

Document Pack



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TUESDAY, 17 NOVEMBER 2015

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, COUNTY HALL, CARMARTHEN** AT **2.00 PM** ON **WEDNESDAY, 25TH NOVEMBER, 2015** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Mark James

CHIEF EXECUTIVE



PLEASE RECYCLE

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POLICY & RESOURCES

SCRUTINY COMMITTEE

13 MEMBERS

PLAID CYMRU GROUP – 5 MEMBERS

- | | | |
|----|------------|------------------------|
| 1. | Councillor | G. Davies (Vice-Chair) |
| 2. | Councillor | J.K. Howell |
| 3. | Councillor | A. Lenny |
| 4. | Councillor | D. Price |
| 5. | Councillor | D.E. Williams |

INDEPENDENT GROUP – 4 MEMBERS

- | | | |
|----|------------|-------------------------|
| 1. | Councillor | T. Bowen |
| 2. | Councillor | W.J.W. Evans |
| 3. | Councillor | A.G. Morgan |
| 4. | Councillor | D.W.H. Richards (Chair) |

LABOUR GROUP – 4 MEMBERS

- | | | |
|----|------------|--------------|
| 1. | Councillor | D.M. Cundy |
| 2. | Councillor | J.S. Edmunds |
| 3. | Councillor | A.W. Jones |
| 4. | Councillor | J. Williams |

AGENDA

- | | | |
|-----|---|-----------|
| 1. | APOLOGIES FOR ABSENCE | |
| 2. | DECLARATIONS OF PERSONAL INTEREST | |
| 3. | DECLARATION OF PROHIBITED PARTY WHIPS | |
| 4. | PUBLIC QUESTIONS (NONE RECEIVED) | |
| 5. | FORTHCOMING ITEMS | 5 - 6 |
| 6. | REVENUE AND CAPITAL BUDGET MONITORING REPORT 2015/16 | 7 - 30 |
| 7. | HALF-YEARLY CORPORATE PERFORMANCE MANAGEMENT REPORT 1ST APRIL - 30TH SEPTEMBER 2015 | 31 - 56 |
| 8. | HALF-YEARLY DEPARTMENTAL PERFORMANCE MANAGEMENT REPORT - 1ST APRIL TO 30TH SEPTEMBER 2015 | 57 - 116 |
| 9. | DRAFT STRATEGIC EQUALITY PLAN 2016 - 2020 | 117 - 140 |
| 10. | SPEND ON EXTERNAL CONSULTANTS 14/15 | 141 - 162 |
| 11. | WELSH LANGUAGE SCHEME ANNUAL REPORT 2014/15 | 163 - 192 |
| 12. | WELSH LANGUAGE SKILLS STRATEGY | 193 - 220 |
| 13. | MID-YEAR TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT (1ST APRIL TO 30TH SEPTEMBER 2015) | 221 - 238 |
| 14. | EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT | 239 - 240 |
| 15. | POLICY & RESOURCES SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE | 241 - 246 |
| 16. | TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 5TH OCTOBER 2015 | 247 - 252 |

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POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

**Forthcoming items for next meeting –
Wednesday 6th January 2016**

Discussion Topic	Background
Revenue Budget Setting 2016/17 – 2018/19	This report will provide members with an opportunity to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals.
Capital Programme Budget Setting 2016/17 – 2020/21	This report will provide members with an opportunity to consider and comment on the draft 5-year capital programme.
Well-being of Future Generations (Wales) Act 2015 (including LSB Review)	This Bill introduced in 2014 (previously the Sustainable Development Bill), is seen by Welsh Government as an opportunity to help tackle the generational challenges Wales faces in a more joined up and integrated way – ensuring Welsh public services make key decisions with the long term well being of Wales in mind. This item will also provide the Committee with an opportunity to have sight of the review of the current Local Service Board and provide feedback prior to any final decisions on the way forward being taken.

Policy & Resources Scrutiny Committee – Forward Work Programme 2015/16 (as at 13th November 2015)

11 June 2015	24 July 2015	5 October 2015	25 November 2015	6 January 2016	3 February 2016	16 March 2016	22 April 2016
Revised Corporate Strategy	EOY Performance / Monitoring 2014/15	TIC Review (Wales Audit Office report)	Spend on external expertise – to include legal expertise. (Annual Report)	3-year Revenue Budget Consultation 2016/17 to 2018/19	Combined Spend on Private Sector and Third Sector Services – TIC review (<i>frm 25 Nov</i>)	Tackling Poverty Action Plan	Asset Transfer Annual Report
Draft CCC Improvement Plan 14/15 and Annual Report 13/14	EOY Budget Monitoring 2014/15	Budget Monitoring 2015/16	Welsh Language Skills Strategy	5-year Capital Programme Consultation 2016/17 to 2020/21	Compliance Strategy for Welsh Language Standards	LSB Annual Report 2015	Council's Engagement Mechanisms (T&F Monitoring)
P&R Scrutiny Committee Forward Work Programme 2015/16	Treasury Management Annual Report 2014/15	Carmarthenshire Ageing Well Plan	Welsh Language Scheme Annual Report 2014/15	Future Generations Bill – LSB Review (<i>from 25 Nov</i>)	ICT Strategy (including e-mail usage and monitoring) (<i>from 25 Nov</i>)	Revised Procurement Strategy	TIC Annual Review 2015
P&R Scrutiny Committee Annual Report 2014/15	Treasury Management 2015/16 (Q1)		Draft Strategic Equality Plan 2016-20		Treasury Management Policy & Strategy 2016/17	Budget Monitoring 2015/16	People Strategy – monitoring report
	Strategic Equality Plan Annual Report 2014/15		Treasury Management 2015/16 (Q2)		Treasury Management 2015/16 (Q3)	Asset Management Plan (<i>from 3 Feb</i>)	
	Actions & Referrals Update		Budget Monitoring 2015/16		Budget Monitoring 2015/16	Actions & Referrals Update	
			Performance / Monitoring 2015/16 Quarter 2		Procurement Annual Report 2014/15		
			Actions & Referrals Update				

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Revenue & Capital Budget Monitoring Report 2015/16

To consider and comment on the following issues:

- That the scrutiny committee receives the Authority's Corporate Budget Monitoring Report and the Chief Executive's and Corporate Services departmental reports and considers the budgetary position.

Reasons:

- To provide the Committee with an update on the latest budgetary position, as at 31st August 2015, in respect of the 2015/16 financial year.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. David Jenkins (Resources)
- Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)
- Cllr. Pam Palmer (Communities)

Directorate: Corporate Services	Designation:	Tel No. / E-Mail Address:
Name of Head of Service: Owen Bowen	Interim Head of Financial Services	01267 224886 obowen@carmarthenshire.gov.uk
Report Author: Owen Bowen		

EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Revenue & Capital Budget Monitoring Report 2015/16

The monitoring exercise for the period to the 31st August 2015 is attached and indicates that:

Revenue Budgets

Corporate Revenue Budget (Appendix A)

Overall, the monitoring report forecasts an end of year overspend of £186k on the Authority's net revenue budget with an overspend at departmental level of £2,307k.

Department for Education & Children – The Education & Children's Services Department is forecasting an overspend of £1,049k for the year.

The main adverse budget variations relate to school based EVR and redundancy costs (+£1,102k); EOTAS (Education other than at School) (+£327k); Adult & community learning (+£195k); Residential and Respite Units (+£152k); Out of Hours Service (+£68k); Youth Service (+£62k); Music Service (+£61) and Fostering services & support (+£34k).

These are partially offset by under-spends across the department in: Out of County Educational Placements (-£427k); Staff vacancies, secondments and maximising use of grant funding (-£323k); Payments to private early years providers (-£96k); Out of County Care Placements (-£30k) and Children's Services management & support (-£25k)

There is £986k available in departmental reserves leaving a forecasted shortfall of £63k at year end.

Department for Communities – The Department for Communities is forecasting an overspend of £ 644k for the year.

The Older People / Physical Disabilities Division has overspends of £393k due to the non achievement of efficiency savings re. Older People Day Centres and an overspend on Private Residential Care of £273k offset by an underspend of £470k in Residential Homes due to reduction of in house provision, £66k Physical Disability Group Homes / Supported Living and £227k Home Care.

The Learning Disability / Mental Health Division has an overspend on residential and supported living placements of £515k due to a slower than anticipated reduction required to meet efficiency savings which is currently being addressed. There is an overspend on additional packages for Direct Payments £385k and a Day Services overspend of £267k due to additional packages.

The Departmental overspend is reduced by £274k due to staff vacancies and £110k of miscellaneous supplies and services.

The Housing Services & Public Protection Division is forecasting an overspend of £12k due to under recovery of income.

The Leisure Services Division is forecasting a £53k saving due to staff vacancies.

Environment Department – The department is showing an anticipated overspend of £151k at year end.

The Transport & Engineering Division is showing a net overspend of £80k for the year. Civil design is showing an overspend of £48k due to under recovery of income as a result of a vacant post, Car Parks an overspend of £25k due to a delay in implementing the increased charges that were included in the efficiency proposals and Park and Ride is overspent by £40k. Public Transport is anticipating a £32k underspend following service adjustments to manage budget pressures elsewhere within the division.

The Property Services Division has an overall anticipated overspend of £209k. Building Maintenance is expecting to be £394k overspent due to not achieving their income target as a result of a reduction in the Carmarthenshire Housing Standard related work. This is offset by a £200k underspend in the Grounds Maintenance section due to ongoing efficiency savings.

The Street-Scene Division is expecting to break even at year end.

The Policy & Development Division is anticipating a £53k overspend mainly due a £36k severance efficiency not being delivered as well as a £3k overspend on out of hours allowances.

The Planning Division anticipates an underspend of £192k. This is as a result of a £142k saving on vacant posts within the division as well as 2 members of staff being charged out to an externally funded scheme (£50k).

Chief Executive's and Corporate Services Revenue Budget (Appendix B)

The **Chief Executive's Department** is showing a projected overspend at year end of £578k. Corporate Savings proposals of £400k on Standby Costs and £100k on Health & Safety provision have not yet been implemented and there has been slippage of £37k on the printer rationalisation programme. The Translation Unit is projecting an overspend of £42k due to an increase in demand for the service and Fitness for Work a projected overspend of £41k due to sickness cover and market supplement. Admin HR is anticipating an overspend of £21k due to temporary staff undertaking Disclosure and Barring Service work. The Regeneration Business Unit is also anticipating an overspend of £54k due to a previous year efficiency to sell the property at Nant y Ci which remains unsold. There are also overspends on Un Sir Gar due to increased staffing and maintenance (£27k), Policy due to non achievement of income target (£20k) and CCTV (£22k) due to late decision to cease live monitoring. These overspends are offset by vacant posts in the department of £149k. There has also been a planned reduction in expenditure on 3T's Community Development (£50k) and Community Safety Fund (£19k) to offset overspends elsewhere within the department.

The **Corporate Services Department** is anticipating an underspend at year end of £115k due to a reduction in the cost of annual subscriptions (£55k); Saving on new Bank Tender (£14k); Vacant Posts (£46k) and provision markets reduction in premises and supplies & services costs of (£44k). This is offset by an overspend on Livestock Markets of £38k due to ongoing essential R&M costs at various marts across the county.

Capital Budgets

Corporate Capital Programme Monitoring 2015/16 (Appendix C)

Approved Budget for 2015-16 is £53.815m compared to a projected total expenditure of £50.778m, which gives a variance on the approved budget of -£3.037m (under spend).

Chief Executive and Corporate Services Capital Programme Monitoring (Appendix D)

St David's Park -£400k due to delay in procuring works.

IT -£190k due to Microsoft Enterprise Agreement, budget allocated for payment that is due 1st April 2016.

DETAILED REPORT ATTACHED?

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

IMPLICATIONS

<p>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.</p> <p>Signed: Owen Bowen Interim Head of Financial Services</p>						
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 – Overall, the Authority is forecasting an overspend of £186k.

Capital – The reported under spend of £3.037m will be incorporated into future years of the Capital Programme.

CONSULTATIONS

<p>I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:</p> <p>Signed: Owen Bowen Interim Head of Financial Services</p>	
<p>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</p>	
<p>Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:</p> <p>THESE ARE DETAILED BELOW:</p>	
Title of Document	File Ref No. / Locations that the papers are available for public inspection
2015/16 Budget	Corporate Services Department, County Hall, Carmarthen

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POLICY AND RESOURCES SCRUTINY - 25TH NOVEMBER 2015

COUNCIL'S BUDGET MONITORING REPORT - 2015/16

Director	Telephone No	Author & Designation	Directorate	Telephone No
C Moore Director of Corporate Services	01267 224160	O Bowen Interim Head of Financial Services	Corporate Services	01267 224886

Table 1

Forecasted for year to 31 March 2016

Service	Working Budget				Actual				Variance For Year £'000
	Controllable Expenditure £'000	Controllable Income £'000	Controllable Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Controllable Controllable £'000	Total Net £'000	
Chief Executive	18,070	-6,150	-1,320	10,600	19,275	-6,777	-1,320	11,178	578
Education & Childrens Services	176,992	-38,576	21,011	159,427	178,665	-39,200	21,011	160,476	1,049
Corporate Services	88,322	-55,926	-9,482	22,914	92,376	-60,095	-9,482	22,799	-115
Communities	124,808	-45,825	11,873	90,856	127,005	-47,378	11,873	91,500	644
Environment Services	104,903	-67,666	8,361	45,598	108,620	-71,232	8,361	45,749	151
Departmental Expenditure	513,095	-214,143	30,443	329,395	525,941	-224,682	30,443	331,702	2,307
Capital Charges/Asset Man. Acc.				-3,535				-4,535	-1,000
Pension Reserve Adjustment				-5,085				-5,085	0
Accumulated Leave									0
Levies and Contributions:									
Brecon Beacon National Parks				147				147	0
Fire Authority				9,067				9,067	0
Net Expenditure				329,989				331,296	1,307
Outcome Agreement Grant				-570				-570	0
Contribution from Balances				-138				-138	0
Transfer from Balances/Earmarked Reserves				-1,060				-1,060	0
Transfers to/from Departmental Reserves									
- Chief Executive				0				-41	-41
- Education & Children's Services				0				-986	-986
- Corporate Services				0				57	57
- Communities				0				0	0
- Environment				0				-151	-151

Net Budget				328,221				328,407	186
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Main Variance Summary

The following are items contributing to the variances identified for each department in the summary above:

	Variance £000
<u>Chief Executives Department</u>	
Chief Executive - Chief Officer - Salaries	-30
Corporate Savings Target - Standby £400k, Health & Safety £100k and Printing Rationalisation £37k (efficiencies not yet delivered)	537
People Management & Performance - Corporate Serv - Translation - Staff levels over and above the budgeted structure to meet demand for the service	42
People Management & Performance - Personnel Management - Part year vacant posts	-39
People Management & Performance - Fitness For Work - Sickness Cover and Market Supplement	41
People Management & Performance - Admin HR - Staff levels over and above the budgeted structure	21
Customer Focus and Policy - Chief Executive-Policy - Non Achievement of income target	20
Customer Focus and Policy - Complaints and Compliments Team - Vacant Post	-21
Customer Focus and Policy - CCTV Operators - Staff Costs	22
Economic Development - 3 T's Community Dev Core Budget - Planned reduction in expenditure to cover overspends elsewhere within the Division	-50
Economic Development - Business Support Unit - Efficiency saving was identified for 14/15 in relation to premises costs at Nant Y Ci, with the intention of selling the property. This sale is currently on hold so savings have not been released at this point	54
Economic Development Management - Vacant post	-59
Economic Development - UN Sir Gar - Increased staffing & maintenance costs	27
Other	13
Chief Executive - Net Variance	578
<u>Education & Childrens Services</u>	
Director & Management Team - Utilisation of grant income which ends March 2016	-65
Education Services - School Expenditure not currently delegated - WJEC reviewed and reduced fees for 2015-16	-40
Education Services - School Redundancy & EVR - Additional cost of School related EVR and redundancies	1,102
Education Services - Governor Support & Admissions - Expenditure relating to the updating of school plans less than estimated	-20
Education Services - Early Years Non-Maintained Provision - Reduction in demand for 10 hours free education for 3 year olds in non maintained settings	-96
Education Services - Special Educational Needs - Projected underspend due to fewer out of county placements. The underspend is being managed in conjunction with the current pressures within Home Tuition below, although budget reduction is planned in next year's efficiency savings	-427
Education Services - EOTAS (Education Other Than At School) & Behaviour Services - Projected overspend in the cost of the EOTAS, specifically the home tuition service	327
Education Services - Rhydygors Day Centre - Vacant posts within the day centre are being considered within the review of provision	-61
Strategic Development - Information & Improvement - Underspend due to part time secondment not being back filled	-25
Learner Programmes - Music Services for Schools - Service working within budget target as a result of efficiency work carried out, with the exception of one-off redundancy costs £61k	61
Learner Programmes - Youth Service - Additional staffing costs £37k, Welsh Medium(WM) £17k, Evolve Licence £5k. Currently looking at options to reduce the overspend	62
Learner Programmes - Adult & Community Learning - Forecast overspend due to the cost of course tuition exceeding the franchise income by £189k and maintaining & subsidising four Community Centres which are only used in part for the ACL classes £6k	195
Children's Services - Commissioning and Social Work - In year vacancies across the Social Care Teams	-111
Children's Services - Corporate Parenting & Leaving Care - Maximisation of grant opportunities towards accommodation costs for vulnerable care leavers	-36
Children's Services - Fostering Services & Support - A forecasted overspend in the Fostering Service, due to staffing, which is currently being reviewed £57k, and pressure on the taxi's budget to maintain stability £11k. These are partially offset by savings anticipated on Boarded out payments -£34k	34

Children's Services - Out of County Placements (CS) - Savings anticipated on Out of County placements based on current levels	-30
Children's Services - Residential & Respite Units - Planned additional contribution from the LHB in unlikely to be achieved in 2015-16 £150k	152
Children's Services - Out of Hours Service - Increasing number of referrals being handled. Currently reviewing options to get expenditure back on budget	68
Children's Services - Children's Services Management and Support Service (incl Care First) - Part year vacant posts in Policy -£25k, staff travelling & other minor	-25
Efficiencies in management team -£10k. An increase in SLA costs for Carefirst is offset against savings in staff and supplies & services £10k however there is a potential for additional contribution from Adult Services	
Other	-16
Education and Children's Services - Net Variance	1,049
Corporate Services	
Local Taxation - Vacant post and projected underspend on Post Office Giro fees	-36
Corporate Property Division - Projected overspend on salary budgets - Anticipated savings not materialised. Options being considered	30
Provision Markets - Reduction in expenditure to meet overspends elsewhere in the department	-44
Livestock Markets - On going R&M on Llandeilo, Newcastle Emlyn and Llandovery livestock markets to bring them up to standard	38
Bank Charges - Savings from new bank tender in 13-14	-14
Miscellaneous Services - Reduction in subscriptions	-55
Other	-34
Corporate Services - Net Variance	-115
Social Care, Health, Housing & Leisure	
Older People - Commissioning - Staff vacancies	-18
Older People - LA Homes - Reduction in in house residential provision	-470
Older People - Private/Vol Homes - Number of placements exceeding set budget despite small recent reduction these are part year savings only	314
Older People - Extra Care - Contract renegotiation 'projected saving'	-50
Older People - LA Home Care - Reduction in care packages	-50
Older People - Direct Payments - Additional packages	79
Older People - Private Home Care - Reduction in care packages	-178
Older People - Enablement - Staff vacancies	-125
Older People - Day Services - Efficiency saving slippage from 14/15 and 15/16. Proposal paper to CMT to reduce spend with significant reshape of service	393
Physical Disabilities - Commissioning & OT Services - Staff vacancies	-54
Physical Disabilities - Private/Vol Homes - Reduction in Packages	-40
Physical Disabilities - Group Homes/Supported Living - Additional income	-37
Physical Disabilities - Community Support - Reduction in Packages	-29
Physical Disabilities - Direct Payments - Reduction in Packages	-119
Learning Disabilities - Private/Vol Homes - Slower than anticipated reduction in placements required to meet efficiency savings, work underway to address	527
Learning Disabilities - Direct Payments - Number of packages exceed set budget despite there being no net increase this year	354
Learning Disabilities - Group Homes/Supported Living - Additional funding from Health (joint funding) and ILF grant	-247
Learning Disabilities - Adult Respite Care - Staff Vacancies	-26
Learning Disabilities - Day Services - Additional placements	267
Learning Disabilities - Transition Service - Staff Vacancies	-51
Mental Health - Commissioning - Additional staffing costs regarding out of hours service	27
Mental Health - Private/Vol Homes - Additional packages resulting in an over commitment on a very volatile budget	234
Mental Health - Direct Payments - Additional Packages	31
Mental Health - Community Support - Additional Placements	29
Mental Health - Substance Misuse Team - Underspend on salaries	-28
Departmental Support - Underspend on supplies & services	-27
Public Protection - PP Business Support unit - Underspend in salary costs due to vacant posts	-42
Public Protection - Trading Standards Services Management - Underachievement of fee income anticipated for 15/16	44

Public Protection - Food & Agricultural Standards & Licensing - Underachievement of fee income anticipated for 15/16	22
Home Improvement (Non HRA) - Underspend due to vacant posts contributing towards overspends in other Home Improvement areas	-22
Leisure - Burry Port Harbour - Forecast overspend on dredging contract	22
Leisure - Pendine Outdoor Education Centre - Higher income forecast than currently budgeted in Accommodation & Instructor led activities	-18
Leisure - Carmarthen Leisure Centre - Part year vacancies £29k along with higher forecast income from Gym useage £21k	-50
Leisure - Llanelli Leisure Centre - Mainly due to income shortfall as a result of cafe refurbishment	33
Country Parks General - Part year vacancies in Service due to on-going Service restructure	-82
Pembrey Country Park - Projected shortfall in income	54
Other	-23
Social Care, Health, Housing and Leisure - Net Variance	644
<u>Environment Services</u>	
Policy & Development - Emergency Planning - Severance efficiency savings not delivered £36k, overspend on out of hours service £5k and overspend due to contribution to Local Resilience Forum(LRF) post in Pembs CC £3k	44
Street Scene - Public Conveniences - PC's - Full savings will not be realised until after phased 3 year programme	45
Street Scene - Waste Services - On going review of waste strategy has produced savings	-21
Transport - Civil Design - Under recovery of income due to vacant Technician post, a review of income is underway	48
Bus Stations/Community Transport/Concessionary Fares Grant - Service adjustments undertaken to manage budget pressures	-32
Car Parks - No commitment for efficiency target of £109k in respect of a 20p increase in parking charges and the introduction of evening parking charges which is yet to be implemented pending political endorsement	25
Nant y Ci Park & Ride - Major development funding ceased in 12/13 - the modified service is currently being trialled with the LHB to generate additional revenue to cover the shortfall	40
Property Services - Building Maintenance - Unachievable income target not met due to reduction in Carmarthenshire Homes Standard works	394
Property Services - Grounds Maintenance Service - Effect of ongoing efficiency savings within the grounds maintenance service	-200
Planning - Minerals - Underspend mainly due to proposed charging out of 2 members of staff to externally funded projects as a 'direct cost'	-50
Planning - Policy - Development Planning - Vacant posts and additional income from work undertaken for Corporate Property	-74
Planning - Development Management - Underspend mainly due to vacant posts	-56
Other	-12
Environment Services - Net Variance	151
<u>Capital Charges</u>	
Reduced borrowing (interest savings)	-1,000

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Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Forecasted for year to 31 March 2016

Service	Working Budget				Forecasted				Variance For Year £'000	Note
	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000		
Chief Executive's Department										
Chief Executive										
Chief Executive-Chief Officer	353	0	-464	-111	323	0	-464	-141	-30	1
Corporate Savings Target	-610	0	0	-610	-73	0	0	-73	537	2
Chief Executive Total	-257	0	-464	-721	250	0	-464	-214	507	
People Management & Performance										
TIC Team	90	-90	0	0	90	-90	0	-0	-0	
Corporate Serv-Translation	280	-15	-275	-10	342	-36	-275	32	42	3
SCWDP	648	-417	0	231	648	-417	0	231	-0	
Practise Placements	64	-67	0	-3	111	-107	0	3	6	
Business Support	196	-1	-184	10	185	-1	-184	-0	-11	
Personnel Management	910	-295	-363	252	871	-295	-363	213	-39	4
Consultancy & Development	105	-13	-271	-179	113	-13	-271	-172	7	
Job Evaluation	93	-4	-83	5	98	-4	-83	10	5	
Fitness For Work	575	-235	-247	93	615	-233	-247	134	41	5
Corporate Learning & Development	567	-12	-403	151	681	-126	-403	152	1	
Admin HR	375	0	-319	55	397	-1	-319	77	21	6
DBS Checks	113	0	0	113	114	-1	0	113	0	
Childcare Voucher Scheme	0	0	0	0	122	-122	0	0	0	
People Management & Performance Total	4,015	-1,150	-2,147	718	4,385	-1,446	-2,147	793	75	
Customer Focus and Policy										
Corp. Mgmt (Chief Exec)	22	0	570	593	22	0	570	593	0	
Democratic	1,667	0	2,635	4,302	1,668	0	2,635	4,302	0	
Executive Board Support	6	0	0	6	7	0	0	7	1	
Civic Ceremonial	13	0	67	80	20	-0	67	87	7	
Registrars	373	-232	133	275	393	-252	133	275	0	
Welsh Language	174	0	-174	0	174	0	-174	0	-0	
Communications	16	0	-16	0	16	0	-16	0	0	
Press	115	-7	-109	-0	227	-119	-109	-0	-0	
Direct Communications	556	-296	-264	-5	512	-256	-264	-8	-3	
Customer Services	68	-6	-66	-4	68	-6	-66	-4	0	
Carbon Reduction Programme	405	0	0	405	405	0	0	405	0	

Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Forecasted for year to 31 March 2016

