for 2017-2018 on the 22nd February 2017. This Annual Report lists the activities that took place in 2017-2018 under the headings of :

Investments

Borrowing

Treasury Management Prudential Indicators

Prudential Indicators

Leasing

Rescheduling

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: C Moore **Title** Director of Corporate Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NONE	YES	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

Policy: Within the requirements of the Treasury Management Policy and Strategy report 2017-2018.

3. Finance

The authority's investments during the year returned an average rate of 0.38%, exceeding the 7 day LIBID rate.

£21m new PWLB borrowing took place during the year. Long term debt outstanding at the year end amounted to £400m.

The Authority did not breach any of its Prudential Indicators during the year.

85.5% of the submitted claim has been received from the administrators of KSF to 31st March 2018.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: C Moore **Title** Director of Corporate Services

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW

Title of Document	File Ref No. / Locations that the papers are available for public inspection
CIPFA – Treasury Management in the Public Services – Code of Practice – Revised	Corporate Services Department, County Hall, Carmarthen

POLICY & RESOURCES SCRUTINY COMMITTEE
DATE: 19TH JULY 2018

**ANNUAL TREASURY MANAGEMENT AND
PRUDENTIAL INDICATOR REPORT
2017-2018**

1. Introduction

The Treasury Management Policy and Strategy for 2017-2018 was approved by Council on 22nd February 2017. Section B 1.1(2) stated that a year end annual report would be produced.

This report meets the requirements of both the CIPFA Code of Practice on Treasury Management, (the Code), and the CIPFA Prudential Code for Capital Finance in Local Authorities, (the Prudential Code) and outlines the Treasury Management activities in the 2017-2018 financial year.

2. Investments

One of the primary activities of the Treasury Management operation is the investment of surplus cash for which the Authority is responsible. As well as the Authority's own cash the County Council invests School Funds, Trust Funds and other Funds, with any interest derived from these investments being passed over to the relevant Fund.

All surplus money is invested daily with the approved counterparties either via brokers on the Money Markets or direct. The security of the investments is the main priority, appropriate liquidity should be maintained and returns on the investments a final consideration. It continues to be difficult to invest these funds as the market continues to be insecure and as a consequence appropriate counterparties are limited.

For 2017-2018 investments to individual counterparties were limited to:

	Maximum to Lend £m
Upper Limit Any one British Bank and Building Society with a credit rating of at least F1, P-1 or A-1 short term or AA-, Aa3 or AA- long term	10
Middle Limit Any one British Bank and Building Society with a credit rating of at least F1, P-1 or A-1 short term	7
UK Banks Part Nationalised Included as investment counterparties, as long as they continue to have appropriate UK Government support	7
Any one Local Authority	10
Any one AAA Rated Money Market Fund	5
Debt Management Office	40

The total investments at 1st April 2017 and 31st March 2018 are shown in the following table:

Investments	01.04.17				31.03.18			
	Call and notice £m	Fixed Term £m	Total £m	%	Call and notice £m	Fixed Term £m	Total £m	%
Banks and 100% Wholly Owned Subsidiaries	15.00	5.63	20.63	51	19.00	0.58	19.58	45
Building Societies	0.00	0.00	0.00	0	0.00	0.00	0.00	0
Money Market Funds	15.00	0.00	15.00	37	10.00	0.00	10.00	23
Local Authorities	0.00	5.00	5.00	12	0.00	14.00	14.00	32
TOTAL	30.00	10.63	40.63	100	29.00	14.58	43.58	100

An analysis of the daily cash schedules indicates that the minimum balance lent over the twelve month period was £36.48m and the maximum balance lent was £92.49m. The average balance for the year was £65.67m.

The total investments made by the Council and repaid to the Council (the turnover) amounted to £1,215.85m. This averaged approximately £23.32m per week or £3.33m per day. A summary of the turnover is shown below:

	£m
Total Investments 1st April 2017	40.63
Investments made during the year	609.40
Sub Total	650.03
Investments Repaid during the year	(606.45)
Total Investments 31st March 2018	43.58

The main aim of the Treasury Management Strategy is to manage the cash flows of the Council and the risks associated with this activity. Lending on the money market secures an optimum rate of return, allows for diversification of investments and consequently reduction of risk, which is of paramount importance in today's financial markets.

The benchmark return for the money market is the "7 day LIBID rate". For 2017-2018 the Council has compared its performance against this "7 day LIBID rate". The average "7 day LIBID rate" was 0.22% whereas the actual rate the Council earned was 0.38%, an out performance of 0.16%.

This outperformance can be quantified as £110k additional interest earned compared to the "7 day LIBID rate".

The gross interest earned on investments for 2017-2018 amounted to £0.244m, which was more than the estimated figure of £0.200m. The Bank of England Official Rate was increased from 0.25% to 0.50% on the 2nd November 2017 which resulted in an increase in investment returns.

The income from investments is used by the Authority to reduce the net overall costs to the Council taxpayer.

3. Update on the investments with Kaupthing Singer & Friedlander (KSF)

The latest position with the Council's investments with KSF was reported in the Quarterly Treasury Management and Prudential Indicator Reports to Executive Board during the year.

In June 2017 the Council received a fifteenth dividend from the Administrators. This equated to 0.9p in the £ and amounted to £36k principal.

A sixteenth dividend was received from the Administrators in December 2017. This equated to 0.35p in the £ and amounted to £14k principal.

As at 31st March 2018 the sum of £3.42m principal and £210k interest had been received from the Administrators, which equates to 85.50% of the claim submitted. Further dividends are expected to be paid in 2018-2019 and 2019-20. The Administrators estimate total dividends payable to non-preferential creditors at a minimum of 86.25%.

4. Security, Liquidity and Yield (SLY)

Within the Treasury Management Strategy Statement for 2017-2018, the Council's investment priorities are:

- Security of Capital
- Liquidity and
- Yield

The Council aims to achieve the optimum return (yield) on investments commensurate with proper levels of security and liquidity. In the current economic climate it is still considered appropriate to keep investments short term to cover cash flow requirements.

Attached at Appendix 1 is a list of the individual investments (excluding the £0.58m in KSF) held as at the 31st March 2018 together with their credit ratings, historic risk of default and the risk weighting attached to each investment.

5. Borrowing

As Members are aware the Authority has a substantial capital investment programme. For 2017-2018 actual capital expenditure was £66.4m. This was financed from:

	£m
Borrowing	25.78
Grants and Contributions	26.57
Usable Capital Receipts Applied	8.52
Revenue and Reserves	5.56
Total	66.43

Under the Treasury Management Strategy it was resolved:

- To borrow to meet the funding requirements of the Authority, after allowing for capital grants, capital receipts and capital contributions, and to stay within the Prudential Indicators to ensure affordability, prudence and sustainability.
- To borrow when interest rates are at their most advantageous, after considering cash flow requirements.

The following loans were borrowed during 2017-18 to fund the capital programme:

Loan Reference	Amount (£m)	Interest Rate	Start Date	Period	Maturity Date
506262	2.00	2.38%	14th August 2017	46yrs	28th March 2063
506263	2.00	2.38%	14th August 2017	47yrs	28th March 2064
506264	2.00	2.38%	14th August 2017	48yrs	28th March 2065
506265	2.00	2.38%	14th August 2017	49yrs	28th March 2066
506266	2.00	2.38%	14th August 2017	50yrs	28th March 2067
506570	5.00	2.36%	10th November 2017	50yrs	28th September 2067
506864	2.00	2.47%	31st January 2018	44yrs	28th March 2062
507082	2.00	2.40%	19th March 2018	42yrs	28th March 2060
507083	2.00	2.39%	19th March 2018	43yrs	28th March 2061
Total	21.00				

The weighted average interest rate of these new loans was 2.39% which compares favourably with the weighted average rate of the respective loan periods throughout the year.

The total loans outstanding at 1st April 2017 and 31st March 2018 were:

Loans	Balance at 01.04.17 £m	Balance at 31.03.18 £m	Net Increase/ (Net Decrease) £m
Public Works Loan Board (PWLB)	380.82	392.11	11.29
Market Loan	3.00	3.00	0.00
Salix, Invest-to-Save, HILS & TCL	4.15	4.74	0.59
Total	387.97	399.85	11.88

In 2017-18 the Council received £0.895m from the Welsh Government in relation to Town Centre Loans (TCL). The purpose of the scheme is to provide loans to reduce the number of vacant, underutilised and redundant sites and premises in town centres and to support the diversification of the town centres by encouraging more sustainable uses for empty sites and premises, such as residential, leisure and for key services. The term of the funding is until 31st March 2033, with advances to third parties repayable interest free.

The total external interest paid in 2017-2018 amounted to £17.62m, which compares favourably with the budget of £19.77m. The savings have arisen due to a reduction in the borrowing for the Modernisation Education Programme for current and previous years.

6. Treasury Management Prudential Indicators

Under the requirements of the Prudential Code of Practice for Capital Finance in Local Authorities, the Council are required to set a number of treasury management prudential indicators for the year 2017-2018. The indicators set and the performance against those indicators is shown below:

6.1 The estimated and actual interest exposure limits as at 31st March 2018 were:

	Estimate 31.03.18 £m			Actual 31.03.18 £m		
	Fixed Interest Rate	Variable Interest Rate	Total	Fixed Interest Rate	Variable Interest Rate	Total
Borrowed	401.00	3.00	404.00	396.85	3.00	399.85
Invested	(20.00)	(30.00)	(50.00)	(14.58)	(29.00)	(43.58)
Net	381.00	(27.00)	354.00	382.27	(26.00)	356.27
Proportion of Total Net Borrowing	108%	(8%)	100%	107%	(7%)	100%
Limit	125%	5%				

6.2 Maximum principal sums invested > 365 days

	2017-2018 Limit £m	2017-2018 Actual £m
Maximum principal sums invested > 365 days	10	NIL

6.3 Interest rate exposure limits

	2017-2018 Limit £m	2017-2018 Actual £m
Limits on fixed interest rates based on net debt	444.00	382.27
Limits on variable interest rates based on net debt	20.00	(26.00)

6.4 The upper and lower limits set for the maturity structure of borrowing along with the actual maturity structure as at 31st March 2018.

	Estimated Upper Limit 2017-2018 %	Estimated Lower Limit 2017-2018 %	Actual 31.03.18 %
Under 12 months	15	0	1.76
12 months to 2 years	25	0	1.32
2 years to 5 years	50	0	7.40
5 years to 10 years	50	0	10.00
10 years to 20 years	50	0	18.10
20 years to 30 years	50	0	20.26
30 years to 40 years	50	0	23.48
40 years and above	50	0	17.68
Total			100.00

Details of the above maturity structure are shown below:

Loan Maturities	PWLB Debt £m	Average Interest Rate %	Market Loans/ Invest to Save/Salix/ HILS/TCL £m	Average Rate %	Total Debt Outstanding £m
Before 1st April 2019	6.69	9.87	0.34	0	7.03
1st April 2019 to 31st March 2020	5.00	5.00	0.29	0	5.29
1st April 2020 to 31st March 2023	28.81	6.14	0.75	0	29.56
1st April 2023 to 31st March 2028	39.98	4.73	0	0	39.98
1st April 2028 to 31st March 2038	69.03	4.53	3.36	0	72.39
1st April 2038 to 31st March 2048	81.00	4.04	0	0	81.00
1st April 2048 to 31st March 2058	90.90	5.29	3.00	4.72	93.90
After March 2058	70.70	2.81	0	0	70.70
Total as at 31.03.18	392.11		7.74		399.85

7. Prudential Indicators

7.1 Affordability

7.1.1 Actual and estimated ratio of financing costs to net revenue stream.

Ratio of Financing Costs to Revenue Stream		
	2017-2018 Estimate %	2017-2018 Actual %
Non-HRA	5.98	4.58
HRA	34.98	34.58

The indicator shows the proportion of income taken up by capital financing costs.

7.2 Prudence

7.2.1 The Capital Financing Requirement (CFR).

	31.03.18 Estimate £m	31.03.18 Actual £m
Non-HRA	265	263
HRA	143	145
HRAS	76	76
Total	484	484

The Capital Financing Requirement reflects the underlying need to borrow for capital purposes.

7.2.2 Gross Borrowing against the Capital Finance Requirement indicator.

To ensure that borrowing levels are prudent over the medium term the Council's external borrowing must only be for a capital purpose. Gross borrowing must not exceed the CFR for 2017-2018 plus the expected changes to the CFR over 2018-2019 and 2019-2020 but can in the short term due to cash flows. The table below highlights the Council's gross borrowing position against the CFR. The Council has complied with this prudential indicator.

£m	2017-2018 Estimate	2017-2018 Actual
Debt at 1 st April 2017	390	388
Expected Change in Debt	26	12
Gross debt at 31st March 2018	416	400
CFR	484	484
Under / (Over) borrowing	68	84

The Section 151 Officer reports that the authority had no difficulty meeting this requirement in 2017-2018.

7.2.3 The Authorised Limit and Operational Boundary.

The Authorised Limit is the “Affordable Borrowing Limit” required by Section 3 of the Local Government Act 2003. The Council does not have the power to borrow above this level. The table below demonstrates that during 2017-2018 the Council has maintained gross borrowing within its Authorised Limit.

The Operational Boundary is the expected borrowing position of the Council during the year. Periods where the actual position is either below or over the Boundary is acceptable subject to the Authorised Limit not being breached.

The actual financing costs as a proportion of net revenue stream identifies the trend in the cost of capital (borrowing and other long term obligation costs net of investment income) against the net revenue stream.