Service	Working Budget				Forecasted				Variance For Year £'000	Note
	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000		
Performance Management	476	-19	-460	-2	476	-19	-460	-2	-0	
Chief Executive-Policy	559	-55	-448	56	551	-26	-448	76	20	7
Complaints and Compliments Team	94	0	27	121	73	0	27	100	-21	8
Older People's Partnership Fund	0	0	24	24	0	0	24	24	0	
Community Safety Fund	48	-48	74	74	48	-67	74	55	-19	
CCTV Operators	32	0	23	55	54	0	23	77	22	9
Local Service Board Activity	9	0	10	19	9	0	10	19	0	
Equalities	5	0	33	38	5	0	33	38	0	
Community Safety-Revenue	29	0	0	29	29	0	0	29	0	
Community Covenant Grant Scheme	0	0	0	0	25	-25	0	-0	-0	
LSB Co-ordinator	0	0	0	0	36	-36	0	0	0	
Community Cohesion Fund	0	0	0	0	39	-39	0	0	0	
Local Support Service Framework	0	0	0	0	38	-38	0	0	0	
Corporate Serv-Democratic	458	0	-290	168	458	0	-290	168	-0	
Corporate Serv-Administration	188	-0	-175	13	186	-0	-175	10	-3	
Local Duplicating Centre	25	-63	20	-18	24	-61	20	-18	0	
Central Mailing	28	0	22	49	28	0	22	49	0	
Customer Services Centres	548	-287	-306	-46	545	-287	-306	-48	-3	
Contact Centre	594	-79	-473	42	584	-79	-473	33	-10	
Careline Chief Exec	1,033	-1,069	192	156	1,033	-1,069	192	156	-0	
Customer Focus Wales	0	0	0	0	5	-5	0	-0	-0	
Customer Focus and Policy Total	7,542	-2,161	1,049	6,430	7,760	-2,385	1,049	6,423	-7	
Admin and Law										
Land Charges Administration	74	-273	84	-116	74	-273	84	-116	-0	
Corporate Serv-Legal	1,362	-303	-1,030	29	1,348	-291	-1,030	27	-2	
Corporate Serv-Land Charges	62	0	-62	-0	62	0	-62	-0	0	
RCF Shared Legal Services	0	0	0	0	0	0	0	0	0	
Admin and Law Total	1,498	-576	-1,009	-87	1,484	-564	-1,009	-89	-2	

Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Forecasted for year to 31 March 2016

Service	Working Budget				Forecasted				Variance For Year £'000	Note
	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000		
<u>Statutory Services</u>										
Elections-County Council	0	0	139	139	2	0	139	141	2	
Registration Of Electors	120	-2	254	373	120	-2	254	373	-0	
Coroners	276	0	18	294	274	0	18	292	-2	
Electoral Services - Staff	253	0	-253	0	253	0	-253	0	-0	
Individual Electoral Registration	0	0	0	0	5	-5	0	-0	-0	
Statutory Services Total	649	-2	159	806	655	-8	159	806	-0	
<u>Special Projects (Corporate)</u>										
Sustainability	0	0	49	49	0	0	49	49	0	
Special Projects (Corporate) Total	0	0	49	49	0	0	49	49	0	
<u>Economic Development</u>										
Europe Direct (E)	32	-32	4	4	1	-1	4	4	0	
WVEC Matchfunding for Future Schemes	1	0	14	15	1	0	14	15	0	
SETs Technical Assistance (E)	46	-46	3	3	20	-20	3	3	0	
RDP Axis 3 Local Partnership (E)	116	-116	3	3	78	-77	3	3	-0	
RDP Leader 2014-2020 LDS Preliminary Costs (E)	0	0	0	0	1	-1	0	-0	-0	
West Wales European Centre	446	-306	97	237	248	-92	97	253	16	
Marketing Tourism Development	490	-20	59	528	468	-3	59	524	-4	
Castles and Princes (E)	0	0	0	0	1	-1	0	0	0	
Visitor Information	66	-9	14	71	65	-3	14	76	4	
Llanelli Community	40	0	25	65	40	0	25	65	0	
Communities First - CCC Cluster (E)	616	-616	33	33	608	-608	33	33	-0	
Communities 2.0 (E)	0	0	0	0	1	-1	0	-0	-0	
Communities First Match - Pupil Deprivation Grant (E)	49	-49	0	0	49	-49	0	-0	-0	
Communities First Lift (E)	92	-92	0	0	92	-92	0	-0	-0	
Amman Gwendraeth Community	94	0	12	106	94	0	12	106	-0	
T's Community Dev Core Budget	287	0	31	318	250	-13	31	268	-50	10
Betws wind farm community fund (E)	117	-117	2	2	117	-117	2	2	-0	
Community Grants	173	0	5	177	173	0	5	177	-0	
Rural Carmarthenshire	29	0	5	34	29	0	5	34	0	
Physical Regeneration	374	0	49	423	376	-2	49	423	-0	

Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Forecasted for year to 31 March 2016

Service	Working Budget				Forecasted				Variance For Year £'000	Note
	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000		
Amman Gwendreath Regeneration	27	0	2	29	27	0	2	29	-0	
Llanelli Regeneration	27	0	3	30	27	0	3	30	0	
Llanelli Coast Joint Venture	134	-134	5	5	134	-134	5	5	0	
RDP Axis 4 LAG (E)	27	-27	1	1	27	-27	1	1	0	
Collaborative Communities (E)	0	0	0	0	3	-3	0	0	0	
The Beacon	123	-123	8	9	123	-123	8	9	-0	
Local Investment Fund (LIF) (E)	25	-24	11	11	62	-62	11	11	-0	
Support for Carmarthenshire Businesses	0	0	1	1	0	0	1	1	0	
SWW Property Development Fund (E)	70	-70	2	2	162	-162	2	2	0	
Regional Learning Partnership RCF (E)	0	0	0	0	337	-338	0	-0	-0	
ADREF (E)	70	-70	2	2	115	-115	2	2	-0	
Crosshands East SES (E)	63	-63	4	4	31	-31	4	4	-0	
Carmarthen town centre partnership (E)	54	-54	0	0	54	-54	0	0	0	
Ammanford town centre partnership (E)	36	-36	0	0	36	-36	0	0	0	
Regen Core & Policy Performance	0	0	39	39	10	0	39	49	10	
Regen & Leisure Business Support Unit	308	-107	307	508	309	-54	307	562	54	11
Match Funding Earmarked for Future Schemes	7	0	249	255	7	0	249	255	0	
Economic Development Management	59	0	-1	58	0	0	-1	-1	-59	12
Business Support Projects	71	0	27	98	91	-13	27	105	7	
UN Sir Gar	154	-117	0	37	181	-117	0	64	27	13
Business Services Salaries	168	0	20	188	168	0	20	188	0	
Workways(E)	0	0	0	0	-1	1	0	-0	-0	
Sector Development	61	0	6	67	61	0	6	67	-0	
Events	71	-32	3	42	66	-28	3	42	-0	
Economic Development Total	4,623	-2,261	1,043	3,405	4,741	-2,374	1,043	3,410	5	
Chief Executive's Department Total	18,070	-6,150	-1,320	10,600	19,275	-6,777	-1,320	11,178	578	

Transfer to/from Departmental Reserves

-41

Net Forecasted End of Year Variance

537

Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Main Variance Summary		£'000
1	Chief Executive - Chief Officer - Salaries	-30
2	Corporate Savings Target - Standby £400k, Health & Safety £100k and Printing Rationalisation £37k (efficiencies not yet delivered)	537
3	People Management & Performance - Corporate Serv - Translation - Staff levels over and above the budgeted structure to meet demand for the service	42
4	People Management & Performance - Personnel Management - Part year vacant posts	-39
5	People Management & Performance - Fitness For Work - Sickness Cover and Market Supplement	41
6	People Management & Performance - Admin HR - Staff levels over and above the budgeted structure	21
7	Customer Focus and Policy - Chief Executive-Policy - Non Achievement of income target	20
8	Customer Focus and Policy - Complaints and Compliments Team - Vacant Post	-21
9	Customer Focus and Policy - CCTV Operators - Staff Costs	22
10	Economic Development - 3 T's Community Dev Core Budget - Planned reduction in expenditure to cover overspends elsewhere within the Division	-50
11	Economic Development - Business Support Unit - Efficiency saving was identified for 14/15 in relation to premises costs at Nant Y Ci, with the intention of selling the property. This sale is currently on hold so savings have not been released at this point	54
12	Economic Development Management - Vacant post	-59
13	Economic Development - UN Sir Gar - Increased staffing & maintenance costs	27
	Other	13
Forecasted end of year variance:		578
	Contribution to/from Departmental Reserves	-41
Chief Executive's Net Variance		537

Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Forecasted for year to 31 March 2016

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Service	Working Budget				Forecasted				Variance For Year £'000	Note
	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000		
Corporate Services Department										
Financial Services										
Chief Officer	325	-42	-286	-3	325	-42	-286	-3	0	
Accountancy	2,101	-385	-1,716	-0	2,091	-385	-1,716	-11	-10	
Treasury and Pension Investment Section	211	-109	-97	4	211	-109	-97	4	-0	
Local Taxation	879	-711	585	754	827	-694	585	718	-36	1
Housing Benefits Admin	1,411	-1,446	-518	-553	1,390	-1,415	-518	-543	11	
Housing Advances Admin	0	0	3	3	0	0	3	3	0	
Revenues	866	-124	-716	25	836	-96	-716	24	-2	
Benefits Fraud	148	0	-160	-11	137	0	-160	-23	-11	
Payroll	536	-338	-198	0	536	-338	-198	0	-0	
Payments	387	-71	-304	12	387	-71	-304	12	-0	
Pensions	842	-796	-35	12	842	-796	-35	12	-0	
Financial Services Total	7,708	-4,022	-3,443	243	7,584	-3,946	-3,443	195	-48	
Audit Risk & Procurement										
Procurement	330	-5	-325	0	331	-5	-325	1	1	
Audit	542	-20	-521	0	541	-20	-521	0	-0	
Risk Management	126	-2	-113	12	127	-2	-113	12	0	
Audit Risk & Procurement Total	998	-27	-959	12	999	-27	-959	13	1	
ICT										
Information Technology	3,656	-428	-3,099	128	3,627	-399	-3,099	128	0	
Central Telephone Network	1,167	-351	-806	9	1,156	-340	-806	9	0	
ICT Total	4,823	-780	-3,906	137	4,782	-740	-3,906	137	0	
Performance & Development										
Business Support Unit	140	0	-151	-12	140	0	-151	-11	1	
Resources Training	101	0	-101	-0	101	0	-101	-0	-0	
Performance & Development Total	240	0	-252	-12	241	0	-252	-11	1	

Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Forecasted for year to 31 March 2016

Service	Working Budget				Forecasted				Variance For Year £'000	Note
	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000		
Corporate Property										
Corporate Property Division	1,081	-183	-914	-16	1,111	-183	-914	14	30	2
Operational Depots	278	0	-328	-50	283	0	-328	-45	5	
Administrative Buildings	3,263	-624	-2,642	-4	3,257	-629	-2,642	-15	-11	
Commercial Property	100	-533	1,471	1,038	43	-483	1,471	1,031	-7	
Industrial Premises	344	-1,371	705	-322	376	-1,408	705	-328	-6	
Rural Estate	75	-309	423	189	72	-306	423	189	0	
Provision Markets	521	-627	432	326	448	-597	432	282	-44	3
Livestock Markets	42	-169	23	-105	73	-162	23	-67	38	4
Corporate Property Total	5,704	-3,816	-832	1,056	5,663	-3,769	-832	1,062	6	
Other Services										
Audit Fees	362	-84	4	282	362	-84	4	282	-0	
Bank Charges	61	0	1	62	47	0	1	49	-14	5
Council Tax Benefits	15,616	0	61	15,677	15,616	0	61	15,677	-0	
Rent Allowances	47,077	-47,090	1,318	1,304	51,404	-51,423	1,318	1,299	-5	
Miscellaneous Services	5,733	-107	-1,475	4,151	5,678	-107	-1,475	4,096	-55	6
Other Services Total	68,848	-47,280	-91	21,477	73,107	-51,613	-91	21,403	-74	
Corporate Services Department Total	88,322	-55,926	-9,482	22,914	92,376	-60,095	-9,482	22,799	-115	

Transfer to/from Departmental Reserves

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Net Forecasted End of Year Variance

-58

Policy & Resources Scrutiny Report

Appendix B

Revenue Budget Monitoring 2015/16 as at 31st August 2015

Main variance Summary		£'000
1	Local Taxation - Vacant post and projected underspend on Post Office Giro fees	-36
2	Corporate Property Division - Projected overspend on salary budgets - Anticipated savings not materialised. Options being considered	30
3	Provision Markets - Reduction in expenditure to meet overspends elsewhere in the department	-44
4	Livestock Markets - On going R&M on Llandeilo, Newcastle Emlyn and Llandovery livestock markets to bring them up to standard	38
5	Bank Charges - Savings from new bank tender in 13-14	-14
6	Miscellaneous Services - Reduction in subscriptions	-55
	Other	-34
Forecasted end of year variance:		-115
	Contribution to/from Departmental Reserves	57
Corporate Services Department Net Variance		-58

Capital Programme 2015/16

Capital Budget Monitoring - Report for August 2015

Appendix C

		Working Budget			Forecasted			Variance for Year £'000	Comment
Net Exp to Aug 2015 £'000	Department	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
702	Private Housing	3,890	-775	3,115	3,357	-242	3,115	0	No Main Variances
6,474	Regeneration	11,101	-3,200	7,901	12,498	-4,307	8,191	290	Main Variances: Opportunity Street -£404k utilising external funding initially with Internal funding carrying forward to 16/17, Building for the Future -£406k Project at early stages and awaiting Welsh Government approval, Cross Hands East Strategic Employment site +£1,100k due to possible increases in land costs - negotiations ongoing
436	Leisure	811	-313	498	783	-313	470	-28	Main Variance : - Countryside Projects -£28k Due to monies being retained to match fund
749	Environment	7,316	-4,077	3,239	7,323	-4,084	3,239	0	No Main Variances
1,701	Social Care	3,367	0	3,367	4,454	-1,315	3,139	-228	Main Variances : - Learning Disabilities Centres -£228k due to options being considered on council buildings
7,222	Education & Children Services	40,984	-12,816	28,168	39,526	-13,839	25,687	-2,481	Main Variances : - Ysgol Ffwrnes +£57k due to retention to be paid early due to works completed ahead of schedule, Maes Y Gwendraeth +£450k Reprofile required due to delays in 14/15 works carried forward to 15/16, Seaside School -£3,000k delay in approving outline business case by Welsh Government, Ysgol Parc y Tywyn +£900k Due to design being ahead of schedule, Band B Schemes +£100k Due to site selection and design ahead of schedule, Completed Schemes +£43k Retentions payments outstanding, MEP External Funding -£1,017k Additional External funding secured
2,261	Resources	8,404	-877	7,527	7,814	-877	6,937	-590	Main Variances : - St Davids Park -£400k due to delay in procuring works, IT -£190k due to 2 year contract to be paid on 1st April 2016
19,545	TOTAL	75,873	-22,058	53,815	75,755	-24,977	50,778	-3,037	

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Corporate Services

Capital Budget Monitoring - Scrutiny Report for August 2015

Appendix D

			Working Budget			Forecasted		
Net Exp to August 2015 £'000	Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
0	St Davids Park	Mar-17	450	0	450	50	0	50
831	IT Strategy Developments	Ongoing	1,513	0	1,513	1,323	0	1,323
0	Rural Estates Capital Schemes	Mar-16	300	0	300	300	0	300
1,797	Capital maintenance	Ongoing	3,270	0	3,270	3,270	0	3,270
1,363	Cross Hands West	Ongoing	2,239	-877	1,362	2,239	-877	1,362
41	Refurbishment Works Ty Elwyn	Ongoing	333	0	333	333	0	333
0	East Gate Development	Mar-16	300	0	300	300	0	300
4,032	NET BUDGET		8,405	-877	7,528	7,815	-877	6,938

Variance for Year £'000	Comment
-400	Due to delay in procuring works
-190	Due to 2 year contract to be paid on 1st April 2016
0	
0	
0	
0	
0	
0	
-590	

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POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Half-Yearly Corporate Performance Management Report – 1st April to 30th September 2015

To consider and comment on the following issues:

- That the Scrutiny Committee considers the information contained within the report that spans across all departments, to make comments or proposals as appropriate and to satisfy itself regarding the performance of the Authority and its progress.

Reasons:

- To enable members to exercise their scrutiny role in relation to performance monitoring.
- To ensure that any areas of concern are identified and the relevant action taken.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders: All members of the Executive Board

Directorate: Chief Executive's Name of Head of Service: Wendy Walters Report Author: Eva Hope	Designations: Assistant Chief Executive (Regeneration & Policy) Departmental Performance Management Officer (Chief Executive's Department)	Tel Nos. / E-Mail Addresses: 01267 224112 wswalters@carmarthenshire.gov.uk 01267224484 ehope@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Half-Yearly Corporate Performance Management Report – 1st April to 30th September 2015

The following information provides the Scrutiny Committee with an overview of how the whole Authority is performing:

1. Improvement Plan Monitoring – Actions & Measures (Report A)
2. Outcome Agreement Grant Monitoring (Report B)
3. Sickness Absence (Report C)
4. Compliments / Complaints (Report D)

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

<p>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.</p> <p>Signed: Wendy Walters Assistant Chief Executive (Regeneration & Policy)</p>						
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Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	NONE	YES	NONE	NONE

1. Policy, Crime & Disorder and Equalities

Performance Measures are set to monitor the performance of services and targets set.

If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

2. Legal

Performance Measures are set to monitor the performance of services and targets set.

If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

3. Finance

A significant sum of money is linked to the Outcome Agreement Grant.

Receiving this funding in full is dependent on meeting the agreed Actions and Targets included in the Agreement.

5. Risk Management Issues

This report refers to all actions and measures in the 2014/15 Annual Report and 2015/16 Improvement Plan, potential risks addressed are:

- obtaining the £1.9m linked to the Outcome Agreement Grant
- addressing regulatory report recommendations
- comments on not meeting our own goals – actions and measures
- meeting statutory targets
- improvement and comparative data for national measures

CONSULTATIONS

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

Signed: Wendy Walters Assistant Chief Executive (Regeneration & 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 – All Departments have been consulted and have had the opportunity to provide comments on their performance and progress

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
CCC Annual Report 2014/15 & Improvement Plan 2015/16	http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf
Performance Measurement Records	Performance Management Unit, Regeneration & Policy Division
Departmental Business Plans 2015/16	Performance Management Unit, Regeneration & Policy Division
Carmarthenshire Integrated Community Strategy 2011-16	www.thecarmarthenshirepartnership.org.uk
CCC Corporate Strategy 2015-20	http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf
Budget Monitoring Reports	Corporate Services Department

REPORT A

Improvement Plan Monitoring – Actions & Measures for HALF YEAR 15/16

The following provides a summary of performance actions and measures that were included in the Improvement Plan for 2015/16 shown per Scrutiny

Breakdown as per Scrutiny	Total	On target	Off target	Annual	Overall % on Target
Community Scrutiny	58	50	6	2	86%
Education & Children's Services Scrutiny	105	67	9	29	64%
Environmental & Public Protection Scrutiny	44	35	4	5	80%
Social Care & Health Scrutiny	30	27	2	1	90%
Policy & Resources Scrutiny	57	51	5	1	89%
Overall Performance	294	230	26	38	78%

The 'off target' deliverables have been discussed at their appropriate Scrutiny.

REPORT B

Outcome Agreement 2014/15

An 'Annual Report' based our self-evaluation classing all five outcomes as 'fully successful' was sent to WG on 13th May 2015. A response received on the 15th July confirmed that they agreed with our proposed amendments for the 2015/16 targets and they will be in touch in due course to arrange a meeting to negotiate the 2014/15 payment. Also the Authority has not been subject to statutory support arrangements or intervention from the Welsh Government under section 28/29 of the Local Government (Wales) Measure 2009.

Outcome Agreement 2015/16

We are aware of potential changes to the OAG which could mean that the grant is rolled into the RSG funding but await confirmation from the Minister.

There are a total of **51 deliverables** included in Year 3 of the successor Outcome Agreement for 2015/16

EOY results:-

- **72% (37)** deliverables are **on target**
- **10% (5)** deliverables are **off target**
- **18% (9)** deliverables is still **outstanding**

Here is a breakdown per Scrutiny.

Outcome Agreement Grant per Scrutiny	Total	On target	Off target	Annual	% On target
Community Scrutiny	19	16	2	1	84%
Education & Children's Services Scrutiny	23	12	3	8	52%
Environmental & Public Protection Scrutiny	4	4	0	0	100%
Social Care & Health Scrutiny	3	3	0	0	100%
Policy & Resources Scrutiny	2	2	0	0	100%
Overall Performance	51	37	5	9	72%

The 'off target' deliverables have been discussed at their appropriate Scrutiny.

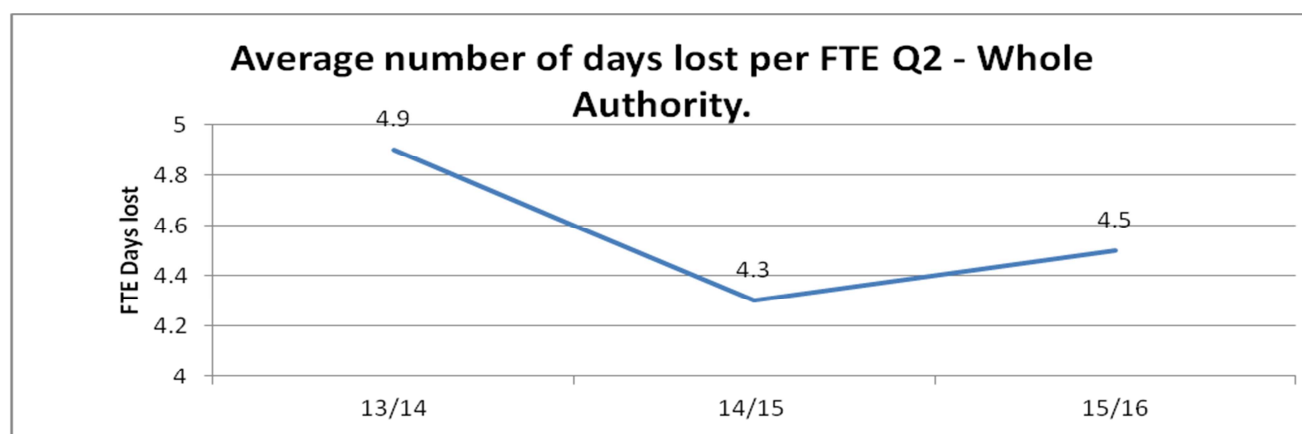
REPORT C

SICKNESS ABSENCE – Half Year Report

The target for the whole of 2015/16 is to reduce the full time equivalent sick days to 9.3 days.

FTE Sickness Days Lost - End of Year Figures						FTE Sickness days half year					
	12/13	13/14	14/15	Difference	Performance		13/14	14/15	15/16	Performance	
Chief Executive's	8.3	6.5	7.3	0.8	Declined	↓	2.5	3.0	1.9	Improved	↑
Resources	7.0	7.2	7.0	0.2	Improved	↑	3.2	3.1	2.8	Improved	↑
Environment	13.4	14.5	13.0	1.5	Improved	↑	7.5	6.4	5.6	Improved	↑
Education & Children's Services	9.1	9.4	8.9	0.5	Improved	↑	4.0	3.7	4.0	Declined	↓
Regeneration & Leisure	11.3	9.0	7.1	1.9	Improved	↑	3.9	3.0			
Communities	15.6	13.8	11.7	2.1	Improved	↑	7.0	5.7	5.9	Declined	↓
Authority Total	10.8	10.6	9.6	1.0	Overall Improved	↑	4.9	4.3	4.5	Declined	↓

Calculation includes Permanent and temporary staff only. Data includes all school based staff & teachers. Days lost are through sickness due to illness/disability, long- term sickness and industrial injury. Not included medical/dental appointments or Maternity / Paternity leave etc. Numerator – number of FTE sick days lost / Denominator –Average FTE Headcount



- It is encouraging to see the result at half year is 4.5 FTE days, just under the set half year target of 4.6 days, a small increase on this time last year, 4.3 FTE days
- The Communities Department absence levels have dropped significantly over the last two years, however this period is showing a slight increase of 5.9 FTE days, compared to 5.7 FTE days for this period last year. However, this department has had an increase in staff with the amalgamation of Leisure into the department. Workshops are planned in December 2015 for the Mental Health/Learning Disabilities managers/supervisors, with the focus on attendance management and trend analysis, so that additional support can be provided where it is needed.
- Another area where sickness has increasing slightly is in Primary schools, 3.8 FTE days this period compared to 3.2 last year.

The new sickness absence policy has been circulated to schools for them to adopt and overall sickness absence management practices have been outlined to Head Teachers in the school workshops held in July 2015. Raising awareness of sickness absence management can, in some cases, cause an upward trend in sickness, because of the increased awareness of accurate reporting. Significant work continues to assist the management of sickness absence levels on an individual basis and training using the same methodology as the corporate sickness absence training, is planned for the spring term for all schools. It is hoped that this will give the emphasis required for more effective and consistent management of absence in schools in the future.

Some additional initiatives and support which are underway include:-

- Further workshop planned with schools on managing attendance. This will include managing physical and mental health and the application of the sickness policy.
- Mutual Fund –being developed which will replace the insurance covering school's staff absence. It is hoped that there will be a saving for all schools who sign up and part of the specification will be around ensuring all cases are being managed appropriately.
- Timely engagement with schools on sickness cases.
- Continued roll out of resource link self service for schools
- Service specific bespoke attendance management workshops.

The Chartered Institute of Personnel and Development (CIPD Absence survey 2015) reported that only a quarter of organisations achieved their 2014 end of year target. Carmarthenshire County Council's target for 14/15 was 10.0 days and the end of year result was 9.6 days which was a reduction of 1 FTE. The survey also showed that stress related absence had increased in two fifths of organisations.—In CCC we found that there was over 20% reduction in sickness absence attributed to this reason last year, in part due to the additional initiatives and support which are in place.