	2017-2018 £m
Authorised Limit	532.00
Gross borrowing	399.85
Operational Boundary	484.00
Average gross borrowing position	391.94
Financing costs as a proportion of net revenue stream	7.70%

8. Revised CIPFA Codes

In December 2017, the Chartered Institute of Public Finance and Accountancy, (CIPFA), issued a revised Treasury Management Code and Cross Sectoral Guidance Notes, and a revised Prudential Code.

The main recommendation, from 2018-2019, is that local authorities produce a capital strategy to members which is intended to give a high level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services.

9. Leasing

No finance leases were negotiated during the year.

10. Rescheduling

No rescheduling was undertaken during the year.

11. Conclusion

This report demonstrates compliance with the reporting requirements of the CIPFA Treasury Management Code of Practice.

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Investment Summary as at 31st March 2018

Carmarthenshire County Council

Totals		
Total	£43,000,000	
Calls & MMFs	£29,000,000	67%
Fixed Deposits	£14,000,000	33%
Specified	£43,000,000	100%

Weighted Average		
Yield		0.50%
Maturity (Days)		
Total Portfolio	Total Portfolio	11.63
Long Term		
Short Term		
AAA	-	1.00
AA	F1	33.64
A	F1	1.00
BBB	F2	0.00
CCC	C	0.00

Risk Factors		
< 1 year	£264	0.005%
1 - 2 years	£0	0.000%
2 - 3 years	£0	0.000%
3 - 4 years	£0	0.000%
4 - 5 years	£0	0.000%
Total Portfolio	£264	0.005%

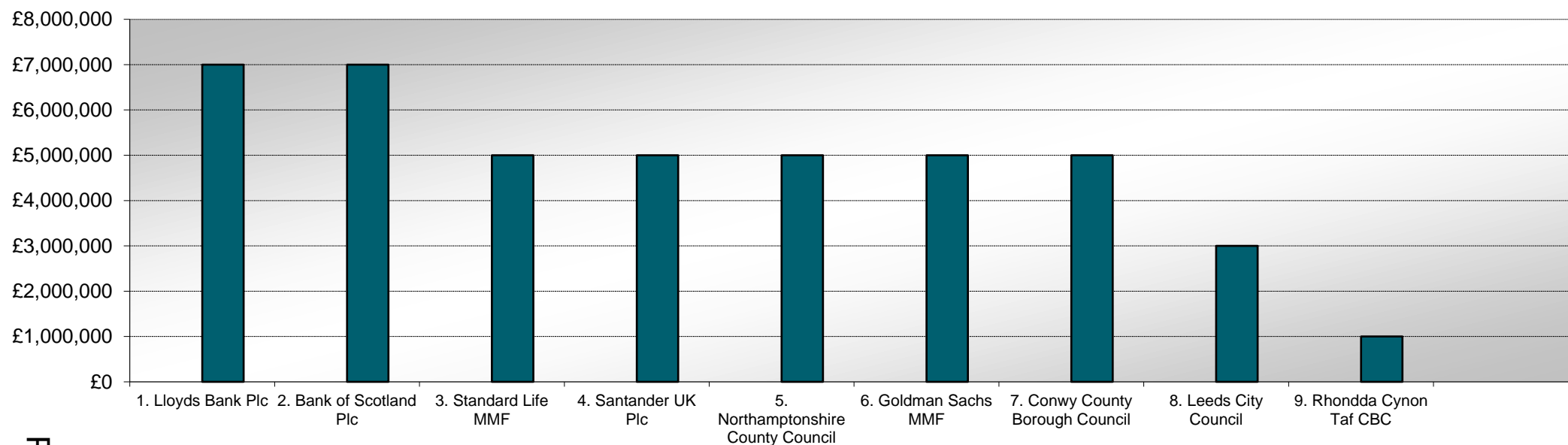
Maturity Structure		
< 1 Week	£30,000,000	70%
< 1 Month	£8,000,000	19%
2 - 3 Months	£5,000,000	12%
3 - 6 Months	£0	0%
6 - 9 Months	£0	0%
9 - 12 Months	£0	0%
12 Months+	£0	0%
Total	£43,000,000	100%

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Top 10 Counterparty Holdings

Carmarthenshire County Council

Counterparty	Principal	% of Total Holding	WAM (Days)	WAYield	WADefault
1. Lloyds Bank Plc	£7,000,000	16.28%	1	0.70%	0.000%
2. Bank of Scotland Plc	£7,000,000	16.28%	1	0.40%	0.000%
3. Standard Life MMF	£5,000,000	11.63%	1	0.45%	0.000%
4. Santander UK Plc	£5,000,000	11.63%	1	0.45%	0.000%
5. Northamptonshire County Council	£5,000,000	11.63%	62	0.55%	0.003%
6. Goldman Sachs MMF	£5,000,000	11.63%	1	0.37%	0.000%
7. Conwy County Borough Council	£5,000,000	11.63%	16	0.40%	0.001%
8. Leeds City Council	£3,000,000	6.98%	25	0.80%	0.001%
9. Rhondda Cynon Taf CBC	£1,000,000	2.33%	4	0.50%	0.000%



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**POLICY & RESOURCES SCRUTINY COMMITTEE
19th JULY 2018**

**Revenue & Capital Budget
Monitoring Report 2017/18**

To consider and comment on the following issues:

- That Scrutiny receives the Authority's Corporate Budget Monitoring Report and the Chief Executive and Corporate Services departmental reports.

Reasons:

- To provide the Committee with an end of year near actual financial position in respect of 2017/18.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Emlyn Dole (Leader)
- Cllr. Mair Stephens (Deputy Leader)
- Cllr. David Jenkins (Resources)
- Cllr. Cefin Campbell (Communities and Rural Affairs)

<p>Directorate: Corporate Services</p> <p>Name of Director of Service: Chris Moore</p> <p>Report Author: Chris Moore</p>	<p>Designation:</p> <p>Director of Corporate Services</p>	<p>Tel No. / E-Mail Address:</p> <p>01267 224120 CMoore@carmarthenshire.gov.uk</p>
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**EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
19th JULY 2018**

**Revenue & Capital Budget
Monitoring Report 2017/18**

The Financial Monitoring report is presented as follows:

Revenue Budgets

Appendix A – Authority Corporate Budget Monitoring report

The final outturn figures indicate an underspend for the year at departmental level of £306k however, after taking account of the underspend on capital charges and the movement in Earmarked and Departmental reserves the net position for the Authority is a £480k underspend. This compares favourably with the budgeted position of a £200k drawdown, therefore the net variance for the year is £680k.

Summary position and main variances on agreed budgets for all departments are also included.

Appendix B

Chief Executive and Corporate Services detail variances for information purposes only.

Capital Budgets

Appendix C - Corporate Capital Programme Monitoring 2017/18

The net expenditure for 2017/18 is £32.584m compared to the allocated net budget for the year of £41.051m, giving a -£8.467m variance. The variance will be slipped into future years, as the funding will be required to ensure that the schemes are completed.

Appendix D

Details the main variances on agreed budgets.

Appendix E

Details a full list of Chief Executive and Corporate Services schemes.

DETAILED REPORT ATTACHED?

YES – *A list of the main variances is attached to this report.*

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Chris Moore** **Director of Corporate Services**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	YES	NONE	NONE	NONE	NONE

3. Finance

Revenue

The final outturn figures for the Authority indicates an underspend for the year at departmental level of £306k however, after taking account of the underspend on capital charges and the movement in Earmarked and Departmental reserves the net position for the Authority is a £480k underspend. This compares favourably with the budgeted position of a £200k drawdown, therefore the net variance for the year is £680k.

Policy and Resources Services are returning an underspend of £467k.

Capital

The capital programme shows a net variance of -£8.467m against the 2017/18 approved budget. The variance will be slipped into future years, as the funding will be required to ensure that the schemes are completed

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Chris Moore** **Director of Corporate Services**

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:
THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
2017/18 budget	Corporate Services Department, County Hall, Carmarthen

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REPORT OF THE DIRECTOR OF CORPORATE SERVICES
POLICY AND RESOURCES SCRUTINY COMMITTEE 19th JULY 2018
COUNCIL'S BUDGET MONITORING REPORT 2017/18

Director and Designation	Author & Designation	Telephone No	Directorate
C Moore, Director of Corporate Services	C Moore, Director of Corporate Services	01267 224120	Corporate Services

Table 1

Actual for year to 31st March 2018

Department	Working Budget				Actual				EOY Variance for Year £'000	Feb 18 Forecasted Variance for Year £'000
	Controllable Expenditure	Controllable Income	Net Non Controllable	Total Net	Controllable Expenditure	Controllable Income	Net Non Controllable	Total Net		
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
Chief Executive	24,208	-7,815	-3,540	12,853	25,423	-9,180	-3,540	12,703	-151	-222
Communities	134,503	-53,133	15,494	96,864	135,480	-54,163	15,494	96,811	-53	124
Corporate Services	79,482	-51,162	-4,446	23,873	81,535	-53,532	-4,446	23,556	-317	-389
Education & Children	159,766	-21,554	30,289	168,501	184,233	-45,857	30,289	168,664	164	262
Environment	113,685	-75,344	22,034	60,375	114,498	-76,107	22,034	60,425	50	447
Departmental Expenditure	511,643	-209,008	59,831	362,465	541,168	-238,839	59,831	362,160	-306	220
Capital Charges/Interest/Corporate				-20,605				-22,793	-2,188	-1,500
Pension Reserve Adjustment				-16,962				-16,962	0	0
Accumulated Leave				15				15	0	0
Levies and Contributions:										
Brecon Beacons National Park				138				138	0	0
Mid & West Wales Fire & Rescue Authority				9,349				9,349	0	0
Net Expenditure				334,401				331,907	-2,494	-1,280
Contribution to/from Balances				-200				480	680	0
Transfer to/from Earmarked Reserves				0				1,604	1,604	0
Transfers to/from Departmental Reserves										
- Chief Executive				0				75	75	111
- Communities				0				26	26	0
- Corporate Services				0				158	158	195
- Environment				0				-50	-50	-447
Net Budget				334,201				334,201	-0	-1,421

**Chief Executive Department
Budget Monitoring - Actual**

Division	Working Budget				Actual				EOY Variance for Year £'000	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Chief Executive	-264	0	-313	-577	276	0	-313	-37	540	540
People Management	3,716	-1,072	-1,997	647	4,196	-1,737	-1,997	461	-186	-255
ICT	4,479	-826	-3,626	28	4,597	-1,150	-3,626	-178	-206	0
Admin and Law	3,935	-550	1,249	4,634	3,705	-537	1,249	4,417	-217	-205
Regen, Policy & Property										
Policy	5,417	-1,302	-1,199	2,916	5,374	-1,258	-1,199	2,917	1	-107
Statutory Services	1,107	-2	187	1,292	1,426	-409	187	1,204	-88	-154
Property	1,192	-1,269	969	892	1,494	-1,578	969	885	-7	-38
Major Projects	101	-76	5	30	301	-265	5	40	11	0
Regeneration	4,525	-2,719	1,185	2,991	4,054	-2,247	1,185	2,993	1	-4
GRAND TOTAL	24,208	-7,815	-3,540	12,853	25,423	-9,180	-3,540	12,703	-151	-222

Chief Executive Department - Budget Monitoring Actual Main Variances

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Chief Executive							
Chief Executive-Chief Officer	316	0	276	0	-40	Part year vacant post and reduction in supplies and services	-40
Corporate Savings Target	-580	0	0	0	580	Efficiency proposals not yet delivered (Standby £295k and Health & Safety £285k)	580
People Management							
Business & Projects Support	254	-15	223	-15	-30	Reduction in spends on supplies and services	-3
People Services – HR	963	-208	958	-217	-14	Part year vacant posts	-38
Employee Well-being	816	-352	859	-478	-84	Part year vacant posts	-103
Organisational Development	505	-13	550	-73	-15	Vacant posts	-51
DBS Checks	116	0	87	-10	-39	Less demand for service in year	-45
ICT							
Information Technology	3,426	-455	3,728	-818	-61	Part Year vacant posts	-0
Central Telephone Network	1,053	-370	869	-332	-145	Reduction in expenditure on IT equipment and service contracts following rationalisation process	0
Admin and Law							
Democratic	1,717	0	1,640	-0	-77	Low take-up of the superannuation scheme by Members	-51
Land Charges Administration	81	-282	49	-262	-13	Part year vacant post	-17
Corporate Serv-Democratic	487	0	398	-7	-97	Part year vacant posts	-88
Corporate Serv-Land Charges	65	0	54	0	-11	Part year vacant post	-11
Central Mailing	41	0	28	0	-13	Reduction in franking machine leasing costs following TIC project	7
Regeneration, Policy & Property							
Policy							
Registrars	379	-251	446	-304	15	Sickness cover	17
Welsh Language	172	0	133	0	-40	Less external projects in year while focusing on internal implementation of Welsh standards.	-25
Marketing and Media	689	-352	646	-195	114	Unfunded posts. Relignment in progress involving amalgamating business units. To	128
Performance Management	568	-50	506	-31	-44	Vacant Post	-41
Chief Executive-Policy	527	-63	515	-32	18	Unachievable income target	4

Chief Executive Department - Budget Monitoring Actual

Main Variances

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
The Guildhall Carmarthen	0	0	53	-12	41	CCC has purchased the building, but no budget has been allocated to cover any costs. Premises maintenance costs incurred have therefore resulted in this overspend	41
Customer Services Centres	1,093	-294	1,024	-297	-72	Vacant posts	-98
Safeguarding & Counter-Terrorism	0	0	14	0	14	Unfunded post. Officer now left the authority	14
Marketing Tourism Development	339	-15	323	-18	-20	Underspend mainly due to staff vacancies	1
Statutory Services							
Elections-County Council	302	0	320	-54	-36	Expenditure on running local elections less than anticipated.	-58
Registration Of Electors	156	-2	155	-39	-38	Grant from Electoral Commission to offset Individual Electoral Registration Costs	-8
Property							
Industrial Premises - JV's	41	-128	312	-385	14	Drainage and access costs associated with Cross Hands East	46
Commercial Property - Chief Executives	49	-404	102	-478	-21	Additional occupancy in year	-65
Major Projects							
Wellness	101	-76	112	-76	11	Specialist legal costs incurred - not anticipated in the working budget	0
Regeneration - Core Budgets							
The Beacon	148	-130	174	-129	27	Mainly due to insufficient budget for rates, cleaning and grounds maintenance costs	20
Llanelli Community	41	0	30	0	-12		1
Amman Gwendraeth Community	99	0	49	0	-50		-47
3 T's Community Dev Core Budget	374	0	384	0	10		16
Physical Regeneration	458	0	374	0	-84	Net underspend of £29k between these cost centres mainly due to staffing vacancies - part year effect of Divisional Staffing Realignment, which has been implemented in 17/18. New cost centres have been created and there has been movement of staff between cost centres, resulting in these individual under / overspends during 17/18.	-56
Econ Dev-Rural Carmarthen, Ammanford, Town Centres	0	0	52	0	52		52
Econ Dev-Llanelli, C Hands, Coastal, Business, Inf & Ent	0	0	116	0	116		93

**Chief Executive Department - Budget Monitoring Actual
Main Variances**

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Community Development and External Funding	0	0	17	0	17		48
Business Services	314	0	235	0	-78		-114
Other Variances					-45		-331
Grand Total					-151		-222

Department for Communities
Budget Monitoring - Actual

Division	Working Budget				Actual				EOY Variance for Year £'000	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Adult Services										
Older People	56,021	-21,986	4,453	38,487	55,511	-21,844	4,453	38,120	-368	-476
Physical Disabilities	6,892	-1,620	244	5,516	6,445	-1,623	244	5,066	-450	-56
Learning Disabilities	33,739	-9,451	1,929	26,217	34,704	-9,736	1,929	26,898	681	549
Mental Health	9,634	-3,366	274	6,541	9,481	-3,328	274	6,427	-114	-78
Support	1,858	-1,230	1,329	1,957	1,979	-1,313	1,329	1,995	39	10
Homes & Safer Communities										
Public Protection	2,970	-712	863	3,122	2,892	-722	863	3,033	-89	-34
Council Fund Housing	9,070	-8,162	648	1,556	9,856	-8,855	648	1,648	93	34
Leisure & Recreation										
Leisure & Recreation	14,318	-6,604	5,755	13,469	14,611	-6,742	5,755	13,624	156	174
GRAND TOTAL	134,503	-53,133	15,494	96,864	135,480	-54,163	15,494	96,811	-53	124

**Department for Communities - Budget Monitoring Actual
Main Variances**

Division	Working Budget		Actual		EOY	Notes	Feb 18
	Expenditure	Income	Expenditure	Income	Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Adult Services							
Older People							
Older People - Commissioning	3,444	-451	3,278	-422	-137	Staff vacancies - natural slippage due to timing of recruiting social workers: equivalent to 3 Full Time Equivalents	-104
Older People - LA Homes	7,620	-3,746	7,625	-3,585	165	ICF funding for convalescence beds was included as an efficiency for 2017-2018 but the bid was not supported, resulting in an unmet efficiency target. This is partly offset by additional residents income for 2017-2018 which will be available in 2018-2019. Intermediate Care, which includes convalescence beds, will be reviewed at the Service Integration and Pooled Funds Programme Board during 2018-2019. Other overspends include staffing & travel due to agency costs £54k.	-84
Older People - Private/ Vol Homes	21,623	-11,419	21,646	-11,684	-242	Work continuing to promote independent living and reduce cost of care packages accordingly. Performance data shows trend for demand remains at similar levels as previous financial years despite demographic pressures as preventative work begins having a positive effect. The efficiency target will be met slower than anticipated whilst being offset by additional residential income and Welsh Government Grant	-48
Older People - Extra Care	733	0	815	0	81	Lower than anticipated saving from contract renegotiations	24
Older People - LA Home Care	6,184	-689	5,732	-694	-457	Significant departmental work to monitor and manage demand by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. Welsh Government Workforce Grant has offset some additional costs caused by National Living wage increase.	-321
Older People - Direct Payments	911	-281	1,148	-281	238	Direct Payments increasing across client groups linked to promoting independence and reduce spend in other areas.	246
Older People - Private Home Care	10,134	-2,766	10,068	-2,766	-66	Significant departmental work to monitor and manage demand by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. Welsh Government Workforce Grant has offset some additional costs due to winter pressures	-319
Older People - Careline	1,418	-1,502	1,493	-1,440	138	Reduction in income due to loss of contract with another local authority, partially offset by ICF grant funding for work supporting the DEWIS project	43

Department for Communities - Budget Monitoring Actual
Main Variances

Division	Working Budget		Actual		EOY	Notes	Feb 18
	Expenditure	Income	Expenditure	Income	Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Older People - Enablement	2,362	-586	1,933	-415	-257	Staff vacancies - recruitment issues being addressed, offset by reduction in funding from Hywel Dda UHB who contribute to funding the service	-218
Older People - Day Services	1,054	-65	1,263	-62	212	Outstanding unmet efficiency relating to in house Day services provision from 2016-2017 £202k. Additional demand for private day services as part of promoting independent living. Significant review underway with TIC team (Transform, Innovate, Change) to address.	290
Physical Disabilities							
Phys Dis - Private/Vol Homes	767	-338	597	-338	-170	Work continuing to promote independent living and reduce cost of care packages accordingly. Performance data shows trend for demand remains at similar levels as previous financial years despite demographic pressures as preventative work begins having a positive effect.	-36
Phys Dis - Group Homes/Supported Living	1,373	-155	1,243	-155	-130	Work continuing to promote independent living and reduce cost of care packages accordingly. Performance data shows trend for demand remains at similar levels as previous financial years despite demographic pressures as preventative work begins having a positive effect.	-14
Phys Dis - Community Support	96	0	181	0	85	Work continuing to promote independent living and reduce cost of care packages accordingly ha a knock on effect on non-residential packages of care.	25
Phys Dis - Private Home Care	446	-92	287	-92	-159	Significant departmental work to monitor and manage demand by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. Welsh Government Workforce Grant has offset some additional costs caused by National Living wage increase.	40
Phys Dis - Aids & Equipment	1,038	-419	1,093	-420	54	Significant departmental work to monitor and manage demand by continuing to promote independent living which has a knock on effect on preventative budgets like Aids and Adapt ations. This is supported by funding from the Intergrated Care Fund	16
Phys Dis - Direct Payments	2,384	-536	2,289	-536	-95	Audit processes recovering direct payment overprovision in previous financial periods	-58
Learning Disabilities							
Learn Dis - Employment & Training	2,527	-855	2,403	-635	97	Reduction in Department for Work and Pensions grant for Work choice programme due to changes in terms and conditions of funding.	72

**Department for Communities - Budget Monitoring Actual
Main Variances**

Division	Working Budget		Actual		EOY	Notes	Feb 18
	Expenditure	Income	Expenditure	Income	Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Learn Dis - Private/Vol Homes	10,515	-2,761	10,524	-2,695	75	Work continuing to promote independent living and reduce cost of care packages accordingly. Performance data shows trend for demand remains at similar levels as previous financial years despite demographic pressures. The efficiency target will be met slower than anticipated whilst being largely offset by additional residential income and Welsh Government Grant	108
Learn Dis - Group Homes/Supported Living	7,802	-2,253	8,212	-2,271	391	Work continuing to promote independent living and reduce cost of care packages accordingly. Performance data shows trend for demand increasing due to promoting independent living and demographic pressures. The efficiency target will be met slower than anticipated whilst being largely offset by Welsh Government Grant relating to changes to the sleep-in allowances and national living wage which we have been required to meet	198
Learn Dis - Adult Respite Care	1,029	-812	948	-812	-81	Staff vacancies	-50
Learn Dis - Day Services	3,287	-285	3,640	-302	335	Work continuing to promote independent living and reduce cost of care packages accordingly. Performance data shows trend for demand increasing due to promoting independent living and demographic pressures and to control residential beds costs. Significant review underway with TIC team (Transform, Innovate, Change) to address.	117
Learn Dis - Transition Service	523	0	431	0	-91	Staff vacancies and transport costs	-91
Mental Health							
M Health - Private/Vol Homes	6,748	-2,807	6,449	-2,546	-38	Work continuing to promote independent living and reduce cost of care packages accordingly. Client group difficult to forecast costs as demand led at short notice and funding arrangements re Health contribution is difficult to forecast	59
Support							
Adult Safeguarding & Commissioning Team	1,211	0	1,302	0	91	Overspend on Deprivation of Liberty Standards (DoLS)	6
Regional Collaborative	1,099	-929	1,117	-1,012	-64	Former Delivering Transformation Grant (DTG) now forms part of the Revenue Support Grant (RSG) allocation. Regional team planned to deliver a number of projects that did not materialise in 2017-2018 eg evaluation of the Regional Partnership	3
Other Variances - Adult Services					-187		44
Homes & Safer Communities							
Public Protection							

Page 20

Department for Communities - Budget Monitoring Actual

Main Variances

Division	Working Budget		Actual		EOY	Notes	Feb 18
	Expenditure	Income	Expenditure	Income	Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Food Safety & Communicable Diseases	347	0	320	-13	-39	Underspend in salaries £20k mainly due to reduced hours and income received from FSA of £12k	-18
Animal Welfare	71	-76	72	-50	27	Underachievement of licence fee income	27
Diseases Of Animals	33	-2	31	-50	-50	WG grant income received from Monmouthshire CBC as lead relating to markets/show visits 17/18 £40k and other income received £6k	-4
Trading Standards Services Management	117	-48	147	-36	43	Overspend in transport costs £8k, legal fees £15k and general supplies and services £8k and an underachievement of income £12k	-0
Food & Agricultural Standards & Licensing	119	-38	100	-39	-20	Underspend in analyst fees £11k and small underspend in salaries due to reduced hours £8k	-16
Civil Law	212	-5	169	0	-38	Underspend due to maternity plus a post being vacant earlier in the year	-26
Other Variances - Public Protection					-11		2

Department for Communities - Budget Monitoring Actual
Main Variances

Division	Working Budget		Actual		EOY	Notes	Feb 18
	Expenditure	Income	Expenditure	Income	Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Council Fund Housing							
Penybryn Traveller Site	128	-121	151	-77	68	Overspend in Premises Maintenance costs £21k and a reduction in Supporting People grant received £47k	-0
Temporary Accommodation	445	-101	460	-87	30	Underachievement of Housing Benefit income against budget £24k plus overspend in supplies and services	5
Other Variances - Council Fund Housing					-5		30
Leisure & Recreation							
Millenium Coastal Park	250	-34	234	-36	-18	Minor underspends in a number of budget headings	-6
Burry Port Harbour	211	-165	183	-120	17	Income shortfall from mooring	-16
Discovery Centre	98	-103	107	-102	10	Agency costs	9
Pendine Outdoor Education Centre	488	-319	492	-340	-17	Increased income from Board & Accommodation	-12
Pembrey ski shop	0	-9	41	-24	25	Effect of reduced stock valuation on Revenue account	12
Pembrey Ski Slope	327	-253	375	-313	-12	Overachieving income re: new catering outlet	-15
Newcastle Emlyn Sports Centre	309	-122	333	-118	28	NCE management fee £23k re: 2016-2017 not accrued, income shortfall £5k	25
Carmarthen Leisure Centre	1,337	-1,209	1,394	-1,166	100	Staffing costs £14k, operational consumables £43k, underachieving income £43k	53
Sport & Leisure East	203	-49	193	-64	-25	In year staff vacancies	-13
Amman Valley Leisure Centre	736	-554	712	-625	-95	Increased income from Gym £53k and Swim £25k and in year staff vacancies £17k	-89
Gwendraeth Sports Centre	31	-4	40	-4	10	Numerous minor premises overspends	-2
Sport & Leisure General	825	-59	806	-73	-32	In year staff vacancies	30
Sport & Leisure South	178	-23	161	-32	-26	In year staff vacancies	-17
Llanelli Leisure Centre	1,165	-958	1,182	-959	17	Additional instructor costs	14
Outdoor Recreation - Staffing costs	76	-56	91	0	70	Under achievement of income target £55k, vehicle/plant £15k	56
Pembrey Country Park	681	-651	700	-630	39	Agency costs	52
Llyn Lech Owain Country Park	88	-28	150	-32	58	Planned health & safety expenditure £60k on Playground equipment	51
Carmarthen Library	411	-30	394	-39	-27	In year staff vacancies	2
Ammanford Library	261	-17	222	-22	-43	In year staff vacancies	-6
Llanelli Library	458	-27	437	-36	-31	In year staff vacancies	-2
Community Libraries	221	-10	186	-8	-34	In year staff vacancies	-6
Libraries General	1,006	-2	1,191	-79	108	Planned overspend on premises maintenance £75k and computer Hardware/Software £21k and numerous minor overspends in Supplies £12k	3