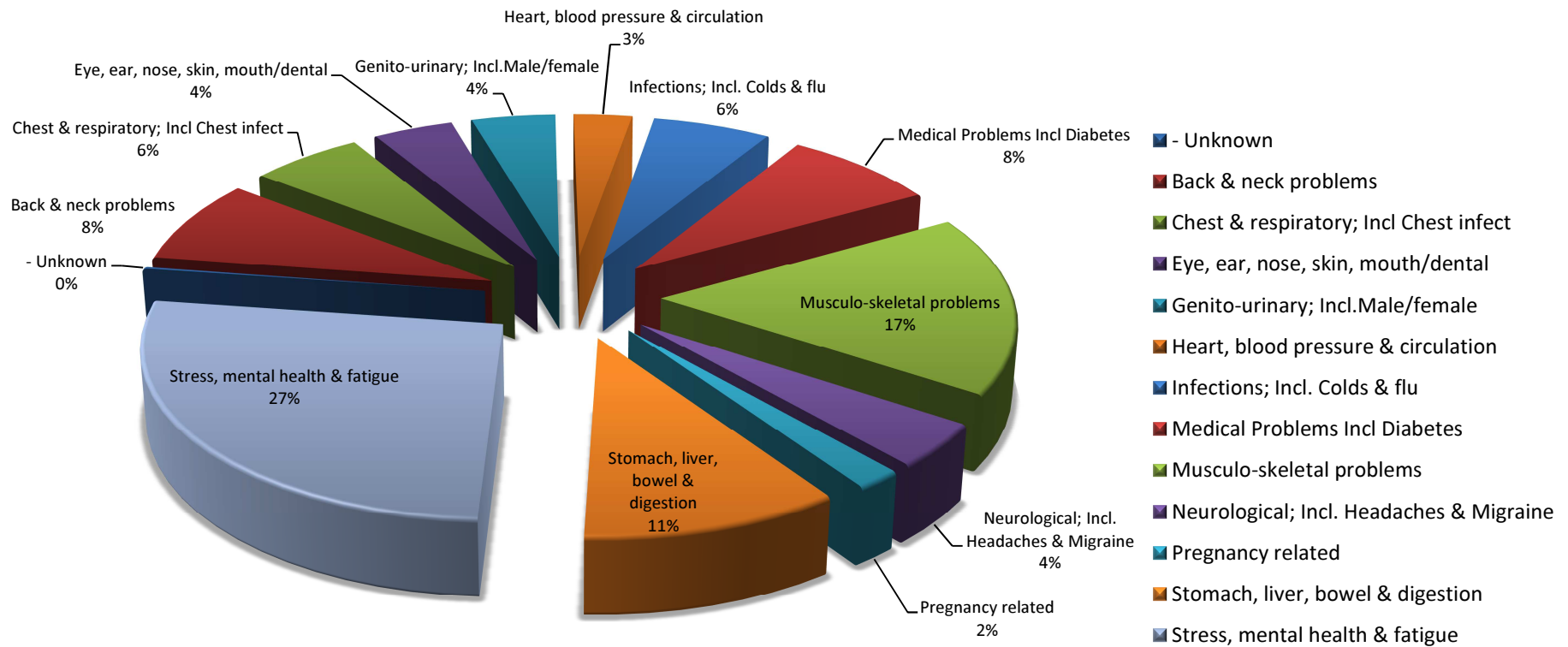
However, it is disappointing to note that for this period last year, sick days attributed to stress, mental health and fatigue were 6,692 days compared to 7,818 at half year this year and the most significant areas are Education and Children's Services and the Communities Department. However, again when looking at the Communities Department there has been an increase in staff due to the Leisure Department amalgamation. There are additional workshops planned for the Managers and Head Teachers looking at areas such as:

- The Sickness policy
- Case studies
- Getting the most out of Occupational Health referrals and
- Reiterating the importance of using all the tools and support available.

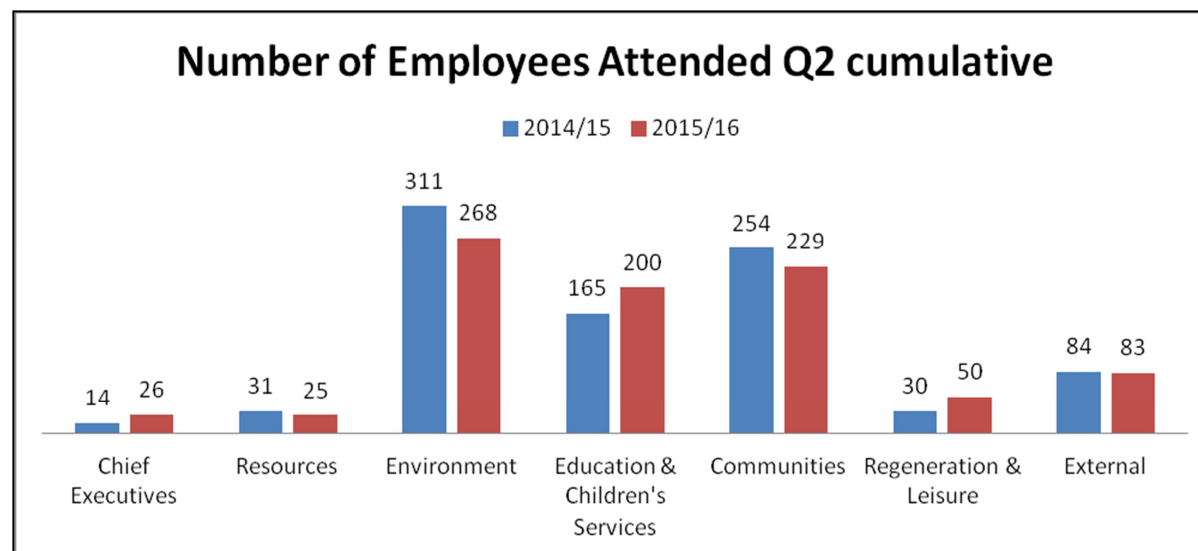
Sickness by Reason

Department	Unknown	Back & neck problems	Chest & respiratory ; Inc. Chest infect	Eye, ear, nose, skin, mouth/ dental	Genito-urinary; Inc. Male/female	Heart, blood pressure & circulation	Infections; Incl. Colds & flu	Medical Problems Inc. Diabetes	Musculo-skeletal problems	Neurological; Incl. Headaches & Migraine	Pregnancy related	Stomach, liver, bowel & digestion	Stress, mental health & fatigue	Total
Chief Executives		75.00	25.14	18.70	130.80	1.62	62.36	6.00	53.25	37.56	5.50	48.45	184.33	648.70
Resources		170.80	52.90	36.00	49.00	5.00	56.71	10.00	187.00	12.80	23.73	118.53	299.00	1,021.47
Environment	18.87	647.82	358.54	159.30	120.38	150.08	219.19	203.27	1,492.71	401.18	8.95	786.23	912.30	5,478.84
Education & Children	27.93	1,081.48	759.22	572.42	637.03	345.59	978.72	1,898.84	1,413.76	506.30	352.27	1,456.18	3,846.75	13,876.49
Communities		386.51	522.86	432.61	346.03	392.91	485.49	237.74	1,941.13	279.82	161.21	651.62	2,576.58	8,414.53
Total	46.81	2,361.62	1,718.66	1,219.04	1,283.24	895.21	1,802.47	2,355.85	5,087.84	1,237.66	551.65	3,061.01	7,818.97	29,440.03

Authority Total FTE Days Lost Q2 2015/16



Number of Employees Supported by the Occupational Health Centre



Public sector comparisons

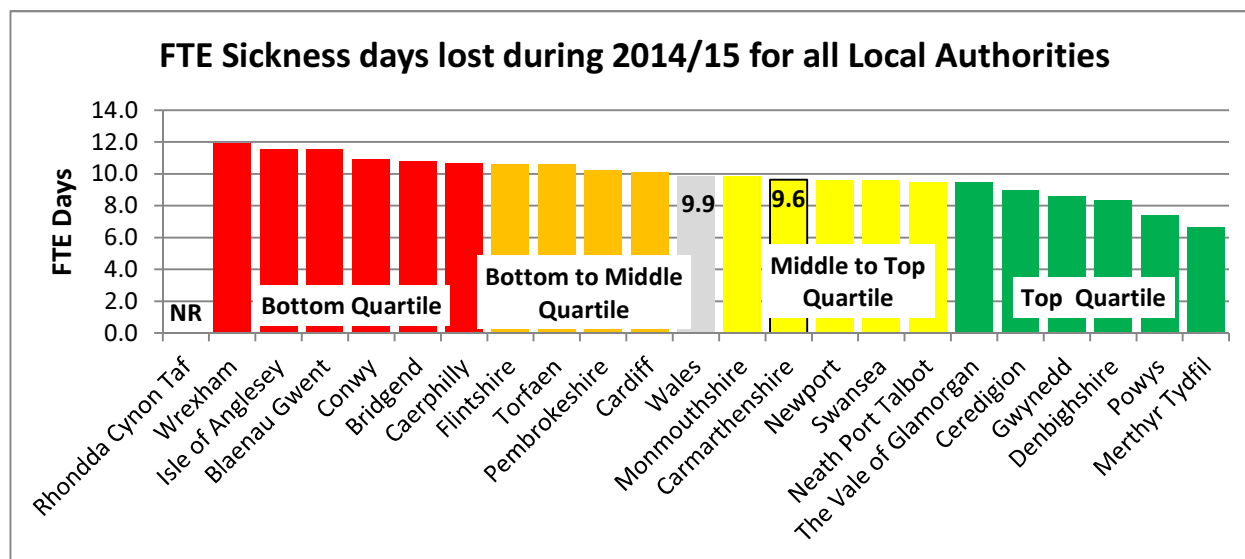
The Chartered Institute of Personnel and Development (CIPD Absence survey 2015) reports that there is a variation across sectors and that the increase in sickness absence has increased most in the public sector, where it is now **50%** higher than in the private sector. Across all sectors the FTE days lost is 6.9 days an increase on the previous year 6.6 FTE days.

When considering the tables below, it should be noted that that the figures cannot be used as a direct comparison to departments within the Council. However, they do give some indication of where we sit alongside other organisations. It should also be noted that the take up rate of these surveys appears to be very low in respect of local government at only 4%. The figures however are encouraging against our 2014/15 end of year performance of 9.6 FTE days.

Public Sector	FTE days
Local Government	7.9
Central Government	9.0
Health	10.4
Education	10.1

Private Sector	FTE days	Similar Sector within Carmarthenshire County Council	FTE days
Care services	15.4	Primary Community Care	12.0
Housing association	8.5	Housing and Public Protection	10.5
IT services	5.8	Audit, Procurement & ICT Division	6.0
Financial insurance and real estate	7.6	Finance	7.3
Transport distribution and storage	7.9	Transport and Engineering	8.0

For 2014/15 we are in the middle to top quartile when compared to other authorities in Wales.



Cost of Absence - Occupational Sick Pay

Occupational Sick Payments	Quarters1 and 2		
	2013/14	2014/15	2015/16
Chief Executives	£59,756.72	£79,494.86	£52,497.63
Resources	£91,538.18	£113,112.75	£77,583.04
Environment	£474,630.72	£410,810.06	£392,188.94
Education & Children	£433,665.16	£261,101.75	£272,969.72
Communities	£697,506.19	£601,075.69	£760,561.94
Regeneration & Leisure	£139,468.56	£94,596.88	£0.00
HR - Carmarthenshire County Council Total	£1,896,565.50	£1,560,191.88	£1,555,801.38

Average Occupational sick Payments per FTE	Quarters1 and 2		
	2013/14	2014/15	2015/16
Chief Executives	£203.39	£288.79	£165.60
Resources	£246.46	£324.32	£224.41
Environment	£512.28	£489.84	£439.78
Education & Children	£526.47	£331.55	£342.38
Communities	£591.41	£533.73	£573.16
Regeneration & Leisure	£297.96	£232.68	£0.00
HR - Carmarthenshire County Council Total	£466.80	£412.43	£422.92

Median cost of Absence in the CIPD survey is £554 average annual cost per employee.

Department	Division	Employee FTE Headcount Q4 14/15 @ 31/03	Employee FTE Headcount Q2 15/16@ 30/9	Total Employee FTE Headcount	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total lost FTE Days	FTE Days Lost by Average Employee FTE Headcount
Chief Executives	Chief Executives (Other)	1.00	1.00	2.0	1.0	0.0	0.0	0.0	0.0
	Customer Focus & Policy	233.81	184.68	418.5	209.2	303.9	161.0	464.9	2.2
	People Management and Performance	84.62	81.21	165.8	82.9	61.8	83.0	144.8	1.7
	Administration and Law	48.77	48.37	97.1	48.6	37.0	0.0	37.0	0.8
	Support Unit	5.00	3.00	8.0	4.0	2.0	0.0	2.0	0.5
Chief Executives Total		373.20	318.25	691.4	345.7	404.7	244.0	648.7	1.9
Education & Children	Education & Children (Other)	2.40	3.40	5.8	2.9	0.0	0.0	0.0	0.0
	Improvement & Skills	108.76	100.93	209.7	104.8	116.5	241.9	358.4	3.4
	Governance & Inclusion	234.78	41.62	85.9	43.0	11.2	116.3	127.5	3.0
	Children Services	342.68	371.56	714.2	357.1	657.5	602.2	1259.7	3.5
	Strategic Development	28.28	214.27	433.0	216.5	465.5	757.6	1223.1	5.6
	Secondary Schools	1,160.21	1,098.41	2258.6	1129.3	2078.9	2696.1	4775.0	4.2
	Primary Schools	1,382.26	1,365.78	2748.0	1374.0	1877.7	3275.6	5153.3	3.8
	Special Schools	90.75	90.50	181.2	90.6	200.6	522.0	722.6	8.0
	School Effectiveness	70.01	63.47	133.5	66.7	47.4	0.0	47.4	0.7
Education & Children Total		3420.13	3349.9	6770.1	3385.0	5455.3	8211.7	13667.0	4.0
Resources	Resources (Other)	1.00	2.00	3.0	1.5	0.0	0.0	0.0	0.0
	Corporate Property	43.22	43.22	86.4	43.2	43.0	24.0	67.0	1.6
	Information Technology	74.10	70.69	144.8	72.4	128.9	0.0	128.9	1.8
	Finance	204.62	199.38	404.0	202.0	412.2	333.3	745.5	3.7
	Audit, Risk & Procurement	25.82	25.82	51.6	25.8	20.0	0.0	20.0	0.8
Resources Total		348.77	341.11	689.9	344.9	604.1	357.3	961.4	2.8

Page 44 Department	Division	Employee FTE Headcount Q4 14/15 @ 31/03	Employee FTE Headcount Q2 15/16@ 30/9	Total Employee FTE Headcount	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total lost FTE Days	FTE Days Lost by Average Employee FTE Headcount
Communities	Communities (Other)	1.00	1.00	2.0	1.0	0.0	0.0	0.0	0.0
	Leisure & Recreation	222.72	217.48	440.2	220.1	349.4	577.9	927.3	4.2
	Business Support & Service Improvement	100.81	104.04	204.8	102.4	190.8	578.9	769.7	7.5
	Mental Health & Learning Disability	206.58	211.82	418.4	209.2	593.9	898.4	1492.3	7.1
	Housing & Public Protection	165.45	165.46	330.9	165.5	222.9	305.0	527.9	3.2
	Primary, Community & Social Care Service	112.31	131.30	243.6	121.8	216.9	699.5	916.4	7.5
	Regional Complex Needs and Trans Service	1.00	2.00	3.0	1.5	1.0	0.0	1.0	0.7
	Commissioning	534.71	504.01	1038.7	519.4	1366.6	1941.1	3307.7	6.4
Communities Total		1344.58	1,337.12	2681.7	1340.8	2941.5	5000.9	7942.4	5.9
Environment	Environment (Other)	1.00	1.00	2.0	1.0	0.0	0.0	0.0	0.0
	Policy & Performance	23.81	23.81	47.6	23.8	37.0	0.0	37.0	1.6
	Street Scene	363.91	354.28	718.2	359.1	988.0	1326.5	2314.5	6.4
	Property Services	326.01	314.35	640.4	320.2	815.0	1337.7	2152.7	6.7
	Transport and Engineering	123.73	121.00	244.7	122.4	194.0	293.9	487.9	4.0
	Planning Services	83.94	76.95	160.9	80.4	98.6	0.0	98.6	1.2
Environment Total		922.41	891.39	1813.8	906.9	2132.6	2958.1	5090.7	5.6
Regeneration & Leisure	Regeneration & Leisure (Other)	0.80	0.00	0.0	0.0	0.0	0.0	0.0	0.0
Regeneration & Leisure Total		0.80	0.00	0.00	0.0	0.0	0.0	0.0	0.0
Authority Total		6409.88	6,237.81	12646.9	6323.4	11538.2	16772.0	28310.2	4.48



**Complaints and Compliments Report
Policy & Resources Scrutiny Committee
Half Year
2015/16**

**Noelwyn Daniel
Performance & Information Manager**

Report D

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1. Principles

Carmarthenshire County Council's new Complaints Procedure was adopted in May 2011. The procedure aims to emphasise the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution.
- To ensure that investigations follow the '**Investigate Once, Investigate Well**' principle.
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

2. Definition

The **definition of a complaint** is an expression of dissatisfaction or concern,

- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

Complaints which are currently open and under investigation are **not included** in this report.

The complaints referred to within this report are those where the investigation has been completed during the review period.

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3. Complaints investigated and responded to between April 2015 – September 2015

SERVICE	Stage 1				Stage 2			
	No. of Complaints responded to ¹	No. receiving a full response within allocated time period ²	No. receiving a full response after allocated time period ³		No. of Complaints responded to	No. receiving a response within allocated time period ⁴	No. receiving a response after allocated time period	
Chief Executives	18	12 67%	6 3%		0	0 0%	0	0%
Education & Children's Services (excluding Statutory Complaints)	4	4 100%	0 0%		0	0 0%	0	0%
Corporate Services	21	19 90%	2 10%		2	0 0%	2	100%
Community (excluding Statutory Complaints)	53	34 64%	19 36%		4	1 25%	3	75%
Environment	104	64 62%	40 38%		8	4 50%	4	50%
Cross Departmental Issues	4	4 100%	0 0%		0	0 0%	0	0%
Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities ⁵	29	11 38%	18 62%		4	1 25%	3	75%
TOTAL	233	148 64%	85 36%		18	6 33%	12	67%

¹ This is the cumulative figure of complaints investigated and responded to within the period of the report this financial year

² Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 10 working days, with an additional 10 working day extension with the complainant's consent

³ Any complaints which have been investigated and responded to outside the allocated time period

⁴ Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 25 working days, or up to 3 months with the complainant's consent

⁵ These are any complaints logged which fall under the Statutory Social Services Complaints Procedure

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4. Summary of complaints

- The Authority investigated and responded to 251 complaints during the first half of 2015/16, compared to 313 during the same period for 2014/15.
- Overall, 66% of cases received a response within the allocated time period, compared to 69% for the same period last year.

Department	Total No. of complaints received
Chief Executive's Department	18
Education & Children's Services (excl Statutory Complaints)	4
Corporate Services	23
Community (excluding Statutory Complaints)	57
Environment	112
Cross Departmental	4
Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities	33
Total	251

5. Redirected Communication

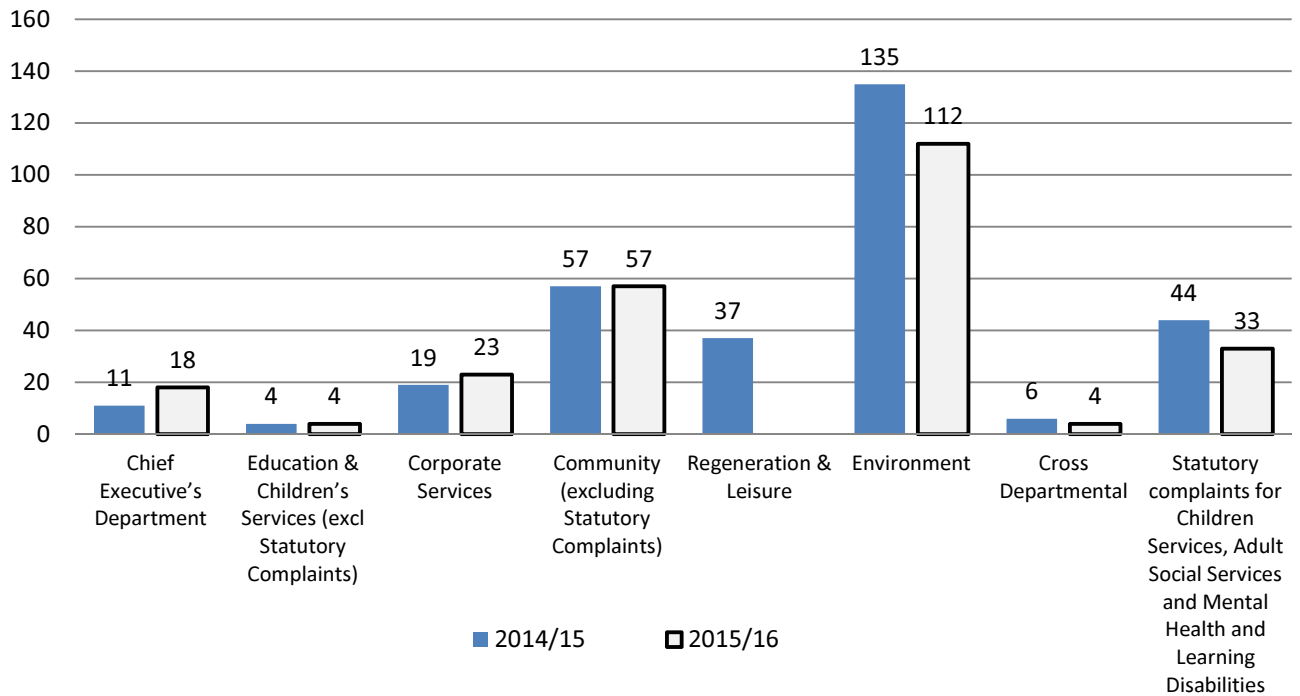
The Complaints Team also addressed a further **273** "Redirects" – enquiries and requests for assistance which offered the team the opportunity to try and rectify difficulties before complaints arise. This figure would also include any dissatisfaction received regarding properly made Policy decisions which would not be addressed by the formal Complaints Policy.

Department	Total No of Redirected communication received
Chief Executive's Department	17
Education & Children's Services	25
Corporate Services	9
Community	93
Environment	125
Cross Departmental	2
External Providers	2
Total	273

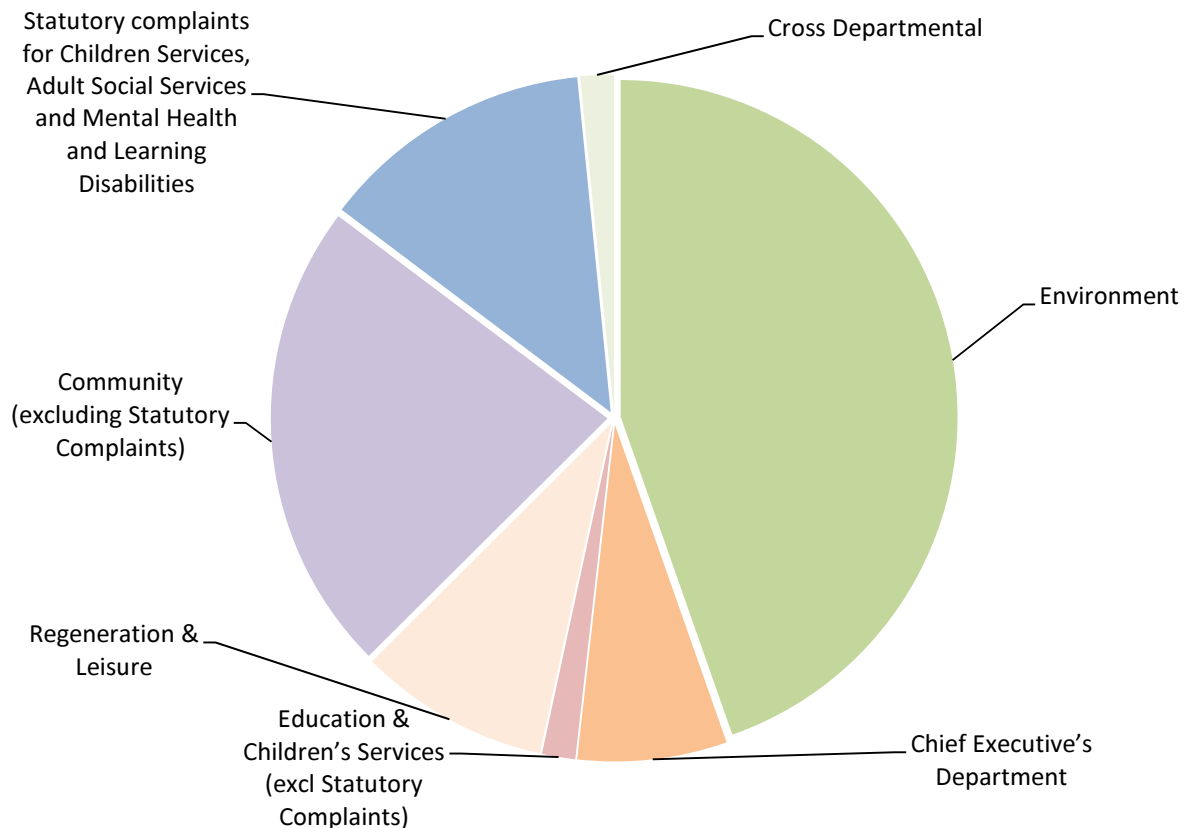
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****Comparisons are approximations only due to departmental reorganisations****

Number of Complaints investigated & responded to during Q1 & Q2 2015/16 compared to 2014/15



Complaints by Department 2015/16



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6. Complaints with any equalities or Welsh language issues

During the first half of 2015/16 we received no complaints which involved specific Welsh language issues.