**Department for Communities - Budget Monitoring Actual
Main Variances**

Division	Working Budget		Actual		EOY	Notes	Feb 18
	Expenditure	Income	Expenditure	Income	Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Parc Howard Museum	59	-8	92	-8	34	Staffing increase to move away from lone working £12k, plus consultant / design services £22k	19
Museums General	188	0	175	0	-13	In year staff vacancies	-25
Archives General	126	-2	114	-4	-14	Various minor underspends in Staff and Supplies	-12
Arts General	65	0	53	-2	-14	Grants £9k and Projects & Activities £5k	-6
St Clears Craft Centre	94	-33	111	-36	14	Operational consumables - to kit out café	14
Laugharne Boathouse	156	-97	184	-110	16	Employee costs not budgeted	24
Y Ffwrnes	784	-385	906	-382	125	Overspend on Fees for productions £95k and staffing £23k, minor overspends in supplies £7k	29
Entertainment Centres General	374	-45	276	-33	-86	In year staff vacancies	2
Leisure Management	282	0	265	0	-17	Numerous minor underspends in Supplies and Travel	1
Other Variance - Leisure & Recreation					-10		1
Grand Total					-53		124

**Corporate Services Department
Budget Monitoring - Actual**

Division	Working Budget				Actual				EOY Variance for Year £'000	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Financial Services	4,844	-2,232	-2,248	364	4,318	-1,926	-2,248	143	-221	-91
Revenues & Financial Compliance	4,589	-1,642	-1,635	1,313	4,403	-1,721	-1,635	1,047	-266	-277
Other Services	70,048	-47,288	-563	22,197	72,814	-49,885	-563	22,367	170	-22
GRAND TOTAL	79,482	-51,162	-4,446	23,873	81,535	-53,532	-4,446	23,556	-317	-389

Corporate Services Department - Budget Monitoring Actual Main Variances

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Financial Services							
Accountancy	1,665	-302	1,579	-356	-140	Vacant Posts and additional receivership income	-79
Grants and Technical	277	-97	253	-57	15	Lower than anticipated recovery of staffing costs	12
Payroll	555	-334	509	-341	-52	Part year vacant posts	-0
Payments	486	-83	445	-79	-36	Part year vacant posts	-7
Revenues & Financial Compliance							
Procurement	515	-5	446	-5	-68	Vacant post	-34
Audit	610	-21	480	-40	-149	Vacant posts	-127
Business Support Unit	81	0	66	0	-15	Staff member reduced hours	-12
Corporate Services Training	55	0	27	-2	-30	Fewer training opportunities taken up	-1
Other Services							
Bank Charges	63	0	50	0	-13	Saving from Bank Tender	-11
Miscellaneous Services	7,065	-112	7,212	-88	171	Projected overspend due to cost of sales of assets being charged to revenue and purchase of Ammanford Hub.	265
Other Variances					2		-394
Grand Total					-317		-389

Department for Education & Children
Budget Monitoring - Actual

Division	Working Budget				Actual				EOY Variance for Year £'000	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Director & Strategic Management	896	0	-67	829	743	-1	-67	675	-154	-137
Education Services Division	117,462	-1,701	22,921	138,682	141,532	-25,269	22,921	139,185	502	453
Strategic Development	9,273	-7,505	1,612	3,380	9,051	-7,208	1,612	3,455	75	19
School Improvement	4,143	-1,842	849	3,150	4,292	-2,081	849	3,061	-90	-84
Learner Programmes	5,100	-3,980	1,052	2,172	5,061	-3,951	1,052	2,162	-10	-1
Children's Services	22,891	-6,526	3,922	20,287	23,552	-7,347	3,922	20,127	-160	12
GRAND TOTAL	159,766	-21,554	30,289	168,501	184,233	-45,857	30,289	168,664	164	262

Department for Education & Children - Budget Monitoring Actual

Main Variances

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Director & Strategic Management							
Director & Management Team	896	0	743	-1	-154	Part year vacant posts £54k. Increased budget £100k relating to transfers from other areas of the department in readiness to meet a departmental efficiency in 2018-19.	-137
Education Services Division							
School Redundancy & EVR	1,838	0	2,326	0	488	Budget utilised on existing commitments. Schools are supported and challenged on staffing structure proposals.	494
School Modernisation	94	-5	63	-35	-61	Closed school R&M /Grounds maint £60k, Energy £27k. NNDR Valuation Office have recently revised the valuation basis for closed schools £-153k.	-28
Early Years Non-Maintained Provision	469	0	363	0	-107	Reduced take-up of 10 hours per week free entitlement for 3 year olds in non-maintained settings.	-95
Special Educational Needs	2,908	-1,484	3,135	-1,457	254	Additional statementing costs within small schools £123k. Recent agreement and settlement of outstanding costs for four out of county complex individual cases £96k. Additional repair and maintenance cost relating to attached units £35k.	131
Education Other Than At School (EOTAS)	1,974	-212	2,064	-329	-27	Part year vacant post	-33
Sensory Impairment	362	0	349	0	-13	Part year vacant post	-12
Educational Psychology	898	0	869	-11	-39	Part year vacant posts	-29
Strategic Development							
Business Support	448	0	403	-0	-45	Part year vacant posts	-40
Participation	89	0	68	0	-21	Part year vacant post	-20
School Meals & Primary Free Breakfast Services	7,959	-7,143	7,823	-6,858	148	Additional responsive maintenance works £33k, reduced uptake of meals, loss of sales due to adverse weather and greater than anticipated inflationary food costs £115k.	89
School Improvement							
National Model for School Improvement	1,154	-56	1,204	-175	-70	Part year vacancies -£60k and utilisation of grant enabling core budget to support other pressures -£10k	-57
Welsh Language Support	474	-176	500	-223	-20	Part year vacant post	-15

**Department for Education & Children - Budget Monitoring Actual
Main Variances**

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Learner Programmes							
Music Services for Schools	1,083	-984	1,230	-961	169	Reduced take-up of school Service Level Agreements (SLA), due to school budgetary pressures.	170
Families First Grant (Youth)	674	-654	657	-654	-17	Part year vacant post	-17
Behaviour Management	141	0	68	0	-73	Vacant post for Behaviour and Wellbeing manager	-75
Youth Offending & Prevention Service	1,628	-785	1,569	-829	-103	Proceeds from sale of vehicles -£18k, additional staffing recharge to Youth Justice Board grant £-18k. Spending on supplies and services prioritised -£67k	-92
Adult & Community Learning	431	-416	422	-392	15	Fewer learners than projected in Term 2	12
Children's Services							
Commissioning and Social Work	6,479	-20	6,590	-224	-93	High Legal costs projected due to a high number of cases £187k additional premises costs £17k, travelling costs £41k. This is offset by staff recharges, secondment and part year vacancy savings -£322k, additional income -£9k and savings supplies and services costs -£7k	20
Corporate Parenting & Leaving Care	1,263	-418	1,272	-548	-120	Utilisation of grant enabling core budget to support other pressures	-91
Fostering Services & Support	3,696	0	3,753	-116	-59	Utilisation of grant enabling core budget to support other pressures	36
Adoption Services	524	-56	608	-158	-18	Fewer families receiving Boarding out payments than previously forecasted	-16
Out of County Placements (CS)	739	-54	830	-3	142	More use of independent care agencies that are more expensive to use due to a lack of in house placements including 3 young people being accommodated out of county due to their complex needs requiring 24 hour support.	89
Short Breaks and Direct Payments	519	-30	560	-118	-47	Utilisation of grant enabling core budget to support other pressures	-20
Flying Start Grant	3,614	-3,607	3,544	-3,523	15	Ineligible costs - audit fees	10
Families First Grant	1,904	-1,698	1,976	-1,798	-28	Utilisation of grant enabling core budget to support other pressures	0
Family Aide Services	212	0	170	0	-42	Part year vacant posts	-44
Other Family Services incl Young Carers and ASD	424	-230	398	-270	-66	Utilisation of grant enabling core budget to support other pressures	-64
Out of Hours Service	144	0	205	0	61	Currently managed within Childrens Services with increasing demand on adult mental health. Service has been realigned and will be transferring to Adult services during 2018/19	21
Parreglwyd Residential Unit	541	-159	667	-155	130	Additional staffing costs to cover periods of sickness and a young person being moved in which reduces the out of county placement costs.	55
Education Welfare	409	0	397	-31	-44	Utilisation of grant enabling core budget to support other pressures	-21
Other Variances					10		41
Grand Total					164		262

**Environment Department
Budget Monitoring - Actual**

Division	Working Budget				Actual				EOY Variance for Year £'000	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Buisness Support & Performance	-136	-35	382	211	-159	-100	382	123	-88	-48
Waste & Environmental Services	23,948	-7,120	4,113	20,942	23,839	-6,915	4,113	21,037	95	1
Highways & Transportation	49,269	-30,791	10,145	28,623	49,623	-30,960	10,145	28,809	185	402
Property	36,665	-35,077	5,985	7,574	37,502	-36,117	5,985	7,370	-204	-2
Planning	3,938	-2,322	1,408	3,025	3,693	-2,015	1,408	3,086	62	94
GRAND TOTAL	113,685	-75,344	22,034	60,375	114,498	-76,107	22,034	60,425	50	447

Environment Department - Budget Monitoring Actual Main Variances

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Buisness Support & Performance							
Business Support	-236	0	-280	-35	-78	All posts budgeted at top of grades in recent re-alignment ; and vacant posts during year	-49
Operational Training	2	-35	-8	-37	-12	Income generated higher than expected for the year	0
Waste & Environmental Services							
Ammanford Cemetery	42	-8	28	-9	-16	Reduced annual re-instatement works needed following testing procedures due to previous re-instatement to specification	-6
Public Conveniences	602	-24	574	-15	-18	Savings due to conclusion of 'Asset transfer' of several P.C's to Town and Community Councils	-2
Green Waste Collection	250	-110	286	-112	34	The green waste collection service is not yet self-financing.	34
Grounds Maintenance Service	4,507	-2,700	4,381	-2,488	86	Provision made for maintenance payments for next 2 years	0
Closed Landfill Sites Nantycaws	75	0	45	0	-30	Reduced licence fee premiums from NRW and reduced operational activity that reflects the reduction in environmental risks associated with leachate control and treatment as a result of the sustained success of the new leachate treatment plant.	-25
Closed Landfill Sites Wernddu	52	0	67	0	15	Due to additional pumping of leachate to prevent pollution of local watercourse and failure of submersible pumps	0
Highways & Transportation							
Civil Design	958	-1,330	999	-1,410	-39	Additional income through greater productivity and additional staff sourced through framework secondment.	-26
Transport Strategic Planning	373	0	343	0	-31	Additional income from grant schemes	-32
Passenger Transport	4,004	-2,523	4,681	-3,224	-24	Tender and service efficiencies.	-48
School Transport	10,420	-979	10,072	-919	-288	Service efficiencies	23
Car Parks	1,935	-3,311	2,077	-3,003	450	£36k efficiency has not been delivered due to major works in the car parks where it was proposed to change short/long term bays; Unachievable income target as the income target is increased every year but parking fees have not been increased; PCN income also lower than anticipated; Increased winter maintenance costs due to adverse weather conditions.	466
Nant y Ci Park & Ride	75	-31	88	-32	12	Increased winter maintenance costs due to adverse weather conditions.	11
School Crossing Patrols	134	0	153	0	19	Additional demand	0
Bridge Maintenance	694	0	686	-10	-18	Vacant post - 'Assistant Structures Engineer' from August 2017.	-23
Highway Maintenance	14,820	-7,410	11,562	-3,993	159	Increased winter maintenance	67
Highway Lighting	2,360	-1,130	3,108	-1,906	-28	Increased recharges to SWTRA through Western area works Partnership	0
Public Rights Of Way	194	-11	154	-10	-39	Underspend due to vacant posts during the year	-39

**Environment Department - Budget Monitoring Actual
Main Variances**

Division	Working Budget		Actual		EOY Variance for Year £'000	Notes	Feb 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Property							
Carbon Reduction Programme	271	0	151	0	-120	The budget forecast for the Carbon Reduction Commitment is based on previous performance adjusted to take account of any adverse weather conditions which can impact significantly on energy consumption.	0
Building Maintenance Operational	22,861	-24,476	24,021	-25,426	211	Under recovery of surplus target from internal recharges, to be adjusted in fee arrangements for 2018/19	154
Building Maintenance Business Unit	1,858	-1,622	1,922	-1,669	16	Under recovery of internal recharges	0
Strategic Asset Management Business Unit	693	-80	627	-97	-83	Vacant posts	-59
Corporate Property Maintenance	599	0	477	0	-123	20% reduction in the amount of responsive repairs due to demand and a reduced number of weather related repairs.	0
Building Cleaning	3,622	-3,522	3,540	-3,478	-38	Reduction in materials and equipment used resulting in reduced repair and maintenance costs, due to a change in cleaning procedures.	0
Operational Depots	377	0	389	0	12	Overspend due to expenditure on feasibility studies at Nantglas.	0
Administrative Buildings	3,326	-687	3,322	-724	-41	Lower energy costs due to investment in energy related schemes, to be utilised in 18/19 on running costs for the new occupation of Building 4 at St David's Park.	0
Industrial Premises	613	-1,360	588	-1,364	-30	Additional income from very high occupancy levels	-89
Planning							
Planning Admin Account	48	-3	214	-235	-65	Reduced expenditure £57k to partly offset under-achievement of Planning Application Fee income. Also over-achievement of Street naming and numbering income £8k.	-73
Building Control - Other	230	0	216	-7	-21	Underspend against various expenditure headings £14k and also income generated from carrying out safety and fire risk assessments £7k	-15
Minerals	358	-188	282	-157	-45	Underspend mainly due to staff vacancies and staff being budgeted at top of scale, but actually being employed on lower points.	-33
Development Management	1,580	-1,251	1,470	-878	264	Ongoing shortfall in income	269
South Wales Regional Aggregates Working Party (E)	50	-50	31	-50	-19	2016/17 underspend £17k was held in reserves, pending WG confirmation that specific outcomes have been achieved and that there will be no clawback of grant. This has now been confirmed, so surplus released back into revenue account. WG have now also confirmed 2017/18 specific outcomes have been achieved and that there will be no clawback of grant £2k.	-17

**Environment Department - Budget Monitoring Actual
Main Variances**

Division	Working Budget		Actual		EOY	Notes	Feb 18
	Expenditure	Income	Expenditure	Income	Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Waste planning monitoring report (E)	25	-25	-7	-25	-32	2016/17 underspend £16k was held in reserves, pending WG confirmation that specific outcomes have been achieved and that there will be no clawback of grant. This has now been confirmed, so surplus released back into revenue account. WG have now also confirmed 2017/18 specific outcomes have been achieved and that there will be no clawback of grant £16k.	-16
Other Variances					11		-24
Grand Total					50		447

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Policy & Resources Scrutiny Report

Budget Monitoring as at 31st March 2018 - Detail Monitoring

Division	Working Budget				Actual				Mar-18 Variance for Year £'000	Notes	Feb-18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Chief Executive											
Chief Executive-Chief Officer	316	0	-313	3	276	0	-313	-37	-40	Part year vacant post and reduction in supplies and services expenditure	-40
Corporate Savings Target	-580	0	0	-580	0	0	0	0	580	Efficiency proposals not yet delivered (Standby £295k and Health & Safety £285k)	580
Chief Executive Total	-264	0	-313	-577	276	0	-313	-37	540		540
People Management											
SCWDP	623	-417	57	263	633	-437	57	253	-10		0
Practise Placements	65	-67	6	4	83	-85	6	4	0		0
Business & Projects Support	254	-15	-279	-40	223	-15	-279	-70	-30	Reduction in supplies and services expenditure	-3
People Services – HR	963	-208	-745	10	958	-217	-745	-4	-14	Part Year vacant posts	-38
Employee Well-being	816	-352	-196	267	859	-478	-196	184	-84	Part Year vacant posts	-103
Organisational Development	505	-13	-499	-7	550	-73	-499	-22	-15	Vacant posts	-51
Employee Services – HR/Payroll Support	374	0	-343	31	383	-3	-343	37	6		-14
School Staff Absence Scheme	0	0	2	2	419	-419	2	2	0		0
DBS Checks	116	0	0	116	87	-10	0	77	-39	Less demand for service in year	-45
People Management & Performance Total	3,716	-1,072	-1,997	647	4,196	-1,737	-1,997	461	-186		-255
ICT											
Information Technology	3,426	-455	-2,917	54	3,728	-818	-2,917	-6	-61	Part Year vacant posts	-0
Central Telephone Network	1,053	-370	-709	-26	869	-332	-709	-172	-145	Reduction in expenditure on IT equipment and service contracts following rationalisation process	0
Total ICT	4,479	-826	-3,626	28	4,597	-1,150	-3,626	-178	-206		0
Admin and Law											
Democratic	1,717	0	2,554	4,270	1,640	-0	2,554	4,193	-77	Low take-up of the superannuation scheme by Members	-51
Civic Ceremonial	22	0	68	90	14	-0	68	82	-8		-8
Land Charges Administration	81	-282	84	-117	49	-262	84	-130	-13	Part year vacant post	-17
Police and Crime Commissioner	0	0	0	0	22	-22	0	-0	-0		0
Corporate Serv-Democratic	487	0	-440	47	398	-7	-440	-49	-97	Part year vacant posts	-88
Corporate Serv-Legal	1,522	-268	-975	279	1,501	-246	-975	280	1		-38
Corporate Serv-Land Charges	65	0	-63	2	54	0	-63	-9	-11	Part year vacant post	-11
Central Mailing	41	0	22	63	28	0	22	49	-13	Reduction in franking machine leasing costs following TIC project	7
Admin and Law Total	3,935	-550	1,249	4,634	3,705	-537	1,249	4,417	-217		-205

Policy & Resources Scrutiny Report

Budget Monitoring as at 31st March 2018 - Detail Monitoring

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Division	Working Budget				Actual				Mar-18 Variance for Year £'000	Notes	Feb-18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Regeneration, Policy & Property											
Policy											
TIC Team	212	-55	28	185	208	-51	28	185	0		-4
Agile Working Project	0	0	3	3	0	0	3	3	0		0
Registrars	379	-251	175	303	446	-304	175	318	15	Sickness Cover	17
Welsh Language	172	0	-161	11	133	0	-161	-28	-40	Less external projects in year while focusing on internal implementation of Welsh standards.	-25
Marketing and Media	689	-352	-310	27	646	-195	-310	141	114	Unfunded posts. Relignment in progress involving amalgamating business units. To be rectified for 2018-19	128
Corporate Serv-Translation	501	-15	-240	245	503	-18	-240	245	-0		-90
Domestic Abuse Services Grant	0	0	0	0	113	-113	0	0	0		0
Performance Management	568	-50	-380	138	506	-31	-380	95	-44	Vacant Post	-41
Chief Executive-Policy	527	-63	166	631	515	-32	166	649	18	Unachievable income target	4
CCTV	34	0	19	53	26	0	19	44	-9		-8
Public Service Bodies	9	0	10	19	3	0	10	13	-6		-6
Community Safety-Revenue	29	0	74	103	34	-9	74	99	-4		-2
Community Cohesion Fund	0	0	6	6	43	-43	6	6	0		0
Corporate Serv-Administration	484	-33	24	475	456	-5	24	475	-0		-33
The Guildhall Carmarthen	0	0	8	9	53	-12	8	50	41	CCC has purchased the building, but no budget has been allocated to cover any costs. Premises maintenance costs incurred have therefore resulted in this overspend	41
Parc Amanwy Ammanford	47	-4	47	90	44	-3	47	87	-2		-1
Nant Y Ci Rural Business Development Centre	38	-6	14	47	36	-5	14	44	-3		-6
Customer Services Centres	1,093	-294	-793	5	1,024	-297	-793	-67	-72	Vacant posts	-98
Customer Focus Wales	0	0	0	0	0	0	0	0	0		1
Safeguarding & Counter-Terrorism	0	0	10	10	14	0	10	23	14	Unfunded post. Officer now left the authority	14
Armed Forces Covenant Scheme	0	0	0	0	1	-1	0	0	0		-0
UN Sir Gar	168	-126	7	49	128	-85	7	51	2		3
Marketing Tourism Development	339	-15	74	398	323	-18	74	378	-20	Underspend mainly due to staff vacancies	1
Visitor Information	79	-9	18	87	68	-3	18	83	-5		-2
Events	48	-29	3	22	52	-32	3	23	0		1
Policy Total	5,417	-1,302	-1,199	2,916	5,374	-1,258	-1,199	2,917	1		-107
Statutory Services											
Elections-County Council	302	0	140	442	320	-54	140	406	-36	Expenditure on running local elections less than anticipated.	-58
Elections-Community Council	0	0	0	0	30	-30	0	-0	-0		-0
Elections-Parliamentary	0	0	0	0	286	-286	0	0	0		0
Registration Of Electors	156	-2	254	407	155	-39	254	369	-38	Grant received from Electoral Commission to assist with Individual Electoral Registration costs	-8
Coroners	385	0	28	413	375	0	28	404	-9		-47
Electoral Services - Staff	265	0	-235	30	260	0	-235	26	-4		-41
Statutory Services Total	1,107	-2	187	1,292	1,426	-409	187	1,204	-88		-154

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Division	Working Budget				Actual				Mar-18 Variance for Year £'000	Notes	Feb-18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Property											
Corporate Property	503	-125	-476	-98	512	-134	-476	-98	0		0
Industrial Premises - JV's	41	-128	124	37	312	-385	124	51	14	Drainage and access costs associated with Cross Hands East	46
Commercial Property - Chief Executives	49	-404	244	-111	102	-478	244	-132	-21	Additional occupancy in year	-65
Provision Markets	598	-611	1,077	1,064	568	-581	1,077	1,064	0		-19
Property Total	1,192	-1,269	969	892	1,494	-1,578	969	885	-7		-38
Major Projects											
Wellness	101	-76	4	29	112	-76	4	40	11	Specialist legal costs incurred - not anticipated in the working budget	0
City Deal	0	0	1	1	189	-189	1	1	0		0
Total Major Projects	101	-76	5	30	301	-265	5	40	11		0
Regeneration											
Regeneration - Core Budgets											
West Wales European Centre	111	0	102	213	117	0	102	219	6		-23
Parry Thomas Centre	2	0	1	3	28	-26	1	3	-1		4
Betws wind farm community fund	112	-111	91	91	232	-232	91	91	-0		-0
Community Grants	152	0	5	157	144	0	5	149	-8		-0
Welfare Rights & Citizen's Advice	162	0	1	163	161	0	1	162	-1		-1
Rural Carmarthenshire	25	0	5	30	29	-2	5	32	2		1
Amman Gwendreath Regeneration	25	0	32	57	26	-1	32	57	0		0
Llanelli Regeneration	21	0	3	24	26	0	3	29	4		2
Llanelli Coast Joint Venture	139	-139	12	12	136	-136	12	12	-0		0
Regen Core & Policy Performance	0	0	0	0	1	0	0	1	1		0
The Beacon	148	-130	48	66	174	-129	48	92	27	Mainly due to insufficient budget for rates, cleaning and grounds maintenance costs	20
Llanelli Community	41	0	24	65	30	0	24	53	-12		1
Amman Gwendraeth Community	99	0	15	113	49	0	15	63	-50		-47
3 T's Community Dev Core Budget	374	0	39	413	384	0	39	423	10	Net underspend of £29k between these cost centres mainly due to staffing vacancies - part year effect of Divisional Staffing Realignment, which has been implemented in 17/18. New cost centres have been created and there has been movement of staff between cost centres, resulting in these individual under / overspends during 17/18.	16
Physical Regeneration	458	0	62	521	374	0	62	436	-84		-56
Econ Dev-Rural Carmarthen, Ammanford,	0	0	282	282	52	0	282	334	52		52
Econ Dev-Llanelli, C Hands, Coastal, Business, Inf & Ent	0	0	17	17	116	0	17	133	116		93
Community Development and External Funding	0	0	7	7	17	0	7	23	17		48
Business Services	314	0	25	338	235	0	25	260	-78		-114

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Division	Working Budget				Actual				Mar-18 Variance for Year £'000	Notes	Feb-18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Regeneration - Externally Funded Schemes											
GT WWEC Matchfunding for Future Schemes	0	0	24	24	0	0	24	24	0		0
GT RDP LEADER Preliminary Costs	546	-545	10	10	341	-341	10	10	0		0
GT Regional Engagement Team - ERDF	137	-137	2	3	55	-55	2	3	-0		-0
GT Regional Engagement Team - ESF	99	-99	2	2	41	-41	2	2	-0		-0
GT Communities First - CCC Cluster	406	-406	12	12	384	-384	12	12	0		0
GT Fusion Challenge	30	-30	0	0	27	-27	0	0	0		0
GT Communities First Lift	93	-93	4	4	74	-74	4	4	0		0
GT Communities for Work - Priority 1	105	-105	6	7	81	-81	6	7	0		0
GT Communities for Work - Priority 3	57	-57	5	5	48	-48	5	5	-0		-0
GT RLP Transition	175	-175	19	19	192	-192	19	19	0		0
GT Workways Plus	466	-464	30	31	403	-402	30	31	-0		-0
GT Exploitation of Digital Technology in Carmarthenshire (E)	47	-47	0	0	9	-9	0	0	0		0
GT Event Organisers Network	42	-42	0	0	9	-9	0	-0	-0		-0
GT Mobile & pop up hubs	4	-4	0	0	5	-5	0	-0	-0		-0
GT Bucanier	94	-94	2	2	28	-28	2	2	0		0
GT Pendine Visitor Attractor (VW)	42	-42	2	2	26	-26	2	2	0		0
GT Match Funding Earmarked for Future Schemes	0	0	300	300	0	0	300	300	0		0
Regeneration Total	4,525	-2,719	1,185	2,992	4,055	-2,247	1,185	2,993	1		-4
Financial Services											
Chief Officer	334	-43	-247	44	326	-43	-247	36	-8		-9
Accountancy	1,665	-302	-1,388	-25	1,579	-356	-1,388	-165	-140	Vacant Posts and additional receivership income	-79
Treasury and Pension Investment Section	240	-132	-77	30	222	-113	-77	32	1		-8
Grants and Technical	277	-97	-36	145	253	-57	-36	160	15	Lower than anticipated recovery of staffing costs	12
Payroll	555	-334	-189	32	509	-341	-189	-21	-52	Part year vacant posts	-0
Payments	486	-83	-355	48	445	-79	-355	12	-36	Part year vacant posts	-7
Pensions	1,128	-1,082	42	88	966	-920	42	88	-0		-0
Wales Pension Partnership	160	-160	2	2	16	-16	2	2	0		0
Financial Services Total	4,844	-2,232	-2,248	364	4,318	-1,926	-2,248	143	-221		-91

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Budget Monitoring as at 31st March 2018 - Detail Monitoring