7. Complaints determined by the Ombudsman during 2015 / 16 (April to September)

	Concluded by Ombudsman 2015-16	Settled	Ombudsman conclusion				
			Not Upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Chief Executives	0	0	0	0	0	0	0
Education & Children's Services	2	0	0	0	0	2	0
Resources	3	1	0	1	0	1	0
Community Services	2	0	0	2	0	0	0
Environment	14	2	0	4	4	4	0
Cross Departmental Issues	1	0	0	1	0	0	0
Total	22	3	0	8	4	7	0

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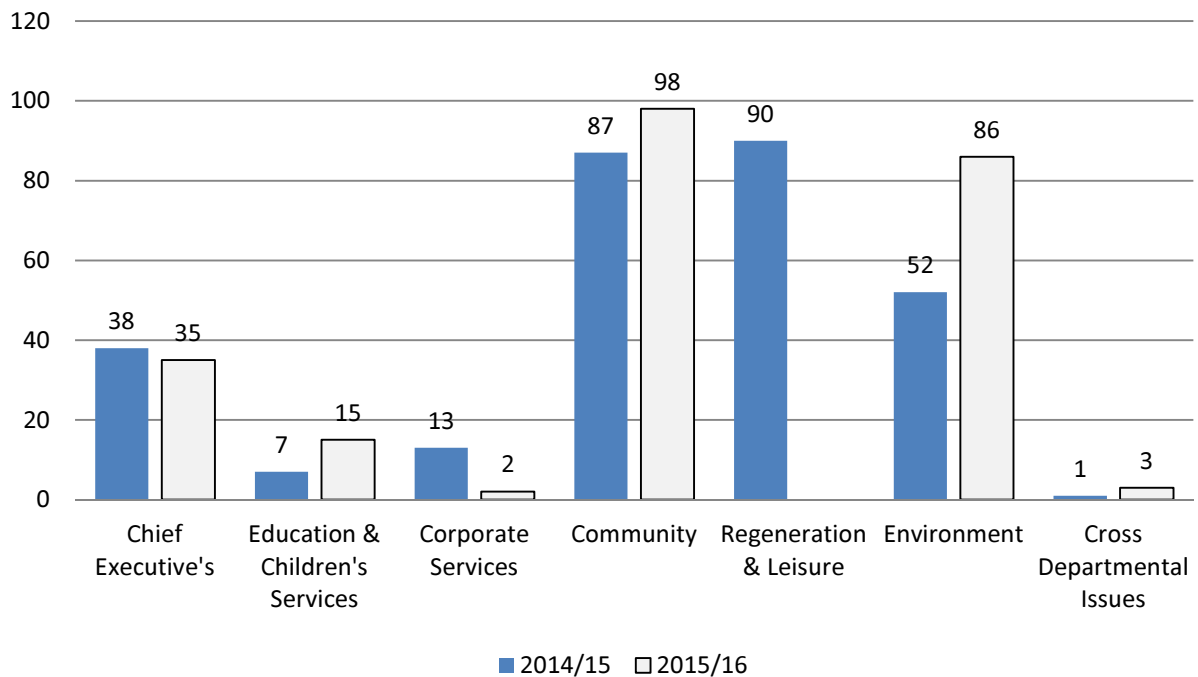
8. All Departments Compliments

Service	No. of compliments received
Chief Executives	35
Education & Children's Services	15
Corporate Services	2
Community	98
Environment	86
Cross Departmental Issues	3
Total	239

- The Authority received 239 compliments between April 2015 and September 2015, compared to 288 for the same period in 2014/15.

****Comparisons are approximations only due to departmental reorganisations****

Number of compliments received during Q1 & Q2 2015/16 compared to 2014/15



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9. Departmental Complaint & Compliment Analysis

9.1 Chief Executives

Complaints	Regeneration and Policy		People Management and Performance		Administration and Law		IT	
Stage 1 Complaints Investigated	14		0		2		2	
Upheld	4	29%	0	0%	0	0%	1	50%
Partially Upheld	6	42%	0	0%	0	0%	1	50%
Not Upheld	4	29%	0	0%	2	100%	0	0%
Stage 2 Complaints investigated	0		0		0		0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	0	0%	0	0%	0	0%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%

Analysis of the nature of complaints and the trends

Registrars received one complaint that was upheld, it related to insufficient communication between the authority and a bride regarding scaffolding on Town Hall at the time of her wedding. A complaint regarding the manner of a registrar was partially upheld with an apology being given for any misunderstanding over comments made.

Economic Development has a partially upheld complaint regarding the organisation of a first aid course.

Customer Services acknowledged that they could have been more helpful when assisting with a Blue Badge enquiry by allowing use of a PC or printing off an electronic form. An apology also had to be given because card payments could not be made in The Hub in Llanelli.

Two complaints were received in relation to IT. One was upheld. It concerned the way a request for assistance at a library was addressed.

Three complaints were received regarding the manner of a Contact Centre agent. Apologies were given to callers by Team Leaders.

Compliments	Policy	Registrars	Customer Services Centres	Contact Centre	Complaints	IT
Compliments received	1	3	8	7	1	15

Analysis of the trends:

- Registrars received three compliments about the way in which they conducted wedding ceremonies “...we just wanted to say the biggest thank you for conducting our ceremony. You put us at ease”
- A complainant acknowledged the way in which their complaint had been addressed and the fact that it was resolved promptly.
- A number of compliments were received in relation to the manner of the staff working in the Customer

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Service Centres. The support that they provide members of the public was also noted. *"I don't think I would have managed to complete all the necessary documents without their guidance", "...very very helpful. Clear, concise and I am very grateful, "Very professional, a credit to the council"*

- The staff were also compliments on the way they addressed matters for the public *"Excellent customer service, extremely helpful and went the extra mile to help me with my enquiry", "Thank you to the very kind, polite gentleman"*
- IT received a number of compliments. *"your work and commitment has reflected true partnership working in Carmarthenshire", "He took our rants, came over and over to check things out, reset us and was a really big help", "PCs converted to laptops has improved efficiency - support was appreciate"*

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9.2 Corporate Services

Complaints	Corporate Property		Financial Services		IT		Audit and Risk Management	
Stage 1 Complaints Investigated	2		18		2		1	
Upheld	1	100%	4	22%	1	50%	0	0%
Partially Upheld	1	100%	1	6%	1	50%	1	100%
Not Upheld	0	0%	13	72%	0	0%	0	0%
Stage 2 Complaints Investigated	1		1				0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	1	100%	0	0%	0	0%	0	0%
Not Upheld	0	0%	1	100%	0	0%	0	0%

Analysis of the nature of complaints and the trends

- Audit and Risk Management received one complaint which was partially upheld. It involved the length of time it took to complete an Insurance Claim. The complainant had already accepted a full and final settlement, however an apology was given for any delay.
- Corporate Property received a complaint about the process used to sell Council Property. It was partially upheld because although policy was followed, communication could have been improved to avoid any misunderstanding. The other Stage 1 complaint concerned communication issues and was upheld. The third complaint was investigated at Stage 2 and involved the conduct of an officer carrying out site visits. It was partially upheld and staff are to be reminded of the protocol / best practice when carrying out site visits.
- 19 complaint s were received for Financial Services, all involving Council Tax or Benefits. Four of these were upheld. They involved the miscommunication of information regarding recovery action (sincere apology given), a recovery firm not recording payments correctly (apology given by the company), the way joint tenant records were recorded (methods reviewed) and a letter sent out in error by the team (apology given). The complaint that was partially upheld concerned a slight delay in verifying correspondence about the sale of a property (apology given).

Compliments	Corporate Property	Financial Services	IT
Compliments received per division	0	2	15

Analysis of the trends:

- The knowledge and effort of the Pensions team was acknowledged *"your pensions team have been ultra efficient in the way they have dealt with his retirement pension"*
- A Council Tax Officer was also thanked for the way in which they dealt with a refund *"thank you for giving council service a good reputation"*

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9.3 Cross Departmental

Complaints		Cross Departmental	
Stage 1 Complaints Investigated		4	
Upheld	1	25%	
Partially Upheld	1	25%	
Not Upheld	2	50%	
Stage 2 Complaints investigated		0	
Upheld			
Partially Upheld			
Not Upheld			
Analysis of the nature of complaints and the trends			
<p>Three of the cross departmental complaints received related to issues concerning building / maintenance work being carried out to Council Houses. They therefore involved elements of concern about Housing and Environment Departments. One was upheld, one partially upheld and one was not upheld.</p> <p>The other complaint required clarification around food waste bin liners and also a concern over a highway defect. It was not upheld.</p>			
Compliments		3	
Analysis of the trends			
<p>Thanks were received for the way a Housing Repairs request was logged by the Contact Centre and then carried out by the Property Services Division.</p> <p>The Foods Standards Agency acknowledged the work of the Public Protection and Legal teams taking positive action against food establishments serving food contaminated with other food stuffs.</p> <p>A compliment was received for the way a request for verge cutting was carried out quickly (Contact Centre and Highways).</p>			

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Half-Yearly Departmental Performance Management Report – 1st April to 30th September 2015

To consider and comment on the following issues:

That the Committee scrutinises the half-year position in relation to performance monitoring, or latest available information, for the 2015/16 financial year. The report includes:

- Heads of Service Overview of Performance
- Improvement Plan Monitoring – Actions and Performance Measures
- Complaints and Compliments Monitoring

Reasons:

- To enable members to exercise their scrutiny role in relation to performance monitoring.
- To ensure that any areas of concern are identified and the relevant action taken.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. David Jenkins (Resources)
- Cllr. Pam Palmer (Communities)
- Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)

Directorates: Chief Executive's / Corporate Services Names of Heads of Service: Paul R. Thomas	Designations: Assistant Chief Executive (People Management & Performance)	Tel Nos. / E-Mail Addresses: 01267 246123 prthomas@sirgar.gov.uk
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Names of Heads of Service:	Designations:	Tel Nos. / E-Mail Addresses:
Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224112 wswalters@carmarthenshire.gov.uk
Owen Bowen	Interim Head of Financial Services	01267 224886 obowen@carmarthenshire.gov.uk
Jonathan Fearn	Head of Corporate Property	01267 246244 jfearn@carmarthenshire.gov.uk
Linda Rees Jones	Head of Administration & Law	01267 224010 lrjones@carmarthenshire.gov.uk
John Roberts	Joint Head of ICT Service	01267 246303 john.roberts@pembrokeshire.gov.uk
Phil Sexton	Head of Audit, Risk & Procurement	01267 246217 psexton@carmarthenshire.gov.uk
Report Authors: Eva Hope	Departmental Performance Management Officer (Chief Executive's Department)	01267224484 ehope@carmarthenshire.gov.uk
Tracey Thomas	Principal Business Development Officer (Corporate Services)	01267 246202 trthomas@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Half-Yearly Departmental Performance Management Report – 1st April to 30th September 2015

The attached report provides the Committee with an overview of how the Chief Executive's and Corporate Services' Departments are performing:

1. Heads of Service Overview of Performance (Report A)
2. Improvement Plan Monitoring – Combined Actions and Measures Report (Report B)
3. Compliments and Complaints – Please refer to Report D in the Half-Year Corporate Performance Management Report for the Compliments and Complaints relating to the Chief Executive's and Corporate Services' Departments

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: Paul R. Thomas Assistant Chief Executive (People Management & Performance)
 Wendy Walters Assistant Chief Executive (Regeneration & Policy)
 Chris Moore Director of Corporate Services

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

1. Policy, Crime & Disorder and Equalities

Performance Measures are set to monitor the performance of services and targets set. If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

2. Legal

Performance Measures are set to monitor the performance of services and targets set. If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

3. Finance

A significant sum of money is linked to the Outcome Agreement Grant. Receiving this funding in full is dependent on meeting the agreed Actions and Targets included in the Agreement.

5. Risk Management Issues

This report refers to all actions and measures in the 2014/15 Annual Report and 2015/16 Improvement Plan, potential risks addressed are:

- obtaining the £1.9m linked to the Outcome Agreement Grant
- addressing regulatory report recommendations
- comments on not meeting our own goals – actions and measures
- meeting statutory targets
- improvement and comparative data for national measures

CONSULTATIONS

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

Signed:	Paul R. Thomas	Assistant Chief Executive (People Management & Performance)
	Wendy Walters	Assistant Chief Executive (Regeneration & Policy)
	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 – All Departments have been consulted and have had the opportunity to provide comments on their performance and progress

**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
CCC Annual Report 2014/15 & Improvement Plan 2015/16	http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf
Performance Measurement Records	Performance Management Unit, Regeneration & Policy Division
Departmental Business Plans 2015/16	Performance Management Unit, Regeneration & Policy Division
Carmarthenshire Integrated Community Strategy 2011-16	www.thecarmarthenshirepartnership.org.uk
CCC Corporate Strategy 2015-20	http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf
Budget Monitoring Reports	Corporate Services Department

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REPORT A

Heads of Service Overview

This is a brief overview of half year performance from each Head of Service who reports data to the Policy & Resources and Community Scrutiny

Wendy S Walters – Assistant Chief Executive – Regeneration and Policy

Corporate Policy & Partnership

Well-being of Future Generations (Wales) Act 2015

- The Act became law on the 29 April 2015 and the duty will need to be implemented by public bodies, Public Service Boards and community councils from April 2016 onwards.
- The Act requires the bodies named, (the Council being one) to ensure the process of improving the economic, social, environmental and cultural well-being of Wales is considered in all that we do, individually and collectively, with the aim of achieving the well-being goals.
- Further information will be provided to members in due course, with a formal report to the Policy & Resources Scrutiny Committee at its January 2016 meeting on the key requirements for the Council.

Carmarthenshire Local Service Board Partnership Review

- As part of the requirements of the Well-being of Future Generations Act and preparation for the new Public Services Board the LSB requested a review of the current partnership structure.
- This review included the current arrangements of the Children & Young Peoples Partnership; Community Safety Partnership; Health & Social Care Board; Regeneration Partnership; and Environment Partnership.
- An initial report and findings was presented to July 2015 LSB meeting, with agreement in principle on the way forward with further work to be undertaken to prepare draft Terms of Reference for the new proposed arrangements

Carmarthenshire Local Service Board Workstreams

- Following discussion about possible collaboration opportunities between LSB member organisations a series of workstreams have been taken forward with a view to delivering operational efficiencies for each of the members.
- The workstreams are currently focusing efforts on the following key areas:
 - Estates & Shared Accommodation
 - Procurement
 - Transport
 - People Development.

Town & Community Council Liaison Forum

- At the most recent meeting of the Liaison Forum on the 1 September 2015, members received a presentation on Planning notifications, Community Asset Transfer and Dementia Friendly Communities.
- The next meeting, scheduled for 8 December 2015, will focus upon the budget consultation.

REPORT A

New Welsh Language Standards

- The new Welsh Language Standards being introduced by Welsh Government through the Welsh Language Commissioner, will focus on promoting and facilitating the use of the Welsh language for residents and staff in the following five key areas in all that the Council (and other public bodies) does in terms of Service Delivery; Policy Making, Operational, Promotion and Record Keeping.
- The draft Compliance Notice was received from the Welsh Language Commissioner on 22 June 2015 and a comprehensive response was prepared by the Council in terms of what was felt to be 'unreasonable and/or disproportionate'.
- The Commissioner took this on board and amended the set of standards issued to the Council in the final Compliance Notice which was received on the 30 September 2015. Work is now underway to ensure compliance against the new standards within the timescales noted.

Ageing Well in Carmarthenshire Plan

- In accordance with the Welsh Government requirement, an Ageing Well Plan for Carmarthenshire (which incorporates the Strategy for Older People) has been developed.
- The Plan incorporates available evidence and builds on relevant actions identified within divisional business plans.
- The Plan is currently proceeding through the political process (having been discussed at Policy & Resources Scrutiny Committee on the 5 October 2015), with sign-off by Council anticipated in December 2015.

Rural Poverty Study

- A study on rural poverty was undertaken on behalf of Grŵp Cefn Gwlad, the partnership responsible for overseeing rural development in the County.
- The study was commissioned to identify and assess levels of rural poverty in Carmarthenshire that could potentially be addressed under the new Rural Development Plan (RDP) 2014 – 2017 and LEADER 2014 – 2020 programmes.
- The rural poverty study looked specifically at areas supported by the new Rural Development programmes and set out to identify what issues are affecting rural communities and in what way. The study identified eight key areas for development:
 - Transport
 - Digital Inclusion
 - Fuel
 - Leisure
 - Loneliness and isolation
 - Housing (availability and affordability)
 - Food Banks and carers

As a result of these findings, further work is now underway to consider opportunities for future development in these key areas.

Universal Support Delivered Locally Pilot Project

- A 12-month pilot project was delivered in partnership with the Department for Work and Pensions to test new ways of working to support the introduction of Universal Credit.

REPORT A

- There was a test of a Hub-Spoke model where opportunities to access Yr Hwb support services in Llanelli from remote rural areas of the county through Skype were trialled.
- An evaluation of the pilot project is currently being finalised with a view to taking the learning to inform future delivery.
- As a result of the pilot and in order to support client with the introduction of Universal Credit the Council's Revenue Services Team have continued the employment of one of the Personal Budgeting Support Officers.

Performance and Information Management

Key Improvement Objective Priorities (KIOPs)

- Members were consulted during a workshop on our 2015/16 set of Key Priorities. The Corporate Strategy has also been refreshed and this set the context from which the KIOPs were identified.

Wales Audit Office (WAO) Corporate Assessment

- The Authority had its Corporate Assessment in October 2015. The purpose of the Corporate Assessment is to provide a position statement on the Council's capacity and capability to deliver continuous improvement.
- Jeremy Evans for the WAO reported to County Council on Wednesday October 14th, that the Corporate Assessment report should be available in January 2016. We will respond to any report drafting queries and formulate an action plan to address any proposals for improvement.

Annual Report and Improvement Plan (ARIP)

- The Council has published its Annual Report 2014/15 and Improvement Plan 2015/16 together with a Public Summary.
- The WAO subsequently issued a combined Certificate of Compliance to confirm that we met our planning and improvement duties.
- At County Council on the 14th October 2015, the WAO told the County Council that we had evaluated and reported our progress in a *'fair and balanced way, reporting good and not so good results and reacting to what the public have asked us to do in the 'you said...we did....' sections'*.
- When the All Wales Comparative data for 2014/15 became available we prepared and published a detailed report on how Carmarthenshire's results compare to other council's in Wales. This is available online.

Annual Improvement Report – WAO

- In June 2015, the WAO published its Annual Improvement Report and concluded overall that the Council continued to make progress on its priority areas and was addressing governance issues.

Information Governance

- At half year the unit dealt with 477 Freedom of Information requests with 440 requests being answered within the 20 working days time limit.
- Two training sessions have been held for Information Asset Owners and work has commenced on the Information Asset Register.

REPORT A

Complaints and Compliments

All complaints received by the Council are dealt with in a timely, appropriate and efficient manner by the Complaints Team, in accordance with the principles of the Council's Complaints Procedure.

- The Council investigated and responded to 251 complaints during the first half of 2015/16, compared to 313 during the same period for 2014/15.
- The Council received 239 compliments between April 2015 and September 2015, compared to 288 for the same period in 2014/15.

Civil Registration

- The **Tell Us Once (TUO)** bereavement support service continues to be delivered in partnership with Customer Services (CCC) and Department of Work and Pensions.
- There are now more services available on the national system following feedback from the public and registrars and there has been an increase of 30-35% of bereaved families using the service.
- The service continues to encourage appropriate venues to be licensed for marriages and civil partnerships and there is a steady interest and growth in numbers.

Electoral Registration

- Planning and delivering the Parliamentary Election was a key priority for the Election team for 2015/16. The election was successfully administered with positive feedback received by political parties and candidates on the smooth running of the whole process, especially the count and delivery of result.
- Percentage turnout for the Carmarthen East and Dinefwr Constituency was 70.8% and percentage turnout for the Llanelli Constituency was 65.1% with over 85% turnout in returned postal votes.
- Annual Wales Week in July 2015 saw the staff of the Lord Lieutenancy Section help deliver a successful visit to the County in which Carmarthenshire welcomed HRH Prince of Wales and HRH Duchess of Cornwall.

Communications

- The new bilingual corporate website www.carmarthenshire.gov.wales has been well received. Work is ongoing to train staff to develop their own content and changes to ensure that the website becomes our resident's main way of communicating with the Council.
- We have produced a new Corporate DVD which was used at the recent corporate assessment and is available on the corporate website
- We organised the recent Manager's Event and the next event will take place Spring 2016.
- We have assisted with the communications plan and awareness raising of corporate initiatives such as the People Strategy, TIC projects and the recently launched Welsh language standards.
- We have assisted with the budget consultation and resurrect 'Insight Carmarthenshire' to communicate with young people on the importance of voting at elections and our democratic process.

REPORT A

- Print and graphics continue to work with divisions and various partner organisations to create quality material which helps us to ensure all material created for the public is published bilingually and branded accurately.
- Continue to work closely with ERW and the indoor and outdoor markets to assist with their marketing plans and raise awareness.

Press

- The Press & Media Protocol was reviewed and the final Protocol has now been produced and approved by Council. It is available to view on the Newsroom.
- Creation and management of Facebook pages to promote services including the Chair of Council and Pembrey Country Park.
- Management of the Twitter account has increased the number of followers from just over 4,000 in April to almost 5,000.
- The online Newsroom is the focus of information for both the public and the media. From April – September there were almost 80,000 views, and over 10,000 new users.

Customer Services

- During the first half of the year efforts have focused on improving operating performance, identifying and minimising avoidable demand, and collaborating with Un Sir Gar.
- A detailed study of contacts coming into both the Customer Service Centres and the Contact Centre has been undertaken, determining proportions of ‘avoidable demand’, ‘value demand’, and demand which could be automated or pushed on line.
- A Transform, Innovate Change Channel Shift Group (a sub-group of Agile Working & Channel Shift), led by Customer Services, is providing support in order to get more services on line, to replace PDF forms with e-forms, and to encourage customer take up of automated options.
- The Llanelli CSC was moved to ‘The Hub’ in Llanelli, to co-locate with Un Sir Gar. This has proved extremely successful and it is intended to make this a permanent arrangement.
- The success of the Llanelli Hub/CSC model has prompted a review of the possibilities in the other two main towns in the county; Carmarthen and Ammanford. Possible locations and resourcing configurations are currently being explored.

Paul Thomas – Assistant Chief Executive (People Management & Performance)

Wales Audit Office (WAO) Corporate Assessment

During the reporting period the Division was subject to the “People” element of the Corporate Assessment, which was undertaken by the WAO. Verbal feedback has now been provided to the Division’s management team and early indications suggest a very positive outcome for the Council in the way in which it manages its people. The key findings and areas for development will be contained within the published Final Corporate Assessment report.

Investors in People – liP

The Council achieved “Investors in People” (liP) status in 2009 and has since undergone regular reviews to ensure it is able to maintain the standard required in terms of managing and developing its people. During the summer the Council underwent its second post accreditation review and was successful in retaining its liP status. The review also found that, as an organisation, the Council is working towards being a “High Performing” employer in some areas.

REPORT A

The Division was responsible for managing the entire process, developing the skills of the internal review team and worked closely with the external Managing Assessor in terms of gathering the objective evidence required by liP.

Welsh Language Standards

One of the Division's key challenges moving forward will be to meet the requirements of the recently published Welsh Language Standards Compliance Notice. This agenda cuts across all business units within the Division including the Translation Service, which has already begun to experience an increase in the number of requests for support. Work is well underway within the Division to better understand the impacts of the new Standards and to ensure the requirements of the Compliance Notice are met.

Recruitment

The Division recently launched the new bilingual online recruitment system (Web Recruit) and, during this period, has run four Assessment Centres for Senior Management posts, resulting in the appointment of two Directors, one Head of Service and one interim Head of Service.

Elected Members are integral to the appointments process and so the Division has designed and delivered bespoke training for all Members involved in the process.

The Division has also begun the process of recruiting and appointing 14 Apprentices and 7 Graduate Trainees. Every Department will benefit from this initiative, which also supports the Council's commitment to job creation within the County.

Policy / Guidance Development

The Division has developed / reviewed and published several policies during this reporting period including:

- Adoption and Surrogacy Policy
- Behavioural Standards in the Workplace Guidance
- DWP Fit for Work Service – Manager's and employee guidance
- Hand Arm Vibration Syndrome (HAVS) procedure
- Learning & Development Strategy
- Parental Leave Policy
- Pay Policy
- Redeployment Policy
- Severance Scheme
- Shared Parental Leave Policy
- Whistleblowing Policy

Workforce Planning – Support for Managers

The Council had identified workforce planning as an area requiring further development and, to support managers, the Division has developed and published the [“Workforce Planning Toolkit for Managers”](#). Briefing sessions for managers have been held and further support will be provided by the Division to ensure the Council is able to plan effectively in terms of its workforce.

REPORT A

Learning & Development Support for Staff

During the period in question the Division provided a range of learning opportunities to over 4,200 members of staff. The team has also recently:

- Designed and delivered briefings for Development Centres for aspiring leaders
- Designed and launched a new programme for [“Future Leaders”](#)
- Rolled out a new training strategy in response to the Social Care and Well Being Act Wales
- Implemented the Continuing Professional Education and Learning Framework (CPEL) for qualified Social Workers
- Developed learning & development programmes in partnership with Hywel Dda NHS Trust and other LSB partners

Occupational Health (OH) Support for Staff

During this reporting period the Division has received an award for its Occupational Health support – SEQOHS¹ and has supported a total of 888 members of staff via a variety of OH interventions. The Division has also provided services to 10 external organisations such as Ceredigion County Council and University of Wales Trinity St David. The team is leading on the “Time to Change” campaign (an anti-stigma campaign in relation to mental health illness) and in July this year the Council signed the “Pledge” to challenge mental health stigma and discrimination in the work place.

Employee Relations Support

During this reporting period the Division has supported:

34 Disciplinary cases
21 Grievances
8 Capability cases

Support for Schools

The Division has held workshops with Head Teachers and Governing Bodies and worked closely with Schools in terms of their support requirements. As a result the following policies / guidance have been developed specifically for schools:

- Safer Recruitment / Disclosure & Barring Services (DBS) Policy & Guidance
- Sickness Absence Policy
- Pay Policy
- Health & Safety Manual

The Division has also rolled out the online DBS for schools to support safer recruitment, agreed a revised Service Level Agreement and led the development of a Mutual Fund for schools to cover staff absence. Further workshops for Schools will be held in the New Year.

Core Values

As an organisation, the Council last explored its core values in 2007, given the scale of change that the organisation has experienced recently, it was agreed to revisit them. The Division has

¹ Safe, Effective, Quality, Occupational Health Standards

REPORT A

led this exercise and an extensive consultation exercise has been undertaken with Elected Members, Corporate Management Team, Heads of Service, Staff and Trades Union. The culmination of this exercise was at the People Managers Conference held in Y Ffwrnes on the 9th October. (At the time of reporting the results of the exercise were in the process of being analysed).