Division	Working Budget				Actual				Mar-18 Variance for Year £'000	Notes	Feb-18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Revenues & Financial Compliance											
Procurement	515	-5	-298	211	446	-5	-298	143	-68	Vacant post	-34
Audit	610	-21	-501	89	480	-40	-501	-61	-149	Vacant posts	-127
Risk Management	132	-2	-121	8	128	-2	-121	4	-4		10
Business Support Unit	81	0	-146	-65	66	0	-146	-80	-15	Staff member reduced hours	-12
Corporate Services Training	55	0	-101	-46	27	-2	-101	-76	-30	Fewer training opportunities taken up	-1
Local Taxation	881	-720	711	873	952	-791	711	872	-0		-24
Housing Benefits Admin	1,416	-749	-496	170	1,448	-782	-496	170	0		-45
Housing Advances Admin	0	0	3	3	1	0	3	4	1		1
Revenues	850	-144	-635	71	805	-99	-635	71	-0		-39
Benefits Fraud	50	0	-51	-1	50	0	-51	-1	0		-4
Revenues & Financial Compliance Total	4,589	-1,642	-1,635	1,313	4,403	-1,721	-1,635	1,047	-266		-277
Other Services											
Audit Fees	373	-86	4	291	369	-86	4	286	-4		-67
Bank Charges	63	0	1	64	50	0	1	51	-13	Saving from Bank Tender	-11
Council Tax Reduction Scheme	15,470	0	61	15,531	15,470	0	61	15,531	-0		-170
Rent Allowances	47,077	-47,090	1,302	1,288	49,713	-49,711	1,302	1,304	16		-39
Miscellaneous Services	7,065	-112	-1,930	5,022	7,212	-88	-1,930	5,194	171	Projected overspend due to cost of sales of assets being charged to revenue and purchase of Ammanford Hub.	265
Other Services Total	70,048	-47,288	-563	22,197	72,814	-49,885	-563	22,367	170		-22
TOTAL FOR POLICY & RESOURCES	103,690	-58,977	-7,986	36,726	106,958	-62,713	-7,986	36,259	-467		-612

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Capital Programme 2017/18							Variance for Year £'000
Capital Budget Monitoring - Report for EOY 2017-18							
	Working Budget			Actual			
DEPARTMENT	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	
COMMUNITIES							
- Private Housing	2,958	-301	2,657	3,488	-727	2,761	104
- Social Care	1,475	-689	786	650	-616	34	-752
- Leisure	4,530	-1,405	3,125	1,982	-158	1,824	-1,301
ENVIRONMENT	17,205	-5,218	11,987	14,212	-6,105	8,107	-3,880
EDUCATION & CHILDREN	25,231	-9,888	15,343	22,983	-7,411	15,572	229
CHIEF EXECUTIVE	2,369	-400	1,969	1,884	-400	1,484	-485
REGENERATION	5,387	-203	5,184	3,335	-533	2,802	-2,382
TOTAL	59,155	-18,104	41,051	48,534	-15,950	32,584	-8,467

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Capital Programme 2017/18

Capital Budget Monitoring - Report for EOY 2017-18 - Main Variances

DEPARTMENT/SCHEMES	Working Budget			Actual			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
COMMUNITIES								
- Private Housing	2,958	-301	2,657	3,488	-727	2,761	104	
Disabled Facility Grants	2,353	0	2,353	2,457	0	2,457	104	Overspend the result of a significant increase in demand/activity due to an improved delivery process and reduction in waiting times. Approach moving forward being re-assessed in order to better understand future implications for budget and waiting times.
Other Projects with Minor Variances	605	-301	304	1,031	-727	304	0	
- Social Care	1,475	-689	786	650	-616	34	-752	
Learning Disabilities Developments	228	0	228	0	0	0	-228	Options being considered for the modernisation of Learning Disability service provision in response to the Social Services and Wellbeing Act.
Cartref Cynnes Development Carmarthen	337	0	337	7	0	7	-330	Contingencies included in contract not fully utilised to date - final sum yet to be agreed. Budget required in 2018/19.
Older People's Accommodation (including Llanelli Area)	200	0	200	16	0	16	-184	Budget being re-profiled to reflect investment that will be needed in existing care home provision, as well as any extra provision that may be identified. Detailed work is being undertaken on confirming future needs around residential (including EMI), extra care and sheltered housing as well as future standards.
Other Projects with Minor Variances	710	-689	21	627	-616	11	-10	
- Leisure	4,530	-1,405	3,125	1,982	-158	1,824	-1,301	
Oriol Myrddin Redevelopment	763	-750	13	116	-103	13	0	£750k external grant unsuccessful, thus resulting in a variance in income. Council net budget target met with additional other external funding.
Rights of Way Bridge Strengthening Programme	450	-200	250	90	0	90	-160	£160k to slip to 18/19 to ensure priority works are completed. Remaining budget being considered for other priority schemes within department. External income of £200k not now realisable.
Strategic Open Spaces - Site Development & Linkages	400	-400	0	0	0	0	0	Virement approved in March 2018 to vire to Pembrey Country Park (actioned). External income of £400k not now realisable.
Countryside Projects - General	149	0	149	90	0	90	-59	Monies being retained for potential Rights of Way grant match funding.
Burry Port Harbour Dredging	173	0	173	267	0	267	94	Additional works ahead of schedule within year, however, the whole project is within budget - negative slippage to 2018/19.
Closed Circuit Track	499	0	499	22	0	22	-477	Delay due to the need for additional surveys. Contractor on site early April for completion by mid / late June '18
Pembrey Country Park - Strategic Infrastructure Development	1,112	0	1,112	460	0	460	-652	Slip balance into 18/19 to deliver various schemes including new amenity block which is underway and due for completion for Summer '18. Variance includes virements of £400k and £172k previously agreed.
Other Projects with Minor Variances	984	-55	929	937	-55	882	-47	

Capital Programme 2017/18

Capital Budget Monitoring - Report for EOY 2017-18 - Main Variances

DEPARTMENT/SCHEMES	Working Budget			Actual			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
ENVIRONMENT	17,205	-5,218	11,987	14,212	-6,105	8,107	-3,880	
Coastal Protection Works	432	0	432	163	0	163	-269	Scheme delayed due to change in contract specification. Budget required for future years.
Murray Street Car Park	198	0	198	1	0	1	-197	Expenditure profile being planned in accordance with whole of life care plan. Funding required for future year maintenance.
Bridge Strengthening & Replacement	904	0	904	660	0	660	-244	Land acquisitions having a delay on structural works.
Towy Valley Path - Abergwili to Nantgaredig	1,061	-763	298	636	-636	0	-298	Land acquisitions still in negotiations, potential CPO. Slipping the County council and external grant element of funding towards land purchase.
Ammanford Economic Regeneration Highway Infrastructure	1,110	-985	125	974	-944	30	-95	Additional local transport grant secured within year. Overall scheme funding unchanged, council funding required in 18/19.
Cross Hands Economic Link Road Phase 2	2,312	-2,106	206	2,236	-2,139	97	-109	Additional local transport grant secured within year. Overall scheme funding unchanged, council funding required in 18/19.
Carmarthen Western Link Road	392	-110	282	135	-128	7	-275	Scheme currently behind schedule due to land issues. Land purchase currently at CPO stage.
St Davids Park	1,185	0	1,185	63	0	63	-1,122	Works delayed due to planning and additional works on asbestos related matters.
Rural Estates Capital Schemes	570	0	570	315	0	315	-255	Delay in design & procurement of works due to lack of available resource - buildings will be occupied over winter months.
Capital maintenance	3,295	0	3,295	2,801	0	2,801	-494	Re-tender required on a particular scheme due to change of specification and certain projects delayed due to capacity issues.
Industrial Redevelopments	935	0	935	772	0	772	-163	Scheme due to complete in early in 2018/19
East Gate Development	241	0	241	36	0	36	-205	Savings on scheme due to external funding secured in prior year.
Other Projects with Minor Variances	4,570	-1,254	3,316	5,420	-2,258	3,162	-154	Additional local transport grant secured to increase external funding actual based on budget.

Capital Programme 2017/18

Capital Budget Monitoring - Report for EOY 2017-18 - Main Variances

DEPARTMENT/SCHEMES	Working Budget			Actual			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
EDUCATION & CHILDREN	25,231	-9,888	15,343	22,983	-7,411	15,572	229	
MEP External Funding Income	0	-9,130	-9,130	0	-7,223	-7,223	1,907	Grant within year reduced due to individual schemes not progressing as envisaged, no overall impact on grant at project end.
Dinefwr Project - Dyffryn Aman	131	0	131	23	0	23	-108	Issues with playing fields being discussed with contractor
Dinefwr Project - Ysgol Bro Dinefwr	474	0	474	55	0	55	-419	Claim against contractor, potential payment in 18/19.
Ysgol Pen Rhos CP School - New School	4,299	0	4,299	5,217	0	5,217	918	Scheme progressed well. No overall scheme overspend.
Llangadog - Major Redevelopment	1,955	0	1,955	425	0	425	-1,530	Delayed start. No overall scheme underspend.
Ysgol Trimsaran - New School Building	1,813	0	1,813	3,071	0	3,071	1,258	Delayed start in previous years resulting in increased expenditure in 2017/18.
Llandeilo Primary	203	0	203	0	0	0	-203	Options for the future of primary education in the area currently being considered. Re profile required.
Ammanford Primary	173	0	173	0	0	0	-173	Options for the future of primary education in the area currently being considered. Re profile required.
Parc Y Tywyn	6,051	0	6,051	5,633	0	5,633	-418	Scheme progressing well. No overall scheme underspend.
Ysgol Dewi Sant	500	0	500	329	0	329	-171	Delay pending resolution of land issues.
Gorslas - New School	505	0	505	273	0	273	-232	Slight delay with scheme - progressing land acquisition issues.
Rhydygors - Refurbishment/Re-configuration	568	0	568	0	0	0	-568	Scheme development on hold pending outcome of Behavioural Services Review.
Laugharne VCP Works	283	0	283	5	0	5	-278	Scheme delayed pending resolution of land acquisition issues.
Pontyberem CP - Refurbishment/Re-configuration	1,088	0	1,088	1,644	0	1,644	556	Scheme ahead of schedule. No overall scheme overspend.
Carmarthen West New School - Phase 1	570	-570	0	528	0	528	528	Land issues. Project delayed.
Rhys Prichard Relocation	505	0	505	60	0	60	-445	Scheme development issues caused initial delay - now resolved.
Ysgol Coedcae - Phase 1	1,583	0	1,583	1,179	0	1,179	-404	Expenditure carried forward to 18/19, no overall underspend.
St John Lloyd	2,458	0	2,458	2,296	0	2,296	-162	Scheme progressing well. No overall scheme underspend.
MEP - Future Projects	481	0	481	951	0	951	470	Design costs and some land purchase accelerated on various Band B schemes in order to take full advantage of grant funding in 2018/19.
Burry Port Schools Development	191	0	191	5	0	5	-186	Retention payment now due 2018/19
Llanelli Vocational Village	147	0	147	32	0	32	-115	Scheme savings - Awaiting completion of St John Lloyd phase.
Other Projects with Minor Variances	1,253	-188	1,065	1,257	-188	1,069	4	

Capital Programme 2017/18

Capital Budget Monitoring - Report for EOY 2017-18 - Main Variances

DEPARTMENT/SCHEMES	Working Budget			Actual			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
CHIEF EXECUTIVE	2,369	-400	1,969	1,884	-400	1,484	-485	
IT Strategy Developments	1,893	0	1,893	1,408	0	1,408	-485	Delays relating to PSBA core network re-design and phase 5 & 6. Budget required in 2018/19.
Other Projects with Minor Variances	476	-400	76	476	-400	76	0	
REGENERATION	5,387	-203	5,184	3,335	-533	2,802	-2,382	
Rural Enterprise Fund	1,092	0	1,092	552	0	552	-540	Funding fully committed, third party schemes behind claim profile.
Transformation Commercial Property Development Fund	632	0	632	190	0	190	-442	Fund fully committed, third party schemes behind claim profile.
Health & Safety Remediation Works	95	0	95	31	0	31	-64	Committed for demolition works in 2018/19
Cross Hands East strategic Employment Site	144	0	144	44	0	44	-100	Final contractor payment and land compensation not incurred in 2017/18 - funding required to be rolled forward into 18/19 to meet these obligations.
Opportunity Street (Llanelli)	478	0	478	334	0	334	-144	Funds committed to 18-19 town centre demolitions.
Ammanford Town Centre Regeneration	63	0	63	3	0	3	-60	Railway works commencing April 18 slip to 18/19
Carmarthen Town Regeneration - Jacksons Lane	929	0	929	64	-3	61	-868	Re-direction of sewer required to accommodate scheme, commencement of works in 18/19.
Laugharne Carpark	208	0	208	0	0	0	-208	Discussion are ongoing with the developer regarding the remedial works for the proposed development.
Pendine Iconic International Visitors Destination	45	0	45	543	-333	210	165	Profile of external grant and council funding to be amended, scheme on target overall.
Margaret St - Retaining Wall & Road Widening	167	0	167	83	0	83	-84	Delays with British Telecom works to relocate cabinets have resulted in the road widening scheme works being rescheduled for summer holidays 2018.
Other Projects with Minor Variances	1,534	-203	1,331	1,491	-197	1,294	-37	
TOTAL	59,155	-18,104	41,051	48,534	-15,950	32,584	-8,467	

Chief Executive and Regeneration
Capital Budget Monitoring - Scrutiny Report for End of Year 2017/18 - Detailed Variances

Scheme	Target Date for Completion	Working Budget			Actual			Variance for Year £'000	Comment
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
IT Strategy Developments	Ongoing	1,819	0	1,819	1,334	0	1,334	-485	Delays relating to PSBA core network re-design and phase 5 & 6. Budget required in 2018/19.
Cross Hands West	Completed	476	-400	76	476	-400	76	0	
Llanelli JV General	Ongoing	1,105	-34	1,071	1,105	-34	1,071	0	
Community Development	Sep-18	55	0	55	55	0	55	0	
Mynydd Y Betws Wind Farm Community Benefit Fund	Ongoing	84	0	84	84	0	84	0	
County Wide Regeneration fund 2015-16 Onwards		1,724	0	1,724	742	0	742	-982	
Rural Enterprise Fund	Mar-20	1,092	0	1,092	552	0	552	-540	Funding fully committed, third party schemes behind claim profile.
Transformation Commercial Property Development Fund	Mar-20	632	0	632	190	0	190	-442	Fund fully committed, third party schemes behind claim profile.
Health & Safety Remediation Works	Mar-19	95	0	95	31	0	31	-64	Committed for demolition works in 2018/19
Llanelli, Cross Hands & Coastal Belt Area		708	0	708	442	0	442	-266	
Cross Hands East strategic Employment Site	Mar-19	144	0	144	44	0	44	-100	Final contractor payment and land compensation not incurred in 2017/18 - funding required to be rolled forward into 18/19 to meet these obligations.
Opportunity Street (Llanelli)	Mar-19	478	0	478	334	0	334	-144	Funds committed to 18-19 town centre demolitions.
Pembrey Peninsula Study	Completed	8	0	8	8	0	8	0	
Llanelli Regeneration Plan	Ongoing	78	0	78	56	0	56	-22	
Ammanford, Carmarthen & Rural Area		1,616	-169	1,447	876	-499	377	-1,070	
Ammanford Town Centre Regeneration	Mar-19	63	0	63	3	0	3	-60	Railway works commencing April 18 slip to 18/19
Coastal Communities - Parry Thomas Centre, Pendine	Completed	12	0	12	12	0	12	0	
Carmarthen Town Regeneration - Jacksons Lane	Ongoing	929	0	929	64	-3	61	-868	Re-direction of sewer required to accommodate scheme, commencement of works in 18/19.