Linda Rees - Jones – Head of Administration & Law

Democratic Services Unit

Building A Better Council

- Implementing modern.gov as a system of producing and publishing Agendas and reports for democratic meetings
- Assisting the Constitutional Review Working Group (CRWG) with its consideration of the Peer Review recommendations. CRWG's recommendations were presented to and adopted by County Council on the 17th June 2015.
- The Monitoring Officer drafted the recommendations adopted by Council at its June 2015 meeting into the Council's Constitutions and these revisions were agreed by County Council on the 9th September 2015. The revised Constitution is available for the public and members to view on-line.
- Some of the revisions agreed to the Constitution were implemented earlier eg. in January 2015 we added Standing Items on to the Agendas of County Council meetings to include Questions on Notice by Members and Questions on Notice by Members of the Public, regardless of whether any such questions had been received. Implementation of a Standing Item for Questions on Notice by Members have not yielded much increase in the numbers of questions tabled (up slightly from 5 to 7 for the April – September comparative periods for 14/15 and 15/16) but this may be due to the fact that members were already aware of their ability to submit such questions. Implementation of a Standing Item on Questions on Notice by the Public resulted in 3 questions by the public being received for the September 2015 meeting. One of the questioners attended the meeting and asked her question in person and received an answer verbally at the meeting. The other two questioners did not attend the meeting and received their answers in writing. All the answers given are available to view on-line.
- Adding the Executive Board meetings to the list of meetings now being webcast and facilitating those webcasts
- Publishing (and maintaining) the Register of Members' Interests electronically on the Authority's website.

Working in Partnership

As a Service we provide lead administrative support for various regional Partnerships and other joint arrangements including for the first half of the financial year:

- 3 meetings of the Central and Mid Wales Regional Partnership Board
- 23 Independent Education Appeals Panels (244 appeals processed by the Unit for this period)
- 3 meetings of the Dyfed Powys Police and Crime Panel
- 5 meetings of Education in regional Working (ERW)

REPORT A

Improving Our Service

- The Executive Board Support and Scrutiny Support Officers have now co-located with the Democratic Services Officers in County Hall and the structure of the Unit is currently out to consultation.
- The introduction of modern.gov has not yet allowed us to achieve savings through going paperless, but this is something that we continue to aspire to.

Departmental Support Unit

Working in Partnership

The internal courier service is currently provided in partnership with the Dyfed Powys Police and its effectiveness is currently being analysed as part of the TIC challenge on mail handling across the Authority

Improving Our Services

- The TIC Handling and Printing Project team has been pro-active with a number of options being considered to reduce the franking machines within the Authority.
- A replacement franking machine has been secured for County Hall which will enable the Authority to benefit from postal discounts on the mail being despatched from the building
- The leases for some smaller franking machines have been terminated and the mail from those buildings is now brought to County Hall for franking, saving on machine lease costs and the collection charges levied.
- Additional buildings have been added to the security card system and staff issued with security cards, not only to provide them with access to the relevant buildings, but also to access the safe print machines.

Legal Services

Building A Better Council

- Significant Monitoring Officer and lawyers time was allocated to the governance review and as mentioned earlier the Constitutional Review Working Group's recommendations were adopted by County Council on the 17th June and the subsequent revisions to the Council's Constitutions (as drafted by the Unit) were approved by County Council on the 9th September 2015. The revised Constitution is now available to view on-line.
- Completion rates of the Whistleblowing E-Learning Module across the Authority (which the Monitoring Officer oversees in conjunction with the Standards Committee) had increased to 84% of managers by the 7th August 2015. This represented a significant improvement, with the Chief Executive's Department achieving 100% completion.
- Amongst the major pieces of work advised upon by Legal Services are:-
 - aspects of the Carmarthen West Development,
 - the Solar Panels project,
 - the Community Infrastructure Levy,
 - Community Assets Transfers,
 - the Brechfa Forest Connection project,
 - the possible transfer of Leisure Facilities into a trust,
 - the review of the Licensing and Gambling Policies,

REPORT A

- the consultation process on the proposal to charge for post-16 school transport
- implementation of the Fixed Penalty Notices for Non-School Attendance,
- drafting a structure for Deprivation of Liberty applications for adults and under 18 year olds (following a recent Supreme Court case)

Working in Partnership

- Our main Partnership working is our role as partner and lead authority for the Central & West Wales Shared Legal Service. The Regional Collaboration Funding originally allocated to this project was substantially reduced at the end of March 2015, but the work streams affected by that lost funding were more or less complete. The funding retained for the 15/16 financial year (which funds some of the partner Authorities, including Carmarthenshire's costs of the joint Commercial and litigation teams) will cease at the end of March 2016. The impact of this loss of funding and the way forward is currently being considered by the Project Board.
- We have attended and advised at the 3 meetings of the Dyfed Powys Police and Crime Panel (April and September) as well as providing advice in between meetings as required.
- We continue to provide advice on governance to the Brecon Beacons National Park Authority under an SLA.
- Due to the departure of a solicitor in our property team we have sought the services of a neighbouring Authority to assist us with the community asset transfers volume of work. We are, however, in the process of recruiting to the vacant post.

Improving Our Service

- The National Procurement Service (NPS) delivered their Framework of External Solicitors on 1st September 2015. NPS advised that of the 19 suppliers awarded a place on the Framework, 11 (58%) are Welsh based and 6 (32%) are Welsh based SMEs. They also advised that of the 24 suppliers who were previously on the Framework, previously procured by the South West Wales Shared Legal Service, 9 have been awarded a place on the NPS Framework.
- Unfortunately NPS have not delivered the Framework of Barristers as yet.
- We have reflected the "cradle to grave" approach in the Social Services and Wellbeing (Wales) Act in one of our Team's structures, by incorporating the adult services legal advice function into the child care and education legal team.

Land Charges

Working In Partnership

- The Infrastructure Act agreed the transfer of the statutory Land Charges Register to HM Land Registry's control. The Act relates to the whole of England and Wales, but the digitisation and import of data within the 22 local authorities within Wales, will be dealt with separately from the timetable in England. There are currently no firm proposals for H M Land Registry to assume control of the CON 29 search function, so there will still be work for the Unit to handle. Members will be updated on the impact of this project on this Service (if any) as they become clearer.
- The new CCC in-house land charges software (see note under Improving Our Services below) is being considered by some other local authorities.

REPORT A

Improving Our Services

- The land charges service had already migrated to the new in-house Ladybird software system at the beginning of March 2015, enabling us to cancel our external provider contract. The in-house system currently only relates to in-house handling of searches and the first half of the 15/16 financial year has essentially involved getting used to the new software system.
- Phase 2 of the Ladybird software being developed by the IT Service, will in due course deliver the external part of the process, by allowing electronic submission of searches, payments and receipts. We still aim to go live on this element before the end of the financial year.
- The number of searches received during the first half of the financial year is similar to the same period last year although the number of personal search application is slightly up.
- The Law Society's revised CON 29 and CON 290 forms will go live on 4/7/16 and the Unit participated fully in commenting on draft versions of the new forms (via the Local Government Association). The CON 29 is a standard form agreed between the Law Society and the Local Government Association with 65 or so questions often referred to as the Standard Local Search. The aim of the revisions is to improve the quality and consistency of information provided and to add some new enquiries eg. on Community Infrastructure Levy (CIL) and assets of community value. The Unit will use the new forms once they become live.

Phil Sexton – Head of Audit, Risk & Procurement

Audit

The Internal Audit 3 year Strategic Plan 2015/18 including the 2015/16 Annual Plan was approved at the March 2015 Audit Committee. The Plan was prepared after consultation with Heads of Service, Wales Audit Office and Chair of Audit Committee.

Internal Audit performance against the Annual Plan is closely monitored by the Audit Committee and 92% of those reviews originally programmed for 2014/15 were completed by 31st March 2015, thereby meeting the 92% target.

The 2015/16 Annual Plan agreed at the March 2015 Audit Committee reflects the current establishment of 9.4 staff and continues to provide a broad coverage of the Authority services and systems.

Wales Audit Office monitor the effectiveness of Internal Audit annually against the Public Sector Internal Audit Standards and Wales Audit Office confirmed for 2014/15 that:

“The Council has suitable Internal Audit arrangements and an effective service is provided. “

The Local Government (Wales) Measure 2011 refers to Audit Committees and the way the Committee should function. Current processes comply with the requirements of The Measure.

Member Development Sessions (specifically dealing with the Draft Statement of Accounts 2014/15 and Grants Management) have been provided for Members of the Audit Committee.

REPORT A

The ***Annual Governance Statement 2014/15*** was prepared in consultation with following Officers:

- Executive Board Member (Resources)
- Executive Board Member (Deputy Leader / Community & Rural Affairs)
- Director of Corporate Services
- Assistant Chief Executive (People Management & Performance)
- Assistant Chief Executive (Customer Focus & Policy)
- Head of Finance,
- Head of Administration and Law,
- Head of Audit, Procurement & ICT
- Audit & Risk Manager
- HR Manager
- Chair of Audit Committee (Observer Role)

Risk Management

The Web Based Risk Register System has been made available to all Departments, which aims to further embed risk management within the Authority and facilitate the risk management process at Strategic, Service and Project levels.

A self assessment of our Risk Register System was carried out in the summer of 2015 and the findings and actions shared and agreed with the Corporate Management Team.

Executive Board Member briefing sessions on our approach and the Corporate Risk Register were held in October 2015.

The Business Continuity Working Group is responsible for co-ordinating the Business Continuity Plans for critical services within the Authority. Each Department is responsible for ensuring that Business Continuity Plans are established, reviewed and tested. The Business Continuity Working Group reports up to the Risk Management Steering Group which in turn reports up to the Audit Committee. In conjunction with the Emergency Planning Group a desktop group exercise was carried out in July 2015 to test the plans in place and to establish where there were gaps in processes.

All insurance covers except for leasehold properties were renewed with existing insurers in July 2015. The leasehold properties policy was renewed with the existing insurer following a tender exercise.

Procurement

a) National Procurement Service (NPS) Update

Over the past 12 months the National Procurement Service (NPS) has expanded its procurement influence beyond the original Business Case and has awarded 20 contracts and frameworks with an annual value of £250m across 322 suppliers, with a further eight due to be awarded.

When Corporate Procurement Unit is made aware of category forums which have been set up by NPS to scope a new Framework, we discuss the opportunity with the relevant department to ensure Carmarthenshire's needs are represented in the tender strategy and subsequent specification.

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b) Procurement Fitness Check conducted by KPMG Consultants

The Procurement Fitness Check carried out on the Procurement Function across the Authority by KPMG Consultants on behalf of Welsh Government found the Authority to be “Developing towards conforming”. This suggested that there were a number of areas where the Authority needed to consider the Report’s Recommendations in order to improve the effectiveness of its performance. In response to these Recommendations and as part of the development of a better and more effective Council, the Transformation, Innovation and Change (TIC) team have recognised the need to re design the Procurement Function across the Authority to transform service delivery. The TIC Procurement Review began in July 2014 and the recommendations of the Fitness Check were incorporated for consideration as part of this review.

Despite the fact there some decisions on the Procurement Fitness Check Recommendations remain unresolved at this stage (including the implementation of a Category Management approach), excellent progress has been made and a comprehensive consideration of the recommendations can be demonstrated. A response to the outstanding recommendation will be developed as the picture becomes clearer ensuring that appropriate action is being taken to address improvements in full knowledge of the challenge faced by the Authority. The Council has received confirmation it will face a 2nd Procurement Fitness Check towards the end of 2015/16.

c) Collaboration

Carmarthenshire is currently leading on a new regional contractors framework for property related works that is currently being tendered through the OJEU procurement route. This is being undertaken on behalf of the 5 Regional authorities Pembrokeshire County Council, Neath-Port Talbot County Borough Council, City and County of Swansea Council, Ceredigion County Council; along with other public sector participants including Mid and West Wales Fire and Rescue Services, Dyfed Powys Police, and University of Wales Trinity St. David’s.

A Tender briefing and Joint Bidding session for a forthcoming Floating Support tender exercise was held in November, whereby an element of joint bidding is actively being encouraged. Officers from CPU supported the Wales cooperative, with Business Wales and CCC’s Social Care team providing potential bidders with targeted support on joint bidding / consortium bids.

d) E-Trading

The Electronic trading Group, chaired by the Corporate Procurement Unit is currently working with Value Wales’ eProcurement Service to determine the Council’s involvement moving forward with their eTrading Wales programme. This programme aims to enable buyers and suppliers to interact electronically for the supply and payment of goods and services.

We are now at the stage where we need to confirm our commitment to Procserve (eTrading Wales supplier) & e-PS in proceeding with the project and identifying the appropriate internal resources required to ensure successful delivery. We will be working with Procserve in the next coming few months to analyse our spend data and agree on the appropriate approach for the Council.

e) Compliance

Our Contract Procedure Rules are in the final stages of being rewritten to bring them in line with the changes introduced in the Public Contracts Regulations 2015, and to reflect the Wales

f) Community Benefits and Sustainable Procurement

In July 2015 the revised Wales Procurement Policy Statement formally lowered the requirement of the application of the Measurement Tool for Community Benefits in tender exercises from £2million to £1million. Work continues in identifying appropriate Tenders to include Community Benefits clauses within.

Work is ongoing with both the South West Wales Regional Civil Engineering (SWWREC) Steering Group and the South West Wales Regional Construction (SWWRFCF) Group to develop standardised approaches in delivering and monitoring Community Benefits in the call-off projects over the next 4 years. The SWWREC group of regional contractors, Cyfle, and CECA was set up to look at what we can provide within the region. This group has taken the industries needs and lack of available 'suitable' training and looked at what was needed and could be delivered. This has now reached a point where identified training and delivery options are close to being set up. Many of our framework contractors have made the commitment to support the scheme and put up candidates for training through the scheme. Initially we see this as being exiting employees due to the time scale, but see this as a continual scheme with new starts and return to work candidates being on future years.

CPU has been increasingly involved in the evaluation of tenderers responses to Community Benefits as part of wider tender evaluation panels. As well as providing specialist advice and guidance in this area, we also lead on a practical basis, scoring the Community Benefits submissions as part of the wider team. We have seen a greater emphasis of importance being placed on Community Benefits as part of the overall quality criteria in tenders.

Further 'Introduction to Community Benefits' supplier workshops are scheduled for this Autumn, with the Welsh Government's Tender Support team continuing to support them.

John Roberts – Joint Head of ICT Service**Joint Working**

A Joint Arrangement has been established with Pembrokeshire County Council whereby the Head of ICT for Pembrokeshire, has taken the lead as Joint Head of ICT Service for Carmarthenshire and Pembrokeshire. The Interim IT Manager for this Authority will work closely with the Joint Head of ICT Service during this interim period of up to 12 months.

In addition to the Joint Head of ICT a Joint Senior Programme Manager has been appointed to assist the joint Head of ICT in evidencing whether a joint ICT service is a viable option for both Councils moving forward. A number of work streams have been established and baseline information for both organisations is being collated. The analysis of the output will support or otherwise moving to a different style of ICT delivery.

An interim re-alignment of the ICT division is underway and will support CCC as it stands until the Joint new way of working is agreed. In the interim period the re-aligned division will adopt some key principles in going forward. The principles include:-

- Consolidate – review the entire ICT estate and consolidate to as few products/technologies as possible.
- Quality – deliver quality solutions which are right first time.
- Service – deliver a service which is sustainable and puts the customer/end user first.
- Efficiencies – Re-engineer processes to drive out waste.

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The new structure aims to be more responsive to business demand, and specifically will create resilience in key areas, for example web/channel shift skills.

ICT Digital Strategy

Although the cross departmental Digital Strategy which was endorsed by the Council's Executive Board in Dec 2014, still has currency, the new arrangement with Pembrokeshire may affect delivery of some work streams. However, it is too early in the collaborative arrangement to be specific about what these will be.

Secure Managed Printing

The Secure Print Management project is now nearing completion with just over 3,500 staff successfully using the new secure solution. It is on target and being well received across the organisation.

With the rollout complete meaningful management information will be available which will provide intelligence to hopefully deliver further savings and efficiencies.

The next phase of the deployment will automate the ordering of toner and seek to introduce a fax capability to the devices deployed. This will allow the decommissioning of nearly 200 dedicated phones lines used for fax without diminishing CCC's fax capabilities.

Microsoft Lync

Part of the new licensing agreement with Microsoft will allow the Council to deploy a unified communications application, called Lync. The product is currently being piloted within ICT and will be rolled out to other services within the coming months. Lync can be used for instant messaging, voice calls and video conferencing; it also displays 'presence', showing when an officer is at their desk, away, busy, etc. The implementation of Lync should have an organisational wide impact, reducing the requirement to travel saving time and money. Lync can also be used to federate with other organisations, federation provides the capability to enable the same communication channels between organisations. Carmarthenshire has already federated with Pembrokeshire, Ceredigion and Powys.

Optimised Corporate Desktop

The back end infrastructure to deliver the optimised corporate desktop is built and currently under test within IT. The first deployment of the new way of working is planned for early in 2016. This will provide a consistent, improved, agile, flexible and robust end-user desktop experience. This will be the case whether the end-user is at home, in an office, off site, in another authority or anywhere access to the internet is achievable, it also does not compromise on ICT security.

Rollout of WiFi

Following on from the installation of wireless access points in key meeting rooms, a further 170 access points have been procured. Already 137 have been installed at various locations throughout the county including the main branch libraries in Ammanford, Carmarthen and Llanelli where the legacy equipment has been replaced for improved availability and service.

Modern.gov

Along with the deployment of iPads to members and Senior Officers ICT has been working with Democratic Services to implement the Modern.gov application to enable paperless

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meetings. The public are also able to access meeting agendas and minutes using the same application.

Schools

Building on the technology deployed to schools over the past 8 years, work is underway to provision the ability for each school pupil to have a consistent digital learning experience. This will be achieved utilising the HWB national online learning platform delivered from Welsh Government.

The 100+ primary schools will benefit from a standard approach of managing and deploying iPads in the classroom. Each iPad will be managed by a central management console with licensing and applications deployed and managed from that resource. This will ensure that schools have local management but benefit from CCC's governance. This will be completed by March 2017.

All schools in Carmarthenshire now have Wi-Fi networks installed.

Transformation Innovation Change (TIC) Activity

The ICT Service is supporting a number of pilots for mobilisation projects where staff utilise mobile technology for inspections and data collection. The projects are cross departmental and savings will be reported through the established TIC governance process.

The Agile and Channel Shift projects have been amalgamated to report through TIC and a board has been established headed by the Director for Education and Children's' services. The project will promote agile working and strive to deliver efficiencies. Both Eastgate and Parc Myrddin will be equipped to prove the concept as staff are moved into the buildings. The Channel Shift element of the project will encourage contact with the council to be made on-line where possible.

Regional ICT Activity

A number of applications are being shared between authorities, these include the Legal Portal, the Libraries' system, Joint Resilience Unit application, Geographical Information System, and the Land Charges Application. Discussion is taking place at a regional level as to charging mechanism and the sustainability requirements to ensure these are properly supported.

Owen Bowen – Interim Head of Financial Services

The challenging financial climate and the tightening of the Public Sector spending continues to be one of the main focuses of the Financial Services division during the first half of this year, together with some significant staff changes.

Following the appointment of Chris Moore as Director of Corporate Services in early September, Interim arrangements have been put in place to manage the division and deliver efficiencies over the coming year.

The division has however continued to make good progress with the performance measures and actions during the year.

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Accountancy

During the first half of the year the main priorities have been:

Closure and Audit of the Authorities accounts was successfully achieved by the respective dates with the Accounts being closed within budget and the Wales Audit Office (WAO) issuing an unqualified audit opinion

The team has completed the implementation of a new timesheet module on our Financial Management System for the Authority's in-house design teams.

The Financial Management System is currently being upgraded to a recent version of the software. This new version has enhanced budgeting and commitment accounting tools, and should also give users of the web additional functionality and an enhanced user experience.

Medium Term Financial Plan (MTFP) – Budget 2016/19 – The budget preparation this year presents particular difficulties due to the difficult economic climate and the lateness of the notification of both the provisional and final settlement from Welsh Government. The current MTFP has therefore been developed on officer's best estimate of the likely settlement. The Authority has for some time recognised the need to do things differently and prioritise how it wishes to spend its' scarce resources, but it is evident that some difficult decisions will need to be made to set a balanced budget.

We are now entering the budget consultation process which has been enhanced to assist members with the decision making and the development of the Medium Term Financial Plan that will go to Full Council in February 2016.

Accounts Payable and Administration

Performance continues to improve in respect of the Key Performance Indicator - 'Payment of undisputed Invoices within 30 days' with the first half year figure yielding an outcome of 96% against the target of 93%, confirming an out performance of 3% over the established target, thus, significantly aiding SME cash flow within the County.

The implementation of the 'Purchase to Pay' (P2P) project within departments has directly led to both workload and staff transferring to the centre. It will continue to be rolled out, affording management the opportunity of applying economies of scale in an effort to effectively support the budgeting process through delivery of efficiencies. Further work in this service area will see a management realignment resulting in the delivery of an efficiency at the end of this financial year in line with the planned implementation of 'P2P' within the remaining service areas and departments.

Treasury Management and Banking

Treasury Management continues to be challenging in the current economic environment, however we continued to outperform our performance target of hitting a better return than the average 7 day LIBID (London Interbank Indicative) rate, with outperformance for the first six months of the year achieving 0.22%.

The policy of delaying our borrowing until rates become more favourable and using internal cash has continued this year, however we have needed to borrow £10m so far this year to support our capital programme.

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This borrowing was achieved at very favourable interest rates. Our Treasury Management consultants (Capita) have continued to support us with advice and service provision during this period.

The Council made a one off payment of £79m to the Welsh Government in April 2015 which removed the Authority's obligation to the HRA Housing Subsidy system. The equivalent figure was borrowed from the PWLB and met the requirements of the HRA business plan and the overall requirements of the Council.

The Barclays bank and Barclaycard contracts continue to run smoothly. Improvements in processes and procedures and the pursuit of efficiencies continue in the banking service.

Payroll

During the past year the Payroll section has co-located with Human Resources to lessen the administration burden and to improve the service provided to employees.

Further development of Resourcelink, My View 2 is scheduled to commence before the end of the financial year and will include:

- Introduction of a reporting tool for managers
- Improved access to schools allowing for input of claims, absence data, etc.
- Access to certain screens to all employees from their own personal computers, including accessing payslips.

Pension Fund

The Pensions Administration section has continued to further encourage scheme members to take advantage of **'My Pension Online' to access their personal Annual Benefit Statements online and to** improve the level of service provided by permitting any active, deferred or pensioner member access to their record whilst reducing printing and postage costs in addition to reducing the Fund's carbon footprint.

The first half of this year concentrated on ensuring the data from employers for the end of year exercise was completed within new statutory timescales to ensure production of Annual Benefit Statements by 31st August. This was the first year that the LGPS 2014 career average benefits had been recorded and uploaded for inclusion statements.

Guaranteed minimum pension (GMP) reconciliation has continued to be undertaken in order to identify liabilities which should not be allocated to the Pension Fund by HMRC and that HMRC amend their records. Over 4000 queries have already been raised and sent to HMRC. There are over 31000 discrepancies which must be resolved with HMRC.

We have continued to work with employers towards implementing the electronic transfer of data directly from payroll systems into Altair via the i-connect module.

To ensure compliance with Auto Enrolment requirements the administration unit has also met with employers prior to their staging dates and has provided template documentation for use whilst ensuring they are aware of their roles and responsibilities. We have also met with Employers reaching their re-enrolment dates to ensure all statutory requirements are met. Employers have also been provided with information regarding the cessation of contracting out in April 2016.

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The service standards provided by the team have been recognised on a national basis by winning the 'Quality of Service Award' on 4th November 2015. The Fund had to demonstrate how service standards are equally as good across all member categories (active, deferred and pensioner) and how we performed against our service standards.

Both the Pensions Administration and Pension Investments units have continued to fully participate in the All Wales collaboration project. The business case for greater collaboration and a Common Investment Vehicle has been completed. All 8 Welsh funds will be appointing a joint investment manager for passive global equities over the next few months and a Common Investment Vehicle will be established over the next 24 months. Members will be kept updated on its progress.

A Pension Board has been established and met in July 2015. The board assists the administering authority in ensuring the effective and efficient governance and administration of the Dyfed Pension Fund.

All five investment managers to the fund continue to perform well.

Jonathan Fearn – Head of Corporate Property

Asset Management & Property Review

The Corporate Asset Management Plan is currently being updated and will be presented to Members towards the end of the financial year. The review of the Plan includes liaison with and challenge to all services using the Council's property, to ensure need and utilisation are kept under review to maximise the use of the Council's assets.

Carmarthenshire County Council continues to play a lead role in asset management in Wales and the Council's Head of Corporate Property is a member of the Welsh Government's National Assets Working Group.

Regular meetings continue to be held with all the public sector bodies with significant property interests in Carmarthenshire. In March 2015, this Group was reconstituted as one of the collaboration workstreams established by the Local Service Board and is chaired by the Head of Corporate Property. The purpose of the Group is to share property strategies and facilitate the identification of further property collaboration opportunities through the use of the Asset Review reports. The meetings include Welsh Government, Dyfed Powys Police, Hywel Dda University Health Board, Wales Ambulance, Mid & West Wales Fire Service, Ministry of Justice Wales, University of Wales Trinity Saint David and Coleg Sir Gar. Benefits realised to date include:

- Potential for joint management of services at St David's Park, the University's Carmarthen Campus, the Health Board's Hafan Derwen campus and the College's Job's Well Road Campus
- Opportunities for sharing of buildings
- Advance notice of disposal or acquisition plans to ensure that property decisions are taken with full knowledge of partners' plans.

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Disposals

The property market continues to be weak in some areas and, as a result, it can take increasing time for disposals to complete as purchasers seek to delay completion dates to defer capital outlay. Achieving capital receipts remains a challenge but our current targets to meet capital programme commitments remain achievable. Significant disposals during the year to date include:

- 10-14 Bridge Street, Llanelli to Llanelli Credit Union
- Deers Park Farm, Laugharne
- 1 West End, Llanelli
- Land at Dyffryn Road, Saron

Terms have also been agreed for the sale of the following properties which are expected to complete in coming months:

- 1 Spilman Street, Carmarthen
- Pensarn Printworks
- Foundry Row, Ammanford
- New Inn School
- Llanycrwys School, Llanwrda
- Rhydcymerau School, Llanybydder
- Whitemill School

Many of these disposals are of buildings no longer required by the Authority and have led to ongoing revenue savings.

Expressions of Interest have recently sought for significant landholdings at Trostre, Llanelli with strong interest from developers for a range of potential uses. Also, land at Brynmefys, Llanelli for 70 houses is currently being marketed.

Asset Transfer Programme

Discussions have continued with Community and Town Councils, community groups and sports clubs with a view to transferring various community buildings and facilities to local management. A number of Community Councils have agreed to accept a transfer of facilities and leases are being negotiated. A number of sports clubs have also expressed interest and a community group in Ferryside has now taken over the former education centre in the village.

The adopted Community Asset Transfer Procedures serve to provide the framework for discussions about transfer for any Council property for ongoing service delivery by other organisations. Corporate Property is leading a cross-departmental Asset Transfer Team to co-ordinate and provide a single point of contact for asset transfer within the Authority.

In relation to recreational facilities, Executive Board has set a deadline of 31st March 2016 for expressions of interest and 31st March 2018 to complete transfers. As at the half-year point, Corporate Property officers were in active discussion with all but 5 Community / Town Councils with facilities in their areas. Discussions with 6 Councils have proceeded to the issuing of legal instructions on a total of 30 assets with a further 4 assets being the subject of legal instructions in relation to sporting clubs and associations. A recent statutory notice has reminded all of the range of recreational facilities under consideration and has helped to reinforce the deadlines.

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The Asset Transfer Team will continue to monitor the position and seek engagement with those remaining Community Councils that have not responded.

The Welsh Government has preparing national asset transfer guidance and the Council's Strategic Asset Manager formed part of a small team which contributed to the documentation.

Managed Property / Development

Occupation of let retail, industrial and agricultural property remains high, despite difficult economic conditions and gross income received continues to be in excess of £3m per annum. Marketing of vacant stalls and shops in Carmarthen and Llanelli Provisions Markets has seen increasing interest, with competing offers for vacant stalls and shops. Both indoor markets are now nearing 100% occupation for the first time in many years. Rents in Llanelli remain significantly below peak levels.

Occupation of the Council's 400 industrial units continues to be high (around 96%), and accommodate approximately 2,000 jobs. There is an increasing turnover of tenants, particularly at the smaller units, where the turnover of tenants has increased over the last 12 months.

The rural estate remains fully occupied, although, with a number of tenancies coming to an end in 2016, there will be an opportunity to review the size and number of holdings in some estates. Executive Board recently reviewed the estate and Llangadog and decided to sell one farmstead, retaining the majority of the farmland, together with the other farms for reletting.

Rent arrears across the portfolios continue to be challenging, with a limited number of businesses struggling to meet their financial commitments. The level of debt, however, remains within target levels.

Development continues at the Cross Hands West site, which has planning permission for a new 55,000 sq ft food store, 620-space car park, cafe and petrol station, a 250-home residential scheme, new bus bays and access for Ysgol Maes y Gwendraeth, a new health centre and the refurbishment of Cross Hands Workingmen's Club. Major infrastructure works including clearance of the site, provision of the development plateaus and new road system are now close to completion. The development is being managed through a joint venture partnership between Carmarthenshire Council and property developers George LB. Sainsbury's recently sold-on the food retail site to a developer and this area will be the subject of a revised planning application. The residential land continues to be developed by Persimmon Homes.

Development of the Carmarthen West development area continues to be co-ordinated by Corporate Property. Landowner agreements are now in an agreed form, to facilitate the building of a new link road to the west of Carmarthen, to serve 1,100 new houses, a new primary school, employment space, district centre and parkland. Construction of the new road is to commence shortly.

Operational Property

The current Office Accommodation Strategy runs until 2017.

Refurbishment of Ty Elwyn, Llanelli is close to completion and has enabled the relocation of staff and subsequent sale of 1 West End and the future relocation of staff from Crown Precinct. Fit-out of the remaining offices at East Gate will start shortly, which will enable vacation and

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disposal of Ty'r Nant. The Council's office occupation continues to reduce, which increases the efficiency savings that can be offered from the portfolio.

A program of further office rationalisation is planned, facilitated by adapting the way we currently use the buildings to suit the needs of those providing services and to engender a new, more agile, way of working. This will further reduce the number of buildings and cost of office accommodation required to deliver the Council's services.

Despite the Government's dramatic cuts in subsidies for solar panel installations, the Council has negotiated pre-registration of solar installations for a range of non-housing buildings, which will reduce the cost of electricity for those properties. While the number of installations has reduced significantly as a result of the reduced subsidies, the programme of installations is to commence in coming months

Property Records

Improved property data continues to be used to guide strategic decisions on the planned maintenance programme, and there is improving detail on the condition of properties and future maintenance requirements. A dedicated team in Corporate Property are co-ordinating school surveys and producing updated floor plans to improve essential data as required by Education and to enhance records for asset management purposes.

All the Council's title documents have been submitted to HM Land Registry as part of the voluntary registration programme to ensure that Council property is protected against adverse possession.

The details maintained and mapped by the Property Records Team on a daily basis is the source and foundation for plotting all Carmarthenshire County Council properties on e-PIMS (the Electronic Property Information and Mapping Service). This UK Government tool aims to assist all public sector bodies to identify surplus property or opportunities for joint use of buildings and will help all public sector bodies in Carmarthenshire to use property more effectively. Carmarthenshire was the first council in Wales to invite all Town and Community Councils to include their property on the system and over half of Town and Community Councils have either declared that they have no properties or have added them onto the system.



Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



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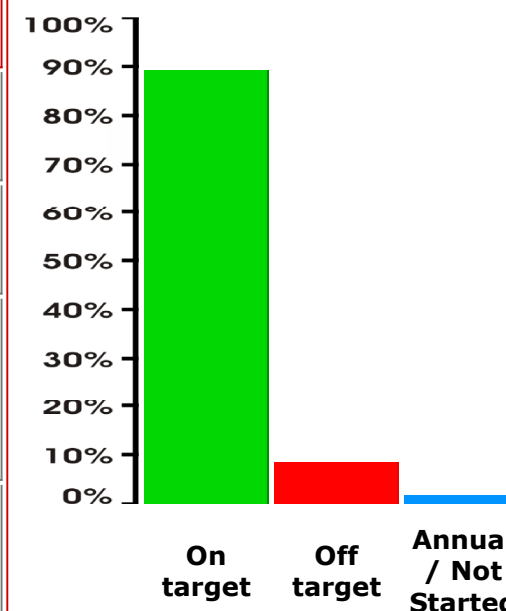
Organisation - Carmarthenshire County Council

Source document - Improvement Plan 2015/16

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

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
A. Making Better Use of Resources	Actions	14	14	0	0	N/A	0	100%	100%
	Measures	3	3	0	0	0	0	100%	
B. Building A Better Council	Actions	26	25	1	0	N/A	0	96%	90%
	Measures	5	3	2	0	0	0	60%	
F. Carmarthenshire's communities and environment are sustainable	Actions	3	3	0	0	N/A	0	100%	75%
	Measures	1	0	0	0	0	1	0%	
G. Carmarthenshire has a stronger and more prosperous economy	Actions	2	1	1	0	N/A	0	50%	60%
	Measures	3	2	1	0	0	0	67%	

Performance against Target



Overall Performance	Actions and Measures	57	51	5	0	0	1	89%	
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Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



Outcome Agreement Grant Monitoring

Total Deliverables	On Target	Off Target or Not Available	Not Yet Due or Annual	Not Reported
2	2	0	0	0



Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



Theme: A. Making Better Use of Resources

Sub-theme: A1 Improve the Management of Finances and Procurement

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage performance against target to generate capital receipts to support the capital program 2.1.2.12	Not applicable		Q2: 234.37 End Of Year: 294.29	Target: 20.00 Result: 8.48	Target: 30.00 Result: 40.55 Calculation: (688573 ÷ 1698000) × 100	Target: 40.00	Target: 100.00
Comment	The capital receipt target changes each year, so there is no issue with the reported decline in continuous service improvement.						
Remedial Action	None required						
Service Head: Jonathan Fearn			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority CFH/007	97.51	97.12	Q2: 57.62 End Of Year: 97.06	Target: 31.00 Result: 30.30	Target: 58.00 Result: 59.02	Target: 85.00	Target: 97.10

					Calculation: (48916776.17 ÷ 82883398) × 100		
Service Head: Chris Moore				Performance status: On target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority CFH/008	98.37	97.88	Q2: 57.78 End Of Year: 98.32	Target: 26.00 Result: 37.03	Target: 55.00 Result: 63.46 Calculation: (29892619.68 ÷ 47104536.74) × 100	Target: 84.00	Target: 98.00
Service Head: Chris Moore				Performance status: On target			



Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



ACTIONS - Theme: A. Making Better Use of Resources

Sub-theme: A1 Improve the Management of Finances and Procurement

Action	11645	Target date	31/03/2016
Action promised	We will ensure maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m		
Comment	<p>A completed Community Benefits Measurement Tool has been submitted by the Cross Hands Strategic Employment Site Contractor, Alun Griffiths. This is still draft at the moment whilst we verify some of the figures, and some additional information on the additional benefits is still to be included but so far we are very pleased with the predicted Welsh multiplier effect for this project.</p> <p>For the £6.5 million spend, over the 12 month period, for every £1 spent in Wales £1.96 was reinvested back into the Welsh economy.</p> <p>The South West Wales Regional Civil Engineering Steering Group is awaiting funding approval to commence a pilot for a Civil Engineering Operative Training course in January 2016 in a Partnership between TRJ, CITB, and Coleg Sir Gar (to be confirmed). The Framework Contractors are due to meet next month to discuss appetite commit existing employees onto the pilot.</p> <p>The South West Wales Regional Construction (SWWRCF) Group has continued to meet over the Summer and has agreed a standard pro-forma template for the recording of Community Benefits for every construction project across the region which will be called off through this framework. This will make the process easier for Contractors to collate and report on an on-going basis.</p> <p>CPU has also been leading the regional tender evaluation panel for the evaluation of the Community Benefits section of the current SWWRCF live tender.</p> <p>Three 'Introduction to Community Benefits' supplier workshops are scheduled for this Autumn, with the Welsh Government's Tender Support team continuing to support them.</p>		
Service Head: Phil Sexton		Performance status: On target	
Action	11646	Target date	31/03/2016
Action promised	The TIC team will develop a balanced work programme to ensure that TIC can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short term/medium term.		

Comment	<p>A TIC Business Plan and work programme have been approved which sets out a range of projects and reviews to be undertaken during 2015/16. However, the work programme is flexible and can be adapted to accomodate new project requests during the year. These are considered and prioritised by the TIC Programme Board.</p> <p>Current Projects: Careline, Property Maintenance, Correspondence & Printing, Income and Charging, Third Party Spend, Fleet Management, Development Management Review, Procurement, Back Office Review, Mobile Working, Housing Rent Collection and Debt Prevention, Housing Options, Health and Safety, Channel Shift/Agile Working, Housing Repairs</p>		
Service Head:	Robin Staines	Performance status: On target	
Action	11647	Target date	31/03/2016
Action promised	The TIC Team will develop L&D programmes to ensure that managers and staff have the necessary skills to manage and support change and transformation across the organisation.		
Comment	16 members of staff from across the authority are currently participating in a `Continuous Improvement Practitioner Course` which aims to provide managers with the skills to undertake service improvement activity within their service areas. It is then the intention that this is rolled out further across the organisation.		
Service Head:	Robin Staines	Performance status: On target	
Action	11795	Target date	31/03/2016
Action promised	We will promote the use of e-procurement via electronic tendering, E-trading & Purchase Card.		
Comment	Work has continued by the Electronic trading Group, chaired by the Corporate Procurement Unit, working with Value Wales `eProcurement Service to determine the Council`s involvement moving forward with their eTrading Wales programme. A number of meetings were held over the summer with Welsh Governement on their ePS and P Card programmes, with work on-going to investigate how best we can move forward.		
Service Head:	Phil Sexton	Performance status: On target	




Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



ACTIONS - Theme: A. Making Better Use of Resources

Sub-theme: A2 Improve the Management of Property

Action	10861 	Target date	31/03/2016
Action promised	Continue the implementation of the Council's Office Accommodation Strategy which aims to reduce the number of buildings and increase the efficiency of the portfolio (Sq m of office space) - (Baseline: 34,462; Yr1: Target 31,909 (Actual 32,154); Yr2:Target - Reduce (Actual 30,522): Yr3:Target 29,431		
Comment	Relocation of staff from 1 West End to Ty elwyn has allowed the vacation and disposal of the former property. Staff have also vacated offices at Trinity St David's. This amounts to a reduction of 400 square meters of accommodation bringing the current total area to 29,616 sq meters compared to the target this year of 29,431 sq meters and overall baseline of 34,462 sq. This represents a reduction of 14% overall.		
Service Head: Jonathan Fearn		Performance status: On target	
Action	11248	Target date	30/04/2016 (original target 31/03/2015)
Action promised	We will implement a mechanical and electrical upgrade at Llanelli Market		
Comment	Tenders returned 29th September 2015, returns being assessed.		
Service Head: Jonathan Fearn		Performance status: On target	
Action	11796	Target date	31/01/2016 (original target 31/03/2016)
Action promised	We will undertake a Retail Customer Survey at our Markets to help inform our Tenant Letting Policy.		
Comment	Training on retail survey completed.		
Service Head: Jonathan Fearn		Performance status: On target	
Action	11797	Target date	31/03/2016 (original target 31/03/2016)

Action promised	We will continue to improve the management of Industrial and Market Portfolios	
Comment	By collaborative working, staff training, improved procedures and provision of information to taders and public.	
Service Head: Jonathan Fearn		Performance status: On target



Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



ACTIONS - Theme: A. Making Better Use of Resources

Sub-theme: A3 Improve Services by the use of ICT

Action	11798	Target date	31/03/2016
Action promised	We will develop Digital Communications to encourage customers to move from face to face or telephone contact on to 'Self Service' and enable 'Channel-Shift'.		
Comment	A channel shift/agile project has been established. It has corporate governance through TIC and CMT. The project initiation document will be presented to the project board in October. A number of initiatives are already underway and will become component parts of the wider project.		
Service Head: Sarita Bennett		Performance status: On target	
Action	11799	Target date	31/03/2016
Action promised	We will provide IT support to increase the adoption of on-line payments across all services		
Comment	The functionality to make payments on-line is developed and tested. Already a number of services utilise the functionality. As the channel shift agenda is embraced by service departments, IT will facilitate the adoption of the functionality to increase the variety of services which can be paid for on-line.		
Service Head: Sarita Bennett		Performance status: On target	
Action	11800	Target date	31/03/2016
Action promised	We will provide IT support to utilise webcasting technology to further improve local democracy and public engagement		
Comment	Project has been deployed and is in the working environment. Web casting is now undertaken at key Council Meetings.		
Service Head: Phil Sexton		Performance status: On target	
Action	11801	Target date	31/03/2016

Action promised	We will further improve service delivery to schools by completing the implementation of appropriate web filtering system in all schools		
Comment	Project is now completed. the software was procured as part of a tendering process and the implementation of appropriate web filtering system has been completed in all schools, ahead of schedule.		
Service Head:	Phil Sexton	Performance status:	On target
Action	11802	Target date	31/03/2016
Action promised	We will further improve service delivery to schools implementing multi-occupant Wi-fi networks in all Schools		
Comment	Works are progressing according to the plan. Smothwall filtering solution in place. Currently reviewing technical solution and options for multi-occupant wifi.		
Service Head:	Sarita Bennett	Performance status:	On target
Action	11803	Target date	31/03/2016
Action promised	We will further improve service delivery to schools by ensuring that existing and emerging technologies support and enhance end-user experiences through multiple new initiatives.		
Comment	Currentlty new to post and establishing clarity and progress regarding this action.		
Service Head:	Sarita Bennett	Performance status:	On target



Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

Theme: B. Building A Better Council

Sub-theme: B1 Openness, trust, honesty, integrity

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days 2.1.1.17	Not applicable		Q2: 93.27 End Of Year: 92.73	Target: 94.00 Result: 92.12	Target: 94.00 Result: 92.24 Calculation: (440÷477) × 100	Target: 94.00	Target: 94.00
Comment	By the end of quarter 2, a total of 37 requests were not responded to within the required 20 working days. This was a result of delays in receiving information from departments (annual leave during the summer period contributing to this), incomplete information being received from departments and administrative errors. The time taken to obtain approval from senior managers to release information was also a factor.						
Remedial Action	Awareness raising through departmental co-ordinators is ongoing, to ensure that requests are identified and passed on to the FOIA team immediately. Continual monitoring of deadlines for responses from departments is ongoing and those overdue are being chased.						
Service Head: Wendy S Walters				Performance status: Off target			




Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

ACTIONS - Theme: B. Building A Better Council **Sub-theme: B1 Openness, trust, honesty, integrity**

Action	11393	Target date	31/03/2016
Action promised	We shall address recommendations from the WLGA Corporate Governance Peer Review and progress with the action plan on the Constitutional Review Working Group progress report agreed in the Extraordinary General Meeting of the Council on the 17th June, 2015.		
Comment	<p>County Council considered the Constitutional Review Working Group's (CRWG) recommendations on the Peer review Report at its meeting of 17th June 2015, and the recommendations accepted by them were drafted into the Constitution and approved by County Council on the 9th September 2015. The amended Constitution is now on-line.</p> <p>The Constitution is a living document. CRWG continues in existence and will be periodically meeting to consider any other amendments which may be needed to the Constitution.</p>		
Service Head: Linda Rees Jones		Performance status: On target	
Action	11754	Target date	31/03/2016
Action promised	We will involve more people in the development of the Council's Business Plans making sure the discussions are aligned with the Council's Vision		
Comment	As the 2016/17 business planning cycle commences we will be encouraging wider business planning participation.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11755	Target date	31/03/2016
Action promised	We will improve the links between service performance, improvement plans and budgets		
Comment	This year we will continue to link performance information and budget information for budget seminars.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11756	Target date	31/03/2016

Action promised	We will ensure that there is greater Member involvement and consultation in the agreement of our Key Improvement Objective Priorities (KIOPs)		
Comment	Our Key Improvement Objective Priorities do not have to change every year, or be deliverable within one year. We will conduct an analysis of performance data, customer satisfaction survey results and regulatory findings to see if the priorities for improvement remain the same.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11757	Target date	31/03/2016
Action promised	We will work with Elected Members to facilitate and support the production of required Annual Reports		
Comment	Annual Reports by members are not currently mandatory, although they are best practice. 35 out of 74 members have produced Annual Reports for the 14/15 year, and these are available to view on the corporate website.		
Remedial Action	Production of these reports is not currently mandatory.		
Service Head: Linda Rees Jones		Performance status: Off target	
Action	11778	Target date	07/05/2015
Action promised	We will administer a successful Parliamentary Election by ensuring the whole process is delivered with complete honesty, openness and transparency.		
Comment	Election successfully administered. De briefs held and lessons learnt for next year`s elections.		
Service Head: Wendy S Walters		Performance status: On target	



Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

Theme: B. Building A Better Council
Sub-theme: B2 Putting customers first

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average speed (seconds) to answer calls to the Contact Centre	Not applicable		Q2: 17	Target: 25	Target: 25	Target: 25	Target: 25
2.2.2.20			End Of Year: 17	Result: 14	Result: 13		
				Calculation: 1778248÷136875			
Service Head: Wendy S Walters			Performance status: On target				



Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



ACTIONS - Theme: B. Building A Better Council

Sub-theme: B2 Putting customers first

Action	11758	Target date	31/03/2016
Action promised	We will explore with elected Members the opportunities for improving convenience to customers. For example having an appointments only system for complex enquiries and for those customers unable to access services online and a drop in D-I-Y Service, supported by a Customer Service Centre floor walker, for those able to access services themselves		
Comment	Further workshop held with members on 6 October. Constructive dialogue over new ways of working in customer services.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11759	Target date	31/03/2016
Action promised	We will produce and implement a new communications strategy for the County to pro-actively engage and promote openness and transparency		
Comment	Work has begun on the Strategy but there has been a delay in completing the first draft. The Strategy will focus on how the authority communicates and engages with the public, our people, members and partners. The Strategy will be presented to CMT in the Autumn.		
Service Head: Wendy S Walters		Performance status: On target	



Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

ACTIONS - Theme: B. Building A Better Council

Sub-theme: B3 Listening and delivering on promises

Action	11760	Target date	31/03/2016
Action promised	We will liaise with and support Town and Community Councils that will be required to develop local well-being plans as part of the requirements of the Well-being of Future Generations (Wales) Bill		
Comment	The Policy & Partnership team will work through the Future Generations (Wales) Bill guidance in order to develop guidance for the Town & Community Councils on local well-being plans. We will also work with One Voice Wales to support regional and national discussion.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11761	Target date	31/03/2016
Action promised	We will consider introducing electronic petitions – Modern Government has a facility which allows the submission of e-petitions to be submitted and published on the Authority's website		
Comment	No progress has yet been made on introducing electronic petitioning as the focus is currently on developing modern.gov for more imminent needs, such as producing agendas etc.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	11762	Target date	31/03/2016
Action promised	We will link the Equality Impact Assessment process to the development of the Council's Consultation and Engagement Strategy and the future requirements in terms of assessing the impact as a result of the Well-being of Future Generations (Wales) Bill.		
Comment	Development of consultation and engagement activity will be combined with the new Communications Strategy. This will include developing the use of Equality Impact Assessments as part of the consultation process. In addition, the new Well-being of Future Generations Act guidance has now been published with further clarity around general impact assessment requirements. The current approach will be reviewed and implemented according to requirements		
Service Head: Wendy S Walters		Performance status: On target	
Action	11763	Target date	31/03/2016

Action promised	We will progress the action plan which has come out of the Policy & Resources scrutiny Task and Finish Review of Consultation and Engagement mechanisms	
Comment	Work continues to take forward the recommendations of the review. The action plan has been updated to reflect progress, which includes: work on the development of a communications strategy (including consultation and engagement); and the provision of opportunities for member training on social media	
Service Head: Wendy S Walters		Performance status: On target



Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



ACTIONS - Theme: B. Building A Better Council

Sub-theme: B4 Working in partnership

Action	11764	Target date	31/03/2016
Action promised	We will continue to develop a close working relationship with the Department for Work and Pensions (DWP) and the current Universal Support Delivered pilot project which will provide key learning in terms of provision for DWP and Council services to support local residents		
Comment	The pilot project closed as planned on the 31 August 2015. A formal evaluation of the project is expected in the next few months from DWP. Following discussions between CCC and DWP a partnership agreement approach, based on the experiences gained from the pilot project, is in the process of being agreed in line with the introduction of Universal Credit in Carmarthenshire on the 26 October 2015. In addition, from 1 September 2015 one of the Personal Budgeting Support Officers employed through the pilot project secured temporary employment in a new post with the Council's Revenue Services team.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11765	Target date	31/03/2016
Action promised	Work will continue with the Local Service Board to develop and take forward the 4 agreed priorities (Tackling Poverty/ Drug and Alcohol misuse/Community engagement/ External funding) for 2015/16		
Comment	At the July LSB meeting further details regarding the new European funding programmes was shared with the LSB members with an LSB external funding officer working group to be established. Discussions between the Council and Health Board relating to tackling poverty approaches are also on-going. Community engagement approach will be developed in line with the new Well-being of Future Generations Act guidance		
Service Head: Wendy S Walters		Performance status: On target	
Action	11766	Target date	31/07/2015
Action promised	We will undertake a full review of the Local Service Board and supporting partnerships by July 2015. This review will ensure that future partnership arrangements will be fit for purpose to deliver the requirements of the Well-being of Future Generations (Wales) Bill and the establishment of a Public Service Board for Carmarthenshire		
	Partnership review report presented to July 2015 LSB meeting. Agreement in principle on way forward with further work to be		

Comment	undertaken to prepare Terms of Reference in line with requirements of the Well-being of Future Generations (Wales) Act 2015. Draft guidance on Act requirements published in September and will be taken forward formally from April 2016 onwards
Service Head: Wendy S Walters	Performance status: On target




Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

Theme: B. Building A Better Council

Sub-theme: B5 Valuing our staff

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% HPP's carried out during the year (not including half year reviews) 1.3.2.11a	Not applicable		Q2: 57 End Of Year: 86	Target: 45 Result: 34	Target: 60 Result: 54 Calculation: (3009÷5540) × 100	Target: 72	Target: 88
Comment	The result for this quarter is off target by 6 percentage points and has declined by 3 percentage points on last year's result. There are still almost half the number of staff who have yet to receive a Helping People to Perform (HPP) discussion/dedicated supervision discussion. 61% of office based staff have had a HPP discussion (6 percentage point improvement), whilst 47% of non-office based staff have had their HPP discussion (11 percentage point decline). There has been an improvement in performance this quarter in 2 departments, a decline in 2 departments, and 1 department has remained constant.						
Remedial Action	The IiP review along with the People Strategy will help steer more staff engagement in the HPP process.						
Service Head: Wendy S Walters				Performance status: Off target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

The percentage of employees including teachers and school based staff who leave the employment of the local authority, whether on a voluntary or involuntary basis CHR/001	Not applicable	Q2: 3.99 End Of Year: 7.52	Target: 1.50 Result: 0.93	Target: 4.50 Result: 3.87 Calculation: (317÷8181) × 100	Target: 6.50	Target: 9.00	
Service Head: Paul R Thomas		Performance status: On target					
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence. CHR/002	9.4	9.8	Q2: 4.3 End Of Year: 9.6	Target: 2.4 Result: 2.4	Target: 4.6 Result: 4.5 Calculation: 28309.9÷6323.4	Target: 6.9	Target: 9.3
Service Head: Paul R Thomas		Performance status: On target					



Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

ACTIONS - Theme: B. Building A Better Council

Sub-theme: B5 Valuing our staff

Action	11767	Target date	31/03/2016
Action promised	We will develop improved People Management intranet pages to provide easier access to information		
Comment	No developments to report from last update. We anticipate that the new intranet pages will significantly improve access to People Management information.		
Service Head: Paul R Thomas		Performance status: On target	
Action	11768	Target date	31/03/2016
Action promised	We will continue to develop the attendance management strategies connected to the new Sickness Absence Policy across all services, to ensure that the positive effect already seen, will continue and also continue to promote an effective communication strategy.		
Comment	This work continues. The small corporate team support managers to reduce sickness absence through the provision of advice, guidance, policies and training.		
Service Head: Paul R Thomas		Performance status: On target	
Action	11769	Target date	31/03/2016
Action promised	We will complete the full Investors in People (IiP) review.		
Comment	The report has been received and is due to be fed back to full council on the 14th October 2015		
Service Head: Paul R Thomas		Performance status: On target	
Action	11770	Target date	31/03/2016
Action promised	We will maintain and continue to develop the role of the Organisational Support Team to assist Management Teams when undertaking restructuring and other organisational change projects that impact on workforce planning and employment matters		

Comment	The team continues to support organisational change projects and has recently assisted in workforce planning workshops. It is currently highlighting employment matters for CMT consideration along with proposals for a further review of Terms and Conditions. The work of the team will be reflected in its annual report.		
Service Head: Paul R Thomas		Performance status: On target	
Action	11771	Target date	31/03/2016
Action promised	We will develop a new Work Ready project plan with clear links to workforce planning in order to meet the changing needs of the organisation		
Comment	The recruitment process in progressing well, with a number of selection panels completed. Work is underway to integrate applications for work experience placements with the Web Recruit system for ease of access.		
Service Head: Paul R Thomas		Performance status: On target	
Action	11772	Target date	31/03/2016
Action promised	We will develop an integrated workforce plan to support the People Strategy vision		
Comment	Workforce Planning Toolkit has been developed and translated Development sessions for managers will be held in the Autumn and the Toolkit will be made available to managers to support activity		
Service Head: Paul R Thomas		Performance status: On target	
Action	11773	Target date	31/03/2016
Action promised	We will deliver a rebranded bilingual web based recruitment portal and increase the provision of people management transactions available online in effective and user friendly ways to support managers and staff		
Comment	Project Complete. Further developmental work will continue based on user feed back and a system review in three months. Online recruitment for Managers will be rolled out as part of the new `My View` module for managers from January 2016 onwards.		
Service Head: Paul R Thomas		Performance status: On target	



Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

ACTIONS - Theme: B. Building A Better Council

Sub-theme: B6 Ensuring equality of opportunity

Action	11774	Target date	31/03/2016
Action promised	We will ensure full roll out of the Equality Impact Assessments (EIA) process across all Council services and support managers in undertaking the process		
Comment	Equality Impact Assessments are a Specific Duty of the Equality Act in Wales. A corporate template has been developed for use by departments during the Priority Based Budgeting process and in development of new policies, strategies and projects. Support is provided for departments by the Policy & Partnership Team and the Human Resources division.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11775	Target date	30/09/2015
Action promised	We will update the Corporate Strategy during the year with the new Strategy to be published by September 2015. The new Strategy will cover the period from 2015/2020		
Comment	The Council's Corporate Strategy 2015-2020 was formally approved by Full Council on the 9 September 2015		
Service Head: Wendy S Walters		Performance status: On target	



Report B

Scrutiny measures & actions full monitoring report

Policy and Resources scrutiny - at Half Year 2015/16

ACTIONS - Theme: B. Building A Better Council
Sub-theme: B8 Improving our services

Action	11776	Target date	31/03/2016
Action promised	We will establish a robust framework for challenging performance at all levels across the Council and develop a team culture to ensure that we can address all the challenges ahead		
Comment	All 2015/16 business plans were signed off by the Executive Board Member portfolio holders. We have also instigated a programme of Executive challenge to Heads of Service on their business plans		
Service Head: Wendy S Walters		Performance status: On target	
Action	11777	Target date	31/03/2016
Action promised	We will support, raise awareness and help to deliver on the data required by Wales Audit Office for the assessment of the Council which will endeavour to show how we deliver continuous improvement against the six segments of the Corporate Assessment		
Comment	Extensive engagement and preparation took place in preparation for the Corporate Assessment which took place in October 2015. This included awareness sessions with Executive Board and Chairs of Scrutiny and all Committees. As Jeremy Evans for Wales Audit Office reported to County Council on Wednesday October 14th the Corporate Assessment report should be available in January 2016.		
Service Head: Wendy S Walters		Performance status: On target	




Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

ACTIONS - Theme: F. Carmarthenshire's communities and environment are sustainable

Sub-theme: F1 Living within our environmental limits using only our fair-share of earth's resources

Action	11165 	Target date	31/03/2016
Action promised	We will continue to increase the amount of electricity generated from renewable sources / solar photovoltaic panels. (At least 205,000 k Wh during 2014/15 & 230,000 k Wh during 2015/16) - by increasing the number of Council's non-domestic buildings that have renewable energy technologies installed		
Comment	<p>The Council has been working with British Gas & Gen Community on a major, community benefit 'rent-a-roof' programme to install solar PV systems on all suitable Council non-domestic buildings and tenants' homes.</p> <p>'Egni Sir Gâr Cyfyngedig', a community benefit society, was established in August 2015 to lead this programme. Unfortunately, shortly afterwards the Government launched a consultation which proposed substantial cuts to Feed In Tariffs from 1st January 2016. These proposed cuts will effectively rendered the installation of solar PV on tenants' homes financially unviable. Accordingly, the Council decided not to proceed with its housing solar PV programme, and to focus on pre-registering non-housing, corporate buildings with OFGEM under a scheme available to community energy installations & schools before 1st October 2015 deadline.</p> <p>This pre-registration scheme enabled potential schemes to secure the current Feed In Tariff rate, and for installations to be commissioned within 12 months.</p> <p>OFGEM received over 1,000 pre-registration requests, with 95 of these being submitted on behalf of Egni Sir Gâr Cyfyngedig. Confirmation is awaited from OFGEM regarding these pre-registration requests.</p>		
Service Head: Mark V Davies		Performance status: On target	



Report B

Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16



ACTIONS - Theme: F. Carmarthenshire's communities and environment are sustainable

Sub-theme: F7 Ensuring the promotion of the Welsh language and Welsh culture

Action	11354	Target date	31/03/2016 (original target 31/03/2015)
Action promised	We will facilitate the implementation of the recommendations from the Welsh Language Report by the Census Working Group.		
Comment	The Members Advisory Panel on the Welsh language receive updated information at every meeting on specific work areas. The Action Plan was published on the corporate website in July 2015 with updates on every priority.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11793	Target date	31/03/2016
Action promised	We will develop and publish Compliance Strategies for each of the five Standards noted in the Welsh language Measure, including a Welsh language promotion Strategy in discussion with partner organisations on the Carmarthenshire Welsh Language Strategic Forum.		
Comment	The draft Compliance Notices were received from The Welsh language Commissioner on 22 June 2015 and a comprehensive response was prepared by the Executive Board. The final Compliance Notices are awaited on 30 September 2015 and the work to prepared the Compliance Strategies will then begin.		
Service Head: Wendy S Walters		Performance status: On target	



Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

Theme: G. Carmarthenshire has a stronger and more prosperous economy

Sub-theme: G5 Tackling poverty and its impact on the local economy


Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q2: 25.74 End Of Year: 26.00	Target: 29.00 Result: 27.15	Target: 29.00 Result: 22.58 Calculation: 82916÷3672	Target: 27.00	Target: 24.50

Service Head: Chris Moore

Performance status: On target

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q2: 5.56 End Of Year: 4.90	Target: 6.00 Result: 6.19	Target: 6.00 Result: 6.07 Calculation: 324115÷53409	Target: 6.00	Target: 5.00

Although very slightly below target the result shows an improvement on Q1 despite significant pressures

Comment	faced by the Benefits service with the increased number of pro-active reviews being undertaken.						
Remedial Action	New staff have been recruited and are starting an extensive training programme.						
Service Head: Chris Moore				Performance status: Off target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q2: 94.26 End Of Year: 93.94	Target: 92.50 Result: 94.79	Target: 92.50 Result: 96.00 Calculation: (192÷200) × 100	Target: 93.00	Target: 94.00
Service Head: Chris Moore				Performance status: On target			



Report B



Scrutiny measures & actions full monitoring report Policy and Resources scrutiny - at Half Year 2015/16

ACTIONS - Theme: G. Carmarthenshire has a stronger and more prosperous economy			
Sub-theme: G5 Tackling poverty and its impact on the local economy			
Action	11229	Target date	31/03/2016
Action promised	We will develop and formulate a Tackling Poverty Action Plan for Carmarthenshire, monitoring headline actions		
Comment	The focus group has now been established and is due to meet on 2nd and 28th October. The group consists of two representatives from each political group as well as Carmarthenshire's Tackling Poverty Champions and officer representatives from key tackling poverty programmes / initiatives. The first session will focus on assessing our current approaches to tackling poverty. The second session will focus on identifying priorities for future work in this area which will form the basis of the action plan.		
Remedial Action	We were unable to establish the focus group in the timescale we had planned and this has therefore delayed the development of the plan. Although this is unfortunate given the importance of the agenda we are prepared to extend timescales in order to ensure we establish a meaningful piece of work.		
Service Head: Wendy S Walters		Performance status: Off target	☹
Action	11794	Target date	31/03/2016
Action promised	We will continue to raise awareness of welfare reforms, particularly the roll-out of Universal Credit affecting Housing Benefit recipients' and engage with partners to ensure that both customers and landlords are properly supported		
Comment	The implementation of Universal Credit (UC) is via gradual roll-out nationally. The go-live date for UC in Carmarthenshire - for single claimants only - is 26th October 2015. Information in relation to UC has been developed and is available on the Website. The Delivery Partnership Agreement (DPA) with the DWP has been finalised with the Authority providing (amongst other things) budgeting support and supporting digital access for claimants being referred for such support. Revenue Services Unit is the liaison point co-ordinating the elements of the DPA and chairs the Welfare Reform Partnership Steering Group which involves a number of the Council's services areas as well as key partners such as DWP and social landlords. Impact assessments are now being prepared by services in respect of impacts on customers and the services themselves.		
Service Head: Chris Moore		Performance status: On target	

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POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

(Draft) Carmarthenshire County Council Strategic Equality Plan 2016-2020

To consider and comment on the following issues:

- That the Scrutiny Committee considers the content of the (Draft) Strategic Equality Plan for discussion through the Democratic process and final approval by Council in February 2016 ready for implementation from April 2016.

Reasons:

- 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. This will be the Council's second plan since the introduction of the Act.
- Specific Duties have been introduced for Public Bodies in Wales and the development of a Strategic Equality Plan is one of those duties. Assessing for Impact in relation to our decisions, policies and plans is also a specific duty. This must be done in relation to all citizens but specifically those with protected characteristics.

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

Executive Board Member Portfolio Holder: Cllr. Linda Evans (Equalities)

Directorate: Chief Executive's Name of Head of Service: Wendy Walters Report Author: Kevin Pett	Designations: Assistant Chief Executive (Regeneration & Policy) Policy, Consultation & Engagement Officer	Tel Nos. / E-Mail Addresses: 01267 224112 wswalters@carmarthenshire.gov.uk 01267 224676 kpett@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

(Draft) Carmarthenshire County Council Strategic Equality Plan 2016-2020

The Equality Act 2010 includes a new 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
- 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. The Duty is compatible with the requirements of the Well-being of Future Generations Act, with 'equality' and 'cohesion' featuring strongly as two of the seven well-being goals.

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 not.

The (draft) Carmarthenshire County Council Strategic Equality Plan 2016-2020 has been prepared to outline how the Council will meet its duties under the Equality Act 2010 and the Specific Duties for Wales. We are required to publish our second Plan before the 2nd of April 2016.

Based on the information available and initial feedback from the consultation (as noted below) this draft strategy includes six key objectives that the Council will work towards achieving based on its role as an employer, as a provider of services and as a community leader. The draft objectives are as follows:

The Council as an employer

- Attract and retain the very best workforce.
- Work to improve employment monitoring data held by the Local Authority and ensure pay differentials are identified and acted upon.

The Council as a provider of services

- Continue work to remove the barriers to accessing Council services and give due regard to all groups when making decisions.
- Help maximise the potential of people, through the education system and by supporting the growth of the local economy.

The Council as a community leader

- Support cohesive communities by promoting community and civic engagement.
- We will encourage healthy lifestyles and promote the importance of well-being.

As noted above, significant consultation was undertaken between 17 August – 9 October 2015 as part of a regional approach to identify priorities and objectives for future delivery. The consultation process involved a purpose-designed survey and was overseen by a project group of organisations from across mid and West Wales. The consultation was undertaken jointly by Carmarthenshire, Pembrokeshire, Ceredigion and Powys County Councils, Pembrokeshire National Park, Hywel Dda University Health Board, Powys Teaching Health Board, Dyfed Powys Police, Mid and West Wales Fire and Rescue Service and Wales Ambulance Trust. 774 responses have been received (569 of those are Carmarthenshire specific). In addition, specific engagement events have also taken place across the four county areas. Detailed reports on the feedback received are currently being prepared and the information gained will be used to develop action plans for each county for delivery against its set objectives from April 2016.

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: Wendy Walters Assistant Chief Executive (Regeneration & 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 development of a Strategic Equality Plan is a statutory duty under the Equality Act 2010.

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

CONSULTATIONS

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

Signed: Wendy Walters Assistant Chief Executive (Regeneration & Policy)

1. Local Member(s) – Included as part of the public consultation undertaken from 17 August – 9 October 2015.

2. Community / Town Council – Included as part of the public consultation undertaken from 17 August – 9 October 2015.

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

4. Staff Side Representatives and other Organisations – Included as part of the public consultation undertaken from 17 August – 9 October 2015.

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
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/

Carmarthenshire County Council

Strategic Equality Plan

2016-2020

This publication is also available in other formats.

If you need this information in another format or Language, please phone 01267 234567.



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Introduction

Carmarthenshire County Council has developed a Strategic Equality Plan which covers all our legal duties and which reaffirms our commitment to equality and diversity. This is the second Strategic Equality Plan that the Council has prepared and published.

This strategic plan sets out the principles of our commitment to equality and diversity and outlines how we intend to fulfil our responsibilities and ensure that we follow our principles through into practice.

These commitments are outlined in terms of:

- The role of the county council as an employer;

- The role of the county council as a provider of services;

- The role of the county council in promoting tolerance, understanding and respect within the wider community.

This Plan outlines how we will promote equality and diversity for the next four years, some of the practical steps we will be taking to put our commitments into practice and how we will monitor our performance and the effectiveness of this Strategic Plan.

Comments and suggestions as to how the council can improve and best perform as an equal opportunities organisation can be submitted at any time to the:

Policy & Partnership Team
Carmarthenshire County Council
County Hall
Carmarthen
SA31 1JP

equalities@carmarthenshire.gov.uk

Our Commitment to Equality and Diversity

The authority has 8 Core Values:

1. Openness, Trust, Honesty, Integrity
2. Putting Customers First
3. Listening and Delivering on Promises
4. Working in Partnerships
5. Valuing our staff
6. Ensuring Equality of Opportunity
7. Treating people and the environment with respect
8. Improving our services

The importance of Equality of opportunity to the authority is clear within core value number six on this list, but it is also intrinsic throughout the other 7.

We are committed to treating our staff, and the people of Carmarthenshire, fairly. We will make sure that we do not discriminate against people because of their age, disability, ethnic origin, nationality, religion, belief or non belief, social class, gender, sexual orientation, gender reassignment, marital or civil partnership status, responsibility for dependents or for any other unfair reason.

We are committed to ensuring the delivery of excellent public services to everyone living, working, studying and visiting Carmarthenshire.

This Strategic Equality Plan outlines the continued commitment of Carmarthenshire County Council to creating an environment of true equality and diversity across the county.

Legal Background

The new Equality Act came into force on 1 October 2010. The Equality Act brings together over 116 separate pieces of legislation into one single Act. Combined, they make up a new Act that provides a legal framework to protect the rights of individuals and advance equality of opportunity for all.

The Act simplifies, strengthens and harmonises the current legislation to provide Britain with a new discrimination law which protects individuals from unfair treatment.

A major feature of the new Act is that it introduces a Public Sector Equality Duty covering 9 protected characteristics. The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

In Carmarthenshire, there is also a particular need to have regard to the Welsh Language. Although this falls under a separate legislative framework, (Welsh Language Measure 2011), there is a considerable tie-in between the council's wider approach to equalities and diversity and the commitment the council has towards the Welsh Language – and especially the need to ensure that people can use the language of their choice (Welsh or English) when dealing with the council.

The requirements to Assess for Impact in relation to the nine characteristics identified in the Equality Act 2010, applies equally to the Welsh Language.

Further information on the Welsh language Standards can be found on the council's website or through the Welsh language Commissioner.

Public Sector Equality Duties

As referred to on page 6, the Equality Act 2010 places Public Sector Duties on listed bodies in the Act.

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.

In Wales, the specific duties state 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

We will ensure that during the lifetime of this Plan, we will fulfil and comply with each of the Specific Duties noted above.

About Carmarthenshire

According to the 2011 Census, the population of Carmarthenshire is 183,777 persons. This represents a numerical increase of 10,935 persons and a percentage increase of 6.3% since the last Census was undertaken in 2001. In comparison, the population of Wales increased by 5.5% over the 10 year period, while the total increase for England and Wales as a whole was slightly higher at 7.8%, confirming that Carmarthenshire's growth pattern is fairly consistent with the England and Wales average.

Carmarthenshire has a population density of 0.8 persons per hectare, which is lower than 17 of the 22 Unitary Authorities in Wales. The most densely populated settlements in Carmarthenshire are, in descending order, Tyshia, Lliedi, Bigyn and Pontamman. Carmarthenshire's International Labour Organisation (ILO) unemployment rate – which comprises individuals who are unemployed and actively seeking work – was 5.2% in the year ending September 2012, the lowest rate since 2006 and considerably lower than the Wales average of 8.4%. However, over the same trend period (2006 – 2012), the number of persons in Carmarthenshire who may be classified as 'long term unemployed' (those in receipt of Job Seekers Allowance for a duration exceeding 6 months) has risen by 66.2%, peaking in 2010 at 3,835 persons but flattening out in 2012 to 3,590 claimants, of which 34.7% (1,245 persons) are aged between 16-24.

Population change in Carmarthenshire mirrors patterns of growth observed throughout Wales as a whole for all but one age group. This anomaly is present in the 0-15 age group, where an almost two percent decrease in children aged 0 to 15 years between 2001 and 2011 in Carmarthenshire contrasts with a 1.3% increase on a national scale over the same period. Excluding a minimal increase of 9.4% in the 0-4 age group in Carmarthenshire since the last Census, the county's young population, specifically those aged between 5 and 14 years, has experienced a 7.1% reduction. In contrast, Carmarthenshire's young adult population (18-24) has risen significantly. The 2011 Census records a 20.3% increase in this age category which, for the most part, may be accredited to the developments in the higher education sector (Coleg Sir Gâr & Trinity Saint David).

The most dramatic increase was observed amongst the older age groups, in particular those aged between 60 – 74 years and 85 years and over, where increases of 24.1% and 32.4% respectively were reported. Both increases were above the Wales average of 21.2% (60 – 74 years) and 27.7% (85 years and over) and reinforce the model of an ageing population, whereby a greater number of Carmarthenshire residents are concentrated in older age groups above pensionable age.

If we could shrink Carmarthenshire's population to a village of approximately 100 people, with all of the existing human ratios remaining the same, there would be:

- 49 Males and 51 Females (2011 Census)
- 18 children aged under 16 (2011 Census)
- 61 people of working age (2011 Census)
- 21 people of pensionable age (2011 Census)
- 44 people able to speak Welsh (2011 Census)
- 98 people from a white background and 2 from a non-white background (2011 Census)
- 6 – 9 people would be Lesbian, Gay or Bisexual (Stonewall Cymru)
- 14 people with a limiting long term illness (2011 Census)
- 13 people would be providing unpaid care (2011 Census)
- 24 of the working age population with a disability (DWP Stats May 2013)
- 62 people who were Christian, 1 person would be of other religion and 29 would have no religion (8 would prefer not to state their religion) (2011 Census)
- 17 households would be earning less than £10,000 per year and 5 households would be earning over £80,000 per year (CACI Paycheck 2013)
- 31 people from the total population claiming key Department of Work and Pension benefits (DWP Stats May 2013)
- 18 lone parent households (2011 Census)

When we consider our County from such a compressed perspective, the need for acceptance, respect, understanding and knowledge of equality and diversity issues becomes apparent.

The Carmarthenshire Strategic Equality Plan

The Carmarthenshire Strategic Equality Plan considers three dimensions to our responsibilities, and these are set out in more detail in the following three chapters:

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.

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.

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.

This Strategic Equality Plan outlines the continued commitment of Carmarthenshire County Council to creating an environment of true equality and diversity across the county.

The Council recognises the importance of leadership on a number of levels. A member of the Executive Board is an Equalities Champion and plays a key role in overseeing the application of the Strategic Equality Plan. Alongside this, the Councillor champions issues of Equality within the Executive Board itself.

Equalities and Diversity and our Improvement Plan

The Wales Programme for Improvement guidance explicitly mentions 'reducing inequality in accessing or benefiting from services, or improving the wellbeing of disadvantaged groups'.

In order to successfully deliver our Equality Objectives, they will be an integral part of our service business plans and our Improvement Plan.

Engagement

Engagement is one of the Specific Duties for Wales. The development of this Strategic Equality Plan has involved representatives from all of our stakeholders, customers, staff, elected members, community groups and partners.

From the Council's Improvement Plan, through to the Carmarthenshire Disability Coalition and to Community Cohesion projects and events, our objectives have been developed through engagement with our communities. We have used surveys, focus groups, forums and engagement meetings to set the priorities. However, we do need to know more and this will form one of the priorities of the Plan.

The Strategic Equality Plan reflects the needs of our communities and will develop as our communities change in the future. Over the next four years, the Council will develop its understanding of the needs and aspirations of its communities and the ways in which it involves communities in monitoring its performance against our objectives.

Setting our Equality Objectives

Our Equality Objectives have been set following collection of evidence and feedback from our engagement work. All Equality Objectives are relevant to every Protected Characteristic.

Carmarthenshire County Council as an employer – promoting equality and diversity within our workforce

Our Equality Objectives:

- Attract and retain the very best workforce.
- Work to improve employment monitoring data held by the Local Authority and ensure pay differentials are identified and acted upon.

To promote the achievement of these objectives we will:

- Ensure the Council attracts talent from the widest pool of potential employees.
- Continue to develop staff, in line with the Council's People Strategy.
- Undertake exercises to refresh the Council's employment monitoring data and address gaps.
- Analyse data and undertake corrective action where necessary.

Our detailed action plan will include the actions which sit under each of our strategic objectives and the timescales that we are working to.

Staff awareness and training

Staff training is one of the Specific Duties for Wales and indeed, learning and development opportunities are key to the success of our Strategic Equality Plan. Linking staff knowledge and skills to our equality objectives will help to ensure that all learning and development resources are being targeted towards enabling individuals to fulfill their roles, support their local service Business Plans and meet personal responsibilities.

Equality and Diversity provision forms a core part of our Learning and Development Strategy and we will continue to develop and tailor courses in line with our Strategic objectives. Learning and Development opportunities will be available to all Elected Members and Staff.

Pay differences

Addressing pay differences is one of the specific duties in Wales. In 2011 the Authority implemented job evaluation and single status.

The main features of this are:

- A single pay and grading structure
- Harmonisation of terms and conditions
- A standard working week of 37 hours
- It has been subject to an independent equality impact assessment focusing particularly on gender

The key aims are to:

- Ensure equal pay for jobs of equal value
- Modernise the Council's pay structure
- Ensure that the Council's pay and reward strategy supports flexible working and modern service delivery
- Harmonise other conditions of service, for example, overtime payments and travel allowances.

In December 2013 the Authority achieved a collective agreement with the recognised trade unions to assimilate employees on 'Red Book' terms and conditions into the new single status pay and grading structure. During 2015 the majority of employees on Youth and Community grades were also assimilated to the single status pay and grading structure.

The Authority is committed to undertake an annual pay audit and any changes to the pay structure or terms and conditions are subject to an equality impact assessment.

Carmarthenshire County Council as a provider of services

Our Equality objectives:

- Continue work to remove the barriers to accessing Council services and give due regard to all groups when making decisions.
- Help maximise the potential of people, through the education system and by supporting the growth of the local economy.

To promote the achievement of these objectives we will:

- Respond to access concerns raised by the public.
- Recognise community concerns quickly through continued regular contact with the Carmarthenshire Disability Coalition and Equality Carmarthenshire groups.
- Continue to refine the process of undertaking equality impact assessments (EIAs).
- Mainstream actions addressing education, employment, poverty and business growth through the County's Well-being Plan.

Our detailed action plan will include the actions which sit under each of our strategic objectives and the timescales that we are working to.

Assessing for Impact

The law requires that a duty to pay 'due regard' be demonstrated in the decision making process. Assessing the potential equality impact of proposed changes to policies, procedures and practices is one of the key ways in which public authorities can show 'due regard'. Assessing for Impact is one of the Specific Duties for Wales.

The Equality and Human Rights Commission recommends that public bodies assess the impact their policy and financial decisions might have on the new protected groups where relevant and proportionate, and that this is best done through the use of an Assessing for Impact tool.

Carmarthenshire County Council has embraced this approach and has developed its own template for assessing policies and service changes. In

some cases this will be augmented by a more detailed assessment and statement showing what steps have been taken to mitigate against any potentially adverse impacts to persons falling into any of the 8 protected characteristics and the Welsh language.

Assessments are required of 'policies' to embrace the full range of functions, activities (including service delivery) and decisions for which the council is responsible. This includes both current policies and new policies under development.

The Equality and Human Rights Commission suggest that an Assessment has four possible outcomes and that more than one may apply to a single policy:

Outcome 1: No major change

The Assessment demonstrates the policy is robust; there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.

Outcome 2: Adjust the policy

The Assessment identifies potential problems or missed opportunities. Adjust the policy to remove barriers or better promote equality.

Outcome 3: Continue the policy

The Assessment identifies the potential for adverse impact or missed opportunities to promote equality. Clearly set out the justifications for continuing with it. The justification should be included in the EIA and must be in line with the duty to have due regard.