Chief Executive and Regeneration
Capital Budget Monitoring - Scrutiny Report for End of Year 2017/18 - Detailed Variances

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Scheme	Target Date for Completion	Working Budget			Actual		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Ammanford Town Centre Partnership(Rail Crossing Enhancement Scheme)	Completed	8	0	8	8	0	8
Laugharne Carpark	Ongoing	208	0	208	0	0	0
Pendine Iconic International Visitors Destination	Ongoing	45	0	45	543	-333	210
Carmarthen Town Regeneration - King Street	Ongoing	43	0	43	0	0	0
Margaret St - Retaining Wall & Road Widening	Mar-19	167	0	167	83	0	83
Pendine Coastal Risk & Regeneration Project	Completed	0	0	0	15	-15	0
Carmarthen Western Gateway & Wetlands	Ongoing	0	-32	-32	7	-11	-4
Opportunity Street (Ammanford)	Ongoing	141	-137	4	141	-137	4
NET BUDGET		7,682	-603	7,079	5,145	-933	4,212

Variance for Year £'000	Comment
0	
-208	Discussion are ongoing with the developer regarding the remedial works for the proposed development.
165	Profile of external grant and council funding to be amended, scheme on target overall.
-43	
-84	Delays with British Telecom works to relocate cabinets have resulted in the road widening scheme works being rescheduled for summer holidays 2018.
0	
28	
0	
-2,867	

POLICY & RESOURCES SCRUTINY COMMITTEE 19TH JULY 2018

FORTHCOMING ITEMS FOR NEXT MEETING 11TH OCTOBER, 2018

Discussion Topic	Background
Treasury Management 2018/19 (Q1)	This is a standard quarterly update in relation to Treasury Management
Budget Monitoring 2018/19 (Q1) (Revenue & Capital)	This is a standard item which allows members to undertake their monitoring role of the departmental and corporate budgets.
May & July 2018 PSB minutes	The Well-being of Future Generations (Wales) Act 2015 notes the requirement that a designated local government scrutiny committee is appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee has been designated as the relevant scrutiny committee.
Annual Compliments & Complaints Report	This report will provide the Committee with an opportunity to scrutinise compliments and complaints for the 2017/18 financial year.
Policy & Resources Scrutiny Committee Annual report 2017/18	In accordance with Article 6.2 of the County Council's Constitution, each scrutiny committee must "prepare an annual report giving an account of its activities over the previous year." This report will provide members with an overview of the Committee's work during the 2017/18 municipal year.

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Policy & Resources Scrutiny Committee – Forward Work Programme 2018/19

19 July 2018	11 th October 2018	5 th December 2018	11 th January 2019	6 th February 2019	20 th March 2019
2017/18 Annual Report on Well-being Objectives	P&R Scrutiny Committee Annual Report 2017/18 [moved from 19th July]	Corporate Strategy Performance Monitoring Report 2018/19	3-year Revenue Budget Strategy Consultation 2018/19 to 2020/21	Treasury Management Policy & Strategy 2019/20	Budget Monitoring 2018/19 (Q3) (Revenues & Capital)
P&R Scrutiny Committee Annual Report 2017/18 [moved to 11th October]	Treasury Management 2018/19 (Q1)	2019/20 Departmental Business Plan	5-year Capital Programme Consultation 2019/2020 to 2023/24	Treasury Management 2018/19 (Q4)	Performance Monitoring 2018/19 (Q3)
Actions & Referrals Update	Budget Monitoring 2018/19 (Q1) (Revenue & Capital)	Treasury Management 2018/19 (Q2) (Half Yearly Report)	Chief Executives & Corporate Services Business Plans 2019/20	November 2018 PSB minutes	Actions & Referrals Update
Annual Progress Report – Digital Transformation Strategy 2017-2020	May & July 2018 PSB minutes	Budget monitoring 2018/19 (Q2) (Revenue & Capital)	Public Services Board Annual Report 2018 (Partners invited)		January 2019 PSB minutes
Annual Report 2017/18 on the Welsh Language [moved from 5th December]	Annual Compliments & Complaints Report	Annual Report 2017/18 on the Welsh Language [moved to 19th July]			
		Attendance Management			
		Actions & Referrals Update			
		September 2018 PSB minutes			

Exc. Board Meetings: 30th July; 24th September; 22nd October; 19th November; 17th December; 21st January 2019; 4th February [Budget]; 4th March; 1st April.

Council Meetings: 12th September; 10th October; 14th November; 12th December; 9th January 2019; 13th February; 20th February [Corp. Budget]; 6th March [Tax]; 10th April.

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POLICY & RESOURCES SCRUTINY COMMITTEE
19th JULY 2018

**EXPLANATION FOR NON-SUBMISSION
 OF SCRUTINY REPORTS**

ITEM	RESPONSIBLE OFFICER(S)	EXPLANATION	REVISED SUBMISSION DATE
Policy & Resources Committee Annual Report 2017/18	Martin S. Davies	Work is still being undertaken on the report.	11 TH October 2018.



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**POLICY & RESOURCES SCRUTINY COMMITTEE
19th JULY 2018**

**POLICY & RESOURCES SCRUTINY COMMITTEE
ACTIONS AND REFERRALS UPDATE**

To consider and comment on the following issues:

- To scrutinise the progress made in relation to actions, requests or referrals recorded during previous meetings of the Committee.

Reasons:

- To enable members to exercise their scrutiny role in relation to monitoring performance.

To be referred to the Executive Board / Council for decision: NO

Executive Board Member Portfolio Holder: NOT APPLICABLE

<p>Directorate: Chief Executive's</p> <p>Name of Head of Service: Linda Rees-Jones</p> <p>Report Author: Martin S. Davies</p>	<p>Designations:</p> <p>Head of Administration & Law</p> <p>Democratic Services Officer</p>	<p>Tel Nos. / E-Mail Addresses:</p> <p>01267 224010 lrjones@carmarthenshire.gov.uk</p> <p>01267 224059 MSDavies@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 19th JULY 2018

Policy & Resources Scrutiny Committee Actions and Referrals Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role. The attached report provides members of the Committee with an update on the progress made in relation to these requests.

DETAILED REPORT ATTACHED?	YES
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Linda Rees-Jones Head of Administration & Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Linda Rees-Jones Head of Administration & Law

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
P&R Scrutiny Committee Reports and Minutes	Meetings held up to July 2015: http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/ Meetings from September 2015 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=170

Environmental and Public Protection Scrutiny Committee Actions 2017-2018

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
P&R 001-17/18	28th April 2017	Recommendation	Digital Transformation Strategy 2017-2020 - UNANIMOUSLY RESOLVED that the Strategy be endorsed subject to the inclusion of reference to elected members.	At its meeting on the 2nd May 2017, the Executive Board UNANIMOUSLY RESOLVED that the Digital Transformation Strategy 2017- 2020 be endorsed subject to the inclusion of reference to elected members.	Noelwyn Daniel	Completed
P&R 002-17/18	11th October 2017	Recommendation	Draft - Carmarthenshire County Council's Annual Report for 2016/17 - RESOLVED that the draft Annual Report, including the Second Year Progress Report on the Corporate Strategy, be received.	At its meeting on the 23rd October 2017, the Executive Board unanimously resolved to approve the report..	Paul R. Thomas/ Wendy Walters/ Noelwyn Daniel/ Linda Rees/ Jones/ Helen L Pugh	Completed
P&R 003-17/18	11th October 2017	Recommendation	2017/18 Well-being Objectives and Governance & Resources Departmental Performance Monitoring Report - RESOLVED 8.1 that the report be received; 8.2 that a report on sickness absence be submitted to the next meeting; 8.3 that arrangements be made for the Committee members to visit the occupational health unit followed by an informal session on HR.	A report on sickness absence was considered at the meeting on 6th December 2016. The Committee visited the occupational health unit which was followed by an informal session on HR.	Paul R. Thomas/ Wendy Walters/ Noelwyn Danie/ Jonathan Fearn/ Linda Rees Jones/Helen Pugh	Completed
P&R 004-17/18	11th October 2017	Recommendation	Annual Treasury Management and Prudential Indicator Report 2016-2017 - UNANIMOUSLY RESOLVED to endorse the report.	At its meeting on the 20th September 2017, the Executive Board unanimously resolved to receive the report..	Chris Moore / Anthony Parnell	Completed
P&R 005-17/18	11th October 2017	Recommendation	Quarterly Treasury Management and Prudential Indicator Report 1st April 2017 to 30th June 2017 - UNANIMOUSLY RESOLVED to endorse the report.	At its meeting on the 23rd October 2017, the Executive Board unanimously resolved to approve the report.	Chris Moore / Anthony Parnell	Completed
P&R 006-17/18	11th October 2017	Recommendation	Revenue & Capital Budget Monitoring Report 2017/18 - UNANIMOUSLY RESOLVED to note the report.	At its meeting on the 23rd October 2017, the Executive Board unanimously resolved to receive the report..	Chris Moore	Completed
P&R 007-17/18	6th December 2017	Recommendation	Corporate Asset Management Plan and Office Accomodation Strategy Update UNANIMOUSLY RESOLVED 7.1 that the report be noted; 7.2 that the Environment and Public Protection Scrutiny Committee be requested to scrutinise expenditure on the proposed Towy Valley Cycle path.	Environment and Public Protection Scrutiny Committee requested to scrutinise expenditure on the proposed Towy Valley Cycle path.	Martin S. Davies	Completed

Environmental and Public Protection Scrutiny Committee Actions 2017-2018

P&R 008-17/18 Page 240	6th December 2017	Recommendation	Annual Report 2016/17 on the Welsh Language UNANIMOUSLY RESOLVED to endorse the Annual report in relation to the Welsh language and the introduction of the Standards during 2016-17.	At its meeting on the 18th December 2017, the Executive Board unanimously resolved to receive and approve the report..	Wendy Walters/Llinos Evans	Completed
P&R 009-17/18	6th December 2017	Recommendation	Strategic Equality Plan Annual Report 2016-17 UNANIMOUSLY RESOLVED to recommend to the Executive Board that the report be approved.	At its meeting on the 18th December 2017, the Executive Board unanimously resolved to receive and approve the report..	Wendy Walters/Llinos Evans	Completed
P&R 010-17/18	6th December 2017	Recommendation	Carmarthenshire Public Services Board (PSB) Minutes - September 2017 UNANIMOUSLY RESOLVED 11.1 that the minutes of the PSB meeting held on the 14th September 2017 be received; 11.2 that the Executive Board be requested to ask the PSB partners to make a greater financial contribution towards the work of the PSB; 11.3 that the PSB's invitation to attend a future meeting be accepted.	11.2 referred to Executive Board 11.3 dates of PSB meetings sent to members	Gwyneth Ayers / Martin S. Davies	Completed
P&R 011-17/18	6th December 2017	Recommendation	Referral from Community Scrutiny Committee - Staff Sickness Levels UNANIMOUSLY RESOLVED that the Community Scrutiny Committee be advised that the Policy and Resources Committee has considered a report on attendance management incorporating sickness management.	Community Scrutiny to be informed of action taken.	Martin S. Davies	Completed
P&R 012-17/18	6th December 2017	Recommendation	Attendance Management Monitoring Report April 2017 to September 2017 UNANIMOUSLY RESOLVED 13.1 that the report be received; 13.2 that arrangements be made for a development session for members of the Policy and Resources Committee focussing on the issues raised above with a view to enabling members to gain a greater understanding of sickness management within the authority and schools and agreeing the type of data it wishes to see in future reports.	13.2 A development session on the 26th January 2018.	Paul R. Thomas	Completed

Environmental and Public Protection Scrutiny Committee Actions 2017-2018

P&R 013 17/18	12TH January 2018	ACTION	Carmarthenshire Public Services Board Annual Report 2016-17 - Barry Liles stated that he would look into the possibility of holding a meeting at a venue which could accommodate the full committee.	Chair of the Public Services Board [PSB], has agreed, in order that all members of the committee can observe a single PSB meeting, to hold the PSB meeting scheduled for the 8th March 2018 at the Caer Suite, Mid & West Wales Fire & Rescue Service Headquarters, Carmarthen, commencing at 2.00 p.m.	Gwyneth Ayers / Wendy Philips	Completed
P&R 014 17/18	7TH February 2018	ACTION	TREASURY MANAGEMENT POLICY AND STRATEGY 2018-19 - The Director of Corporate Services agreed to circulate a profile of loans borrowed;	Update required	Chris Moore	Outstanding
P&R 015 17/18	7TH February 2018	ACTION	QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 1ST APRIL 2017 TO 31ST DECEMBER 2017 - The Director of Corporate Services agreed to ascertain progress on the conversion of traditional street lighting to LED under the interest free 'Invest-2-Save' funding	Update required	Chris Moore	Outstanding
P&R 016 17/18	7TH February 2018	ACTION	TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME ANNUAL REPORT 2016/17 & BUSINESS PLAN 2017/18 - <ul style="list-style-type: none"> •The TIC Programme Manager agreed to provide examples of projects which had been undertaken which had not delivered efficiency savings; • It was suggested that the tables in the report indicating savings achieved should also include any costs incurred to achieve those savings; 	Actions will be progressed as part of a wider piece of work looking at the how efficiencies arising from TIC Projects are calculated and reported. This work is being undertaken as part of the development of the TIC Annual Report for 17/18 which will be reported to Scrutiny Committee early in the municipal year.	Jon Owen	Completed
P&R 017- 17/18	7th February 2018	Recommendation	CARMARTHENSHIRE WELL-BEING PLAN: THE CARMARTHENSHIRE WE WANT UNANIMOUSLY RESOLVED that the 'Carmarthenshire Well-being Plan – The Carmarthenshire we want – 2018-2023' be endorsed.	The Plan will be considered by the Executive Board on the 26th March 2018.	Gwyneth Ayers	Completed

Environmental and Public Protection Scrutiny Committee Actions 2017-2018

P&R 018-17/18 Page 242	21st March 2018	ACTION	REVENUE & CAPITAL BUDGET MONITORING REPORT 2017/18 <ul style="list-style-type: none"> Concern was expressed that 'vacant posts' were being used to balance budgets. The Director of Corporate Services agreed to provide details as to how long vacant posts listed in the report had remained unfilled particularly as there could be an impact on frontline services and other staff who might have to provide cover; In response to a query as to when the Corporate Savings Target within the Chief Executive's Department would be delivered the Director of Corporate Services advised that negotiations with the union over Standby were ongoing. He agreed to follow up the matter in regard to Health and Safety; 	Update required	Chris Moore	Outstanding
P&R 019-17/18	21st March 2018	Recommendation	2017/18 WELL-BEING OBJECTIVES DEPARTMENTAL PERFORMANCE MONITORING REPORT QUARTER 3 - 1ST APRIL TO 31ST DECEMBER 2017 UNANIMOUSLY RESOLVED that a report on sickness absence be submitted to the next meeting.	A report on Attendance Management/ Sickness Absence is due to be submitted to the Committee on the 14th June 2018.	Paul Thomas / Cheryl Reynolds	Completed
P&R 020-17/18	21st March 2018	ACTION	CORPORATE ENFORCEMENT POLICY • A concern was expressed that the penalties in themselves were not high enough to be a deterrent. The Environmental Protection Manager stated that she could provide details of the number of fines issued. She agreed also to look into a suggestion that enforcement officers should be less visible and attired in plain clothes;	Update required	Sue Watts	Outstanding
P&R 021-17/18	21st March 2018	Recommendation	CORPORATE ENFORCEMENT POLICY UNANIMOUSLY RESOLVED to recommend to the Executive Board that the amended Corporate Enforcement Policy be adopted from the 1 st April 2018.	At its meeting on the 26th March 2018, the Executive Board unanimously resolved to adopt the policy.	Sue Watts	Completed

Environmental and Public Protection Scrutiny Committee Actions 2017-2018

P&R 022-17/18	27th April 2018	Action	DRAFT NEW CORPORATE STRATEGY 2018-23 • In terms of Well Being Objective 14 ref. B4 and the targeting of specific areas to promote the welsh language it was pointed out that research based on the 2011 census had indicated areas where there had been a decline in the use of the Welsh Language and resources were being focussed accordingly. The Welsh Language Development Officer agreed to circulate more information in this regard;	Information circulated to Committee 31/5/18	Bethan James	Completed
P&R 023-17/18	27th April 2018	Action	DRAFT NEW CORPORATE STRATEGY 2018-23 • The Head of Financial Services agreed to follow up a query as to how well the Authority was meeting its target for the payment of invoices to small businesses;	Update required	Randal Hemingway	Outstanding
P&R 024-17/18	27th April 2018	Recommendation	DRAFT NEW CORPORATE STRATEGY 2018-23 RESOLVED to recommend to the Executive Board that the draft new Corporate Strategy 2018-23 be endorsed	Due to be considered by Executive Board on 4th June 2018	Wendy Walters	Completed
P&R 025-17/18	27th April 2018	Recommendation	CARMARTHENSHIRE COUNTY COUNCIL'S PROCUREMENT STRATEGY 2018/22 RESOLVED 6.1 that the draft Strategy be endorsed; 6.2 the Committee be kept apprised of any efficiencies and savings identified;	6.1 Due to be considered by Executive Board on 4th June 2018 ongoing 6.2	Helen Pugh	Completed
P&R 026-17/18	27th April 2018	Recommendation	CARMARTHENSHIRE COUNTY COUNCIL'S PROCUREMENT STRATEGY 2018/22 RESOLVED that the Director of Corporate Services be requested to circulate details on the latest position with regard to the governance of the Swansea Bay City Deal.	Update required	Randal Hemingway	Outstanding
P&R 027-17/18	27th April 2018	Recommendation	WELSH GOVERNMENT CODE OF PRACTICE - ETHICAL EMPLOYMENT IN SUPPLY CHAINS UNANIMOUSLY RESOLVED 7.1 to endorse the proposal to sign up to the Code; 7.2 the outcome of the 'pilot' be reported to the Committee.	7.1 Due to be considered by Executive Board on 4th June 2018 ongoing 7.2	Helen Pugh	Completed

Environmental and Public Protection Scrutiny Committee Actions 2017-2018

P&R 001-18/19 Page 244	14th June 2018	Recommendation	SICKNESS ABSENCE MONITORING REPORT - END OF YEAR 2017/18 UNANIMOUSLY RESOLVED 5.1 that that comparators be shown as percentages in future reports; 5.2 that arrangements be made for a further Member Development Session on Sickness Absence Monitoring with a view to members being apprised of the type of sickness data circulated to Departmental Management Teams.	The session has been arranged for 2nd October 2018..	Paul Thomas / Cheryl Reynolds	Completed
P&R 002 18/19	14th June 2018	ACTION	Carmarthenshire Public Services Board Annual Report 2016-17 The Corporate Policy and Partnership Manager agreed to circulate dates of future PSB meeting with a view to each member indicating their preference for attending as an observer. committee.	Dates circulated to Members	Gwyneth Ayers	Completed

Thursday, 14 June 2018

PRESENT: Councillor A.G. Morgan (Chair)

Councillors:

S.M. Allen, K.V. Broom, D.M. Cundy (In place of D.C. Evans), T.A.J. Davies, H.L. Davies, J.K. Howell, G.H. John, C. Jones, K. Madge, J.G. Prosser and D.E. Williams

Also in attendance:

Councillor D.M. Jenkins, Executive Board Member for Resources

The following Officers were in attendance:

P.R. Thomas, Assistant Chief Executive (People Management & Performance)

R. Hemingway, Head of Financial Services

G. Ayers, Corporate Policy and Partnership Manager

A Clarke, Lead Business Partner (HR)

H. Font, Employee Wellbeing Manager

M.S. Davies, Democratic Services Officer

Chamber, 3 Spilman Street, Carmarthen: 10.00 am - 12.00 pm

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor D.C. Evans.

2. DECLARATIONS OF PERSONAL INTEREST

Councillor	Minute Number	Nature of Interest
K. Madge	5 - Sickness Absence Monitoring Report – End of Year 2017/18	Daughter works in Social Services.

3. DECLARATION OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

4. PUBLIC QUESTIONS

No public questions had been received.

5. SICKNESS ABSENCE MONITORING REPORT - END OF YEAR 2017/18

Further to minute 7.2 of the meeting held on the 21st March 2018 the Committee considered a report which provided sickness absence data for the 2017/18 financial year. The data indicated that since 2016/17 there had been an overall reduction in the number of days lost per full time equivalent (FTE) from 10.76 days in 2016/17 to 10.15 days during 2017/18. Overall, however, the target of 9.6 days per FTE, which had been set by Corporate Management Team to support a reduction in absence, had not been met. The report also provided information in relation to the initiatives introduced during the year to support attendance management within schools and council departments. These included:

- Introduction of the Schools' Staff Absence Scheme to all primary schools;
- Positive Attendance Management Conference for all Carmarthenshire Head Teachers and Chairs of Governing Bodies;
- Ongoing delivery of the Attendance Management development programme to all Head Teachers and Chairs of Governing Bodies;
- Establishment of the Challenge & Review Attendance Forum, chaired by the Deputy Leader;
- Improved management information, benchmarking and ranking data;
- Signing of the TUC Charter "Dying to Work Campaign" aimed at supporting employees with a terminal illness;
- Maintaining the Council's accreditation as a Disability Confident Employer.

The report also provides detailed information relating to Cost of absence, Employee Wellbeing data, Number of employees dismissed on the grounds of health capability, Main causes of absence, Sector comparisons and All Wales comparisons (2016/17).

The following issues were raised on the report:

- The Assistant Chief Executive [People Management] agreed that members should be kept apprised of any issues arising from sickness absence in their local schools;
- It was queried as to whether schools could consider using 'locums' to cover staff absence through sickness thus bypassing the use of agencies. In response the Committee was informed that Welsh Government had recently funded the employment of 3 newly qualified teachers to provide planned, not sickness, cover within the Llanelli cluster of schools but it was considered that it could provide an opportunity to test the possibility of such an initiative being set up to provide sickness cover;
- The Assistant Chief Executive [People Management] suggested that where there were continued concerns over the levels of sickness absence the Committee might wish to invite the relevant Head of Service to a meeting to explain the situation and outline any remedial action. He added that the Corporate Management Team and Departmental Management Teams received Data Management Reports which were able to pinpoint sickness 'hot spots' and patterns with a view to any issues being addressed. The Committee might also wish to consider asking Heads of Service to submit reports to future meetings outlining the positive impact and initiatives in order for good practice be shared;
- Reference was made to the extensive training given to managers on sickness management and the comprehensive information available to staff on the intranet;
- The question was asked as to whether reduced staffing levels in certain areas could be linked with an increase in staff absence due possibly to a greater workload and stress on remaining staff;

- It was acknowledged that targets relating to sickness absence management needed to be realistic but challenging;
- The Employee Wellbeing Manager agreed to provide greater detail with regard to the number of employees supported by the Occupational Health Centre in future reports;
- In response to a question the Assistant Chief Executive [People Management] stated that the issue of staff recognition for long service was due to be looked at by the recently established People's Strategy Board;
- In response to a comment that staff should be encouraged to have flu jobs it was stated that information was available to staff but it was a matter for each individual.

UNANIMOUSLY RESOLVED

5.1 that the report be received and that comparators be shown as percentages in future reports;

5.2 that arrangements be made for a further Member Development Session on Sickness Absence Monitoring with a view to members being apprised of the type of sickness data circulated to Departmental Management Teams.

6. CARMARTHENSHIRE PUBLIC SERVICES BOARD (PSB) MINUTES - MARCH 2018

The Committee considered the minutes of the meeting of the Carmarthenshire Public Services Board held on the 8th March 2018. The Well-being of Future Generations (Wales) Act 2015 required that a designated local government scrutiny committee was appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee had been designated as the relevant scrutiny committee.

Members were informed that at the most recent PSB meeting held on the 2nd May 2018 the Board had approved the 'Carmarthenshire Well Being Plan: The Carmarthenshire We Want 2018-2023'. A regional meeting of Mid and West Wales PSBs was also scheduled to be held in Pembrokeshire later in the month.

It was considered that Hywel Dda Health Board should look seriously at the implications of closing local community facilities and the difficulties for people in having to travel further and feeling isolated. A concern was also expressed over the fact that the Health Board, at the last PSB meeting, had presented the Mental Health Strategy as an already approved document rather than for consultation and the PSB Chair, Mr. Barry Liles had conveyed his disappointment on the matter to the Health Board representatives.

It was noted that the PSB was addressing the issue of childhood obesity.

The Corporate Policy and Partnership Manager agreed to circulate dates of future PSB meeting with a view to each member indicating their preference for attending as an observer.

UNANIMOUSLY RESOLVED that the minutes of the PSB meeting held on the 8th March 2018 be received.

7. POLICY & RESOURCES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME FOR 2018/19

The Committee considered its Forward Work Programme for 2018/19, which had been prepared in accordance with the Council's Constitution which required Scrutiny Committees to develop and publish annual forward work programmes

identifying issues and reports to be considered at meetings during the course of the municipal year.

UNANIMOUSLY RESOLVED that the **Forward Work Programme for the Policy and Resources Scrutiny Committee for 2018/19** be confirmed.

8. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

The Committee received the Non-Submission report.

UNANIMOUSLY RESOLVED that the report be noted.

9. FORTHCOMING ITEMS

UNANIMOUSLY RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on the 19th July 2018 be received.

10. MINUTES - 27TH APRIL 2018

UNANIMOUSLY RESOLVED that the minutes of the meeting held on the 27th April 2018 be signed as a correct record.

CHAIR

DATE