Outcome 4: Stop and remove the policy

The policy shows actual or potential unlawful discrimination. It must be stopped and removed or changed.

(Codes of practice and guidance on each of the public sector duties are available on the Equality and Human Rights Commission's website which

provides information about what constitutes unlawful discrimination
www.equalityhumanrights.com)

Procurement

Procurement is a Specific Duty for Wales. Carmarthenshire County Council contracts with external organisations in the private and third sectors for provision of works, goods or services. Equality considerations will be more relevant to some services, goods or works but we must always have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations.

We will give due regard at all stages of the procurement process to the need to advance equality. For example in planning the contract and advertising; in setting the evaluation criteria and preparing specifications and also in monitoring our contracts with third parties.

Carmarthenshire County Council as a community leader – promoting tolerance and respect within the wider community

Our Equality objectives:

- Support cohesive communities by promoting community and civic engagement.
- We will encourage healthy lifestyles and promote the importance of well-being.

To promote the achievement of these principles we will:

- Mainstream actions addressing sense of community, citizenship, satisfaction with services, community safety, and engagement with leisure and culture through the County's Well-being Plan.
- Mainstream actions addressing well-being (including housing, loneliness, mental health and physical activity) through the County's Well-being Plan.

Our detailed action plan will include the actions which sit under each of our strategic objectives and the timescales that we are working to.

Monitoring and Reporting on the progress of this Strategic Plan

Monitoring and reporting are Specific Duties for Wales. We will monitor how well we perform on the priorities and objectives we have developed on equality and diversity through the council's performance management framework.

We will produce an annual report outlining what we have done in the preceding year, and what actions we have planned for the coming year. Annual Reports from our first Strategic Equality Plan and our Workforce Information Reports can be found on our website.

Community groups and representatives will have an opportunity to comment on this plan and to make suggestions as to how we could do better.

The Annual Report will be presented to the Executive Board and Policy and Resources Scrutiny Committee.

The Strategic Equality Plan will be revised every 4 years.

Thank you for taking your time to read our Strategic Equality Plan

If you want to know more, please contact the

Policy and Partnership Team
Carmarthenshire County Council
County Hall
Carmarthen

01267 224676 / 224914

equalities@carmarthenshire.gov.uk

www.carmarthenshire.gov.wales

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POLICY AND RESOURCES SCRUTINY COMMITTEE 25TH NOVEMBER 2015

Spend on External Consultants 14/15

To consider and comment on the following issues:

1. That the Committee consider and comment on the reports which outline the spend on external consultants and on external consultants during 2014/15.

Reasons:

- The Committee requested that an annual update be provided in respect of the spend on External Consultants.
- To provide an update on a) the total spend on external legal advisers, b) the nature of the service(s) provided and c) the reasons for engaging external legal advisers.
- To enable Committee members to exercise their scrutiny role.

To be referred to the Executive Board : NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDERS FOR POLICY AND RESOURCES:- Cllr. Emlyn Dole, Cllr. Pam Palmer, Cllr. Jim Jones and Cllr. Mair Stephens

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER FOR CORPORATE SERVICES:- Cllr. David Jenkins

Directorate: Corporate Services	Designations:	Tel No. 01267 224886
Name of head of Service: Phil Sexton	Head of Audit, Risk & Procurement	E Mail Addresses: PSexton@carmarthenshire.gov.uk
Report Author: Owen Bowen	Interim Head of Financial Services	OBowen@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

Policy and Resources Scrutiny Committee

5th October 2015

Spend on External Consultants 14/15

This report has been produced in response to the Committee's request and summarises the spend on External Consultants by Department as follows:

	2013/14	2014/15
	£	£
Chief Executive	236,492	275,688
Environment	2,416,751	1,700,605
Education & Children	27,554	12,418
Corporate Services	129,141	136,283
Communities	14,639	107,320
TOTAL SPEND	2,824,577	2,232,314

TOTAL LEGAL SPEND	£386,229	£ 153,048
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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: Owen Bowen

Interim Head of Financial services

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

2. Legal

It is vital to have proper contractual arrangements in place for all external consultancy and that the authority receives advice from suitably specialist legal advisers where the in-house legal team identifies a need to do so due to the complexity of the issues and/or insufficient capacity to deal with a matter.

3. Finance

Financial implications of commitments / payments to external Companies. Employment of External Consultants can avoid long term commitments associated with employing individuals over the longer term

5. Risk Management Issues

It is important to ensure that key expertise / skills are available when required

6. Staffing Implications

It is important to ensure that the right balance is achieved between procuring essential skills and employment of staff.

CONSULTATIONS

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

Signed: Owen Bowen

Interim Head of Financial services

1. Scrutiny Committee – Not applicable

2. Local Member(s) – Not applicable

3. Community / Town Council – Not applicable

4. Relevant Partners – Not applicable

5. Staff Side Representatives and other Organisations – Not applicable

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
None		

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
Chief Executive	Customer Focus and Policy	Wendy S Walters	Language Consultant	CWMNI IAITH CYF.	Welsh Language Scheme Commissioning and Contracting Advice; final year of monitoring of Welsh Language Scheme; gweithgor findings - preparation of information and marketing for Education and Business Services		13,140.00	13,140.00	0.00	0.00
	Economic Development	Wendy Walters	Property & Engineering	OVE ARUP & PARTNERS INTERNATIONAL LTD	Llandovery Regeneration Master-plan and detailed designs for Town Centre Environmental Enhancement Scheme	Not able to deliver service in house procured through engineering framework	56,346.00		5,000.00	
			Property & Engineering	CAPITA PROPERTY & INFRASTRUCTURE LTD	Costs split between two projects. £47,151.71 (13/14) £17,050 (14/15) Development of Carmarthen Town Centre Regeneration Master-Plan and £34,795 (13/14) £7,974 (14/15) for Pibwrlwyd Strategic Employment Site Master-plan. Pibwrlwyd project delivered in conjunction with Coleg Sir Gar	Not able to deliver service in house procured through engineering framework	81,946.71		25,024.00	
			Property & Engineering	ATKINS LTD	Design Feasibility Study for Pontyates Rail Crossing	Not able to deliver service in house procured through engineering framework	9,823.36		0.00	
			Property & Engineering	CAPITA PROPERTY & INFRASTRUCTURE LTD	Split between three commissions: £2478 for development of Amman Valley Growth Zone Plan; £2992.75 for Cross Hands Growth Zone Plan and £5287 for Ammanford Town Centre regeneration master-plan review	Not able to deliver service in house procured through engineering framework	10,757.75		0.00	
			Training	CROSSHANDS INDUSTRIAL TRAINING LTD	Training to enable clients to secure full time employment, Fork Lift, HGV etc.	Training was procured and delivered by suitable provider. No provision internally	4,637.20		0.00	
			Specialist	CRM International	Collaborative Communities Final evaluation		11,750.00		0.00	
			IT	Local Gov Data unit (Wales)	Development, maintenance and hosting of the Regional Learning Skills Observatory	Expertise not available internally Initial contract advertised through sell2wales for tender	32,388.50		0.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Business specialist	SQW	RLP Final evaluation	No internal service available in house procured through engineering framework	15,702.00		0.00	
			Property & Engineering	Acanthus	Pendine Masterplan	Not able to deliver service in house procured through engineering framework	0.00		6,000.00	
			Property & Engineering	Acon	Carmarthen Town Study	Not able to deliver service in house procured through engineering framework	0.00		4,680.00	
			Property & Engineering	Francis Sant	Pendine Masterplan - flood expertise	Not able to deliver service in house procured through engineering framework	0.00		706.63	
			Property & Engineering	Parsons Brinkeroff	Laugharne Car Park Study	Not able to deliver service in house procured through engineering framework	0.00		3,446.38	
			Property & Engineering	ATKINS LTD	Piberlwyd Traffic Study	Not able to deliver service in house procured through engineering framework	0.00		5,685.00	
			Property & Engineering	ATKINS LTD	Carmarthen Town Traffic Model	Not able to deliver service in house procured through engineering framework	0.00		2,757.79	
			Property & Engineering	LambertSmithHampton	Marketed Foundry Row, Ammanford - Co - ordained marketing of site, Report on Expressions of Interest received	Service not available in house. Procured via Corporate Property	0.00		2,665.00	
			Signage	FWD Design	Provision of Concept designs for signage for Ammanford Town Centre	Unable to deliver service in house. Service procured as per financial regulations. This cost is externally funded	0.00		2,500.00	
			Business Specialist	Wavehill Consultants	Evaluation of Cross Hands East Strategic Employment Site project	Unable to deliver this service in house as independent evaluation of ERDF funded project required as part of the grant. Costs were 100% funded by external funding	0.00		14,975.00	
			Property & Engineering	Parsons Brinkeroff	Project and Contract Management, CDM Co-ordination for Cross Hands East Strategic Employment Site	Service not available in house. Procured via Technical Services framework. The costs were partly funded by external funding	0.00		54,336.00	

External Consultants

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Property & Engineering	Waterman Engineering	Technical Data for Planning Applications on JV land in Burry Port	Expertise not available in house. These costs are externally funded	0.00		64,106.00	
			Design and Marketing specialist	NB Design	Cross Hands Growth Zone	Strategic branding, photography and concept design for marketing materials	0.00		4,999.00	
			Financial	Broomfield Alexander	Business Due diligence	Due diligence for DGI Global Ltd.	0.00		4,950.00	
			Business Consultant	PER Consulting	Study through ' Tackling Poverty through Capital Expenditure'	Tendering for work, based on brief submitted	0.00		4,999.00	
			Business Consultant	Peredur Ltd	Feasability of additional Health Services in Town Centres and their contribution to Regeneration	Tendering for work, based on brief submitted	0.00		4,950.00	
			Designer	Parsons Brinkeroff	Designs and Proposals	Design and proposals of Llanelli Gateway Scheme. These costs are externally funded	0.00		17,663.00	
			Public Art Consultant	EMP Projects & Associates	Advised on artists	Sourcing public art & managed implementation. Costs were externally funded	0.00		1,000.00	
			Professional and Management Support	AECOM LIMITED	Evaluation of Project	Provide interim progress on Llanelli Town Centre. Service not available in house. Procured in line with financial regulations. These costs were funded by external funding	0.00		3,090.00	
			Digital Inclusion	Citizen's Online	Study into digital inclusion	No internal expertise. This was 100% funded via external funds - RDP	0.00		14,650.00	
			Agriculture	Andersons	Research feasibility of incubation farming in rural Carmarthenshire in conjunction with Farming Unions and Coleg Sir Gar	No internal expertise. This was 100% funded via external funds - RDP	0.00		13,980.00	
			Evaluation	CM International	Evaluation of the RDP Axis 3 programme in Carmarthenshire	WG requirement to appoint independent external consultants. This was 100% funded via external funds - RDP	0.00	223,351.52	13,525.00	275,687.80
Total Chief Executive								236,491.52		275,687.80

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							2013 - 2014		2014 - 2015	
Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	Cost	Total per Division	Cost	Total per Division
Environment	Property	Mark V Davies Hywel Harries	The Property Maintenance & Construction Division is responsible for managing and administering the various Property Construction related Framework contracts on behalf of the Authority and the Region. There are separate arrangements for engineering Frameworks which are managed by Transport and Engineering These Framework contracts allow the engagement of external Consultants for all relevant work primarily due to the in house Property Design section not having the specific specialist skills available or resources available at the time to react to short notice demands and imposed timescales of primarily grant funders . Work is undertaken for all Departments and a wide range of specialist skills are employed. Since the Autumn of 2014 the Division has been insourcing more work and engaging additional staff , however the effect will not be reflected until 2015/2016. Some services are not economically viable to in source and reliance on external provision will still be a necessity, although the level of external sourcing will be reduced considerably.							
			Structural	MOTT MACDONALD CARDIFF	Structural ,QS & Cost Control services	On going commitment on capital projects due to lack of in-house capacity	4,000.00		66,577.00	
			Cost Control, Quantity Surveying, CDMC etc.	FAITHFUL+ GOULD LTD	Cost control & QS services	On going commitment on capital projects due to lack of in-house capacity	250,960.75		18,135.00	
			Cost Control, Quantity Surveying, CDMC etc.	ATKINS LTD	Cost Control, Quantity Surveying, CDMC & M&E Services etc.	On going commitment on capital projects due to lack of in-house capacity	0.00		367,082.60	
			Ecology & Environmental Assessments	JACOBS UK LTD	Ecology	Specialist service provision , no in-house capacity	36,109.19		0.00	
			Land surveys and underground mapping of services etc	LANDSCOPE ENGINEERING LTD	Topographical and underground surveys	No in-house specialism. Costs of setting up and maintaining would not be justifiable.	16,200.00		24,147.75	
			Land Surveys and underground mapping of services etc.	CATLING'S LAND SURVEYS	Topographical and underground surveys	No in-house specialism. Costs of setting up and maintaining would not be justifiable.	5,360.00		3,945.00	
			Asbestos & Environmental Consultancy	REDHILLS ENVIRONMENTAL CONSULTANTS	Asbestos surveys	Specialist service provision. Approx £855 on capital related projects. Remainder assumed to be on CHS and other revenue related work	222,176.50		200,968.45	
			Mechanical & Electrical Engineering Clerk of Works	RICHARDS PARTNERSHIP	M&E Clerk of Works services	No in- house specialism available at the time. Engaged on on-going capital projects	54,739.00		32,492.50	
			Architects	LAWRAY ARCHITECTS	Architectural services	On going commitment on capital projects due to lack of in-house capacity	347,500.72		46,965.95	
			Structural	WYATT & WATTS	structural advice	CHS related work.No in-house specialism. Amalgamation of Property and Engineering design teams will in the main address this in future	275.00		1,510.20	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Mechanical & Electrical Engineering Design including Ecology, Environmental and BREEAM Assessments etc	MCCANN & PARTNERS	M&E Design services	No in-house specialism available at time of engagement. On going commitment on capital projects . Reduction in cost; the completion of some the projects that they were engaged on and that they have not been commissioned on new projects, this work now being carried out in-house	193,507.53		18,768.39	
			Consulting Engineers	CURTINS CONSULTING ENGINEERS	Structural advice on non trad housing - specialist	Specialist service provision	10,754.65		0.00	
			Mechanical & Electrical Engineering Design	OVE ARUP & PARTNERS INTERNATIONAL LTD	Burry Port School Property Design	On going commitment on capital projects due to lack of in-house capacity	9,600.00		43,430.96	
			Ecology and Environmental Assessments etc.	PRYCE CONSULTANT ECOLOGISTS	Ecology Surveys and advice	Specialist service provision , no in-house capacity	2,865.00		0.00	
			Cost Control, Quantity Surveying etc	FRANKLIN & ANDREWS LTD	Ecology surveys and advice	On going commitment on capital projects due to lack of in-house capacity. Reduction in cost; the completion of some the projects that they were engaged on and that they have not been commissioned on new projects, this work now being carried out in-house	181,052.00		65,850.00	
			Asbestos surveys, analysis and supervision	RESOURCE & ENVIRONMENTAL CONSULTANTS ASBESTOS LTD		Specialist service provision. £720 on capital projects . Remainder CHS and other work	7,310.00		2,700.00	
			Architecture and construction services	AECOM	Cost control & QS Services	On going commitment on capital projects due to lack of in-house capacity	500.00		0.00	
			Architectural	Architype	Architectural Services	Specialist service - advice on "Passivhaus" accreditation	1,200.00		0.00	
			Planning & Development	Asbri planning	Planning advice	Specialist service provision , no in-house capacity	4,826.50		0.00	
			Architects	Austin Smith Lord	Architectural Services		1,000.00		0.00	
			Design, energy & sustainability	Bullock consulting	M&E Design services	No in- house specialism available at the time.	2,250.00		413.44	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Construction consultants	Gleeds	Cost control & QS Services	No in-house capacity available at time of engagement. Engaged to assist with the development and production of documentation to support the Burry Port planning applications	1,648.40		76,827.40	
			Ecology and Environmental Assessments etc.	JW Ecology	Ecology surveys and advice	Specialist service provision , no in-house capacity	460.00		0.00	
			Architects	Lewis Partnership	Architectural Services	On going commitment with Corporate property planning applications and works at Ty Elwyn & works for Building services	65,247.95		79,565.99	
			Ecology and Environmental Assessments etc.	Soltys Brewster	Ecology surveys and advice		2,189.20		0.00	
			Geotechnical and Geo-Environmental Engineering and Site Investigation	Terra Firma(Wales)Ltd	Ground investigation work		3,465.00		0.00	
			Archaeologists	AB Heritage Ltd. (Archaeological Works)	Archaeological work at Bro Dinefwr	Specialist services not available in-house and engaged for the Client element of the Bro Dinefwr Project	0.00		185,577.45	
			Asbestos surveys, analysis and supervision	Anchem laboratories	Asbestos surveys, analysis and supervision	Specialist service provision.	0.00		24,346.75	
			Architects	B3 Architects	Architectural Services	No in-house capacity available at time of engagement	0.00		20,825.00	
			Design, energy & sustainability	Building Services Controls Ltd	M&E Design services	Specialist services not available in-house relating to energy and system control management on capital projects	0.00		7,426.00	
			Land surveys and underground mapping of services etc	Gwalia Surveys	Topographical and underground surveys	No in-house specialism. Costs of setting up and maintaining would not be justifiable.	0.00		1,390.00	
			Ecology and Environmental Assessments etc.	Habitat Matters	Ecology surveys and advice	Specialist service provision	0.00		411.00	
			Accousticians	Hunter accoustics	Accoustic specialists	Specialist service provision	0.00		11,475.00	
			Ecology and Environmental Assessments etc.	Rob Colley	Ecology surveys and advice	Specialist service provision	0.00		700.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Structural Engineers	Roger Casey Associates	structural advice	Capital related projects .No in-house specialism. Amalgamation of Property and Engineering design teams will in the main address this in future	0.00		17,975.00	
			Asbestos surveys, analysis and supervision	Santia Asbestos Management Ltd	Asbestos surveys, analysis and supervision	Specialist service provision.	0.00		36,034.28	
			Design, energy & sustainability	Such & Co	M&E Design services	Specialist services not available in-house relating to energy and system control management on capital projects	0.00		7,830.64	
				The Building safety group		Specialist service provision.	0.00		1,000.00	
			Arboriculture contractor	Treescene Ltd			250.00	1,425,447.39	0.00	1,364,371.75
Environment	Streetscene	Mario Cresci		MOTT MACDONALD CARDIFF	Framework - Engineering specialist design and assessment via internal Civil Design Gateway	Continuation of structural assessment and design of sub-standard bridge structures.	4,721.42		0.00	
				ExP Consultancy	Asset management reporting & HAMP development	Support in developing CCC reports and documentation within the SCOTS/CSSW HAMP framework, specialist knowledge	3,871.00		55.00	
				Shoreline Management Partnership	Specialist coastal defence engineering and tidal cycle management advice.	Specialist knowledge not within current resource base.	30,000.00		0.00	
				JACOBS UK LTD	Framework - Engineering specialist design and monitoring via internal Civil Design Gateway	Continuation of hydraulic monitoring and modelling work relating to groundwater issues at Ammanford Cemetery	3,031.61		180.91	
				OVE ARUP & PARTNERS INTERNATIONAL LTD	Framework - Engineering specialist design via internal Civil Design Gateway	Continuation of reservoir spillway upgrade feasibility/design at Trebeddrod Reservoir	12,068.00		37,348.53	
				B FLYNN CONSULTANCY	Environmental Consultancy	To gain & maintain accreditation to ISO 14001 Environmental Management & to ensure compliance with Environmental Legislation	3,600.00		3,150.00	
			Building Surveys	LLOYD EVANS & CO.	Property Condition Surveys	Surveys undertaken prior to construction works to safeguard against potential claims.	0.00		775.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Ecology and Environmental	ECO SURVEYS LTD.	Otter and Bat surveys	Specialist ecological report required - expertise not available internally	0.00		550.00	
			Ecology and Environmental	THE OTTER CONSULTANCY	Otter surveys	Preparation of Otter Licence Report for NRW including site mitigating works - expertise not available internally	0.00		2,624.00	
			Archaeological	DYFED ARCHAEOLOGICAL TRUST LTD	Specialist advice in relation to Brunant Highway Support scheme	Report preparation and site supervision - expertise not available internally.	0.00		935.00	
				IMAGE CONSULTANTS	Quality Management Consultancy	To maintain accreditation to ISO 9001 Quality Management	8,550.00	65,842.03	4,750.00	50,368.44
Environment	Transportation	Steve Pilliner	The Transport & Engineering Directorate is responsible for managing the various engineering consultancy contracts. Framework contracts on behalf of the Authority. There are separate arrangements for non engineering Frameworks which are managed by Property Services. These Framework contracts allow the engagement of external Consultants for all relevant work primarily due to the in house Engineering Design section not having the specific specialist skills available. Work is undertaken for all Departments and a wide range of specialist skills are employed. It would not be cost effective to retain the majority of these skills within the in house teams.							
			Civil Design	JACOBS UK LTD	Various schemes - 3 No. in total	Work on behalf of Regeneration & Leisure & Technical Services	80,741.21		91,852.03	
			Civil Design	MOTT MACDONALD CARDIFF	Various schemes – 1 No. in total	Work on behalf of Technical Services	10,447.42		0.00	
			Civil Design	CAPITA PROPERTY & INFRASTRUCTURE LTD	Various schemes – 5 No. in total	Work on behalf of Regeneration & Leisure & Technical Services	72,007.74		0.00	
			Civil Design	ATKINS LTD	Various schemes – 11 No. in total. Many Schemes have passed the design stage where High consultancy costs are incurred	Work on behalf of Regeneration & Leisure & Technical Services	260,391.02		11,549.47	
			Civil Design	OVE ARUP & PARTNERS INTERNATIONAL LTD	Various schemes – 5 No. in total. Many Schemes have passed the design stage where High consultancy costs are incurred	Work on behalf of Regeneration & Leisure, Technical Services and Education	350,313.61		137,426.04	
			Civil Design	CAPITA SYMONDS	No costs in 2014/15	Ecological Studies	553.52		0.00	
			Ecology	PRYCE CONSULTANT ECOLOGISTS	Various schemes - 3 No. in total	Work on behalf of Regeneration & Leisure, Housing and Education	3,771.00	778,225.52	3,689.00	244,516.54
Environment	Planning & Development	Eifion Bowen	Property & Engineering	JACOBS UK LTD	Input to LDP Process and specialist advice for Brechfa East Wind Farm	Service not provided by highways internally	19,246.34		13,956.99	
			Property & Engineering	AECOM LIMITED	Transport Statement and Travel Plan Assessment - W/27186	Service not provided by highways internally	2,592.98		0.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Property & Engineering	AECOM LIMITED	Small/Medium Wind Turbine advice	Capacity not available internally	9,780.00		0.00	
			Property & Engineering	ANDREW GOLLAND ASSOCIATES	Specialist advice for Local Development Plan (LDP)	Expertise not available internally	8,680.00		4,600.00	
			Property & Engineering	CAPITA SYMONDS	Specialist advice - Genwen Farm Planning Application	Service not provided by highways internally	2,025.41		0.00	
			Property & Engineering	CLG ENERGY CONSULTANTS	Specialist Technical Advice in support of Bryn Llywelyn Wind Farm appeal	Expertise not available internally	425.00		0.00	
				DYFED ARCHAEOLOGICAL TRUST LTD	Historic Environment Services	Requirement of WG Specialist knowledge	5,125.00		3,922.00	
			Property & Engineering	ECOTEXT LTD	Specialist Technical Advice in support of Bryn Llywelyn Wind Farm appeal	Specialist knowledge	13,170.00		0.00	
			Property & Engineering	EDGE ANALYTICS LTD	Input to LDP Process (Demographic Forecast)	Technical knowledge required to challenge WG predictions and lack of capacity internally	8,000.00	69,044.73	0.00	22,478.99
			Property & Engineering	GILLESPIES LLP	Specialist Technical Advice in support of Bryn Llywelyn Wind Farm appeal	Landscape Expertise ; specialist knowledge	17,407.44		0.00	
			Property & Engineering	NATHANIEL LICHFIELD & PARTNERS	Specialist Retail advice - E/28015	Capacity and expertise not available internally	1,750.00		3,000.00	
			Property & Engineering	OVE ARUP & PARTNERS INTERNATIONAL LTD	Transport Assessment - E/27510	Service not provided by highways internally	343.40		0.00	
			Property & Engineering	OXFORD BROOKES ENTERPRISES LTD	Specialist Technical Advice in support of Bryn Llywelyn Wind Farm appeal	Expertise not available internally	7,000.00		0.00	
			Property & Engineering	PARSONS BRINCKERHOFF	Specialist Technical Advice in support of Bryn Llywelyn Wind Farm appeal	Noise - Expertise not available internally	2,791.00		0.00	
			Property & Engineering	TERENCE O'ROURKE	Specialist Technical Advice in support of Bryn Llywelyn Wind Farm appeal	Archaeology Expertise not available internally	20,122.84		0.00	
				WEST WALES BIODIVERSITY INFORMATION CENTRE	Screening of weekly planning list, support to LBAP, Biodiversity Data Searches	Specialist knowledge	8,000.00		8,000.00	
				THIRD RESPONSE LTD	Training Plan for Building our Heritage Project bid (Tywi Centre)	Expertise not available internally	8,189.35		0.00	
				ALYSON JENKINS CONSULTANCY LTD	Evaluation of 3 externally funded projects (Tywi Centre)	Expertise not available internally	12,587.50		0.00	
				ATKINS LTD	Specialist advice - W/27776 & W/28754	Capacity not available internally	0.00		2,487.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
				GILLESPIES LLP	Review of Wind Turbine Applications	Capacity not available internally - jointly funded	0.00		4,000.00	
				PARSONS BRINCKERHOFF	Specialist Technical Advice in support of Brechfa Windfarm application	Noise - Capacity not available internally	0.00		1,382.50	
								78,191.53		18,869.50
Total Environment							2,416,751.20		1,700,605.22	
Education & Children	Governance & Inclusion	Gareth Morgans		SOLTYS BREWSTER CONSULTING	Nantygroes CP (closed school) - report on bats in the building	Specialist ecological report required	2,189.20		0.00	
				REDHEAD CONSULTANCY LTD	Halfway CP - Developing community policies & preparing bids for school project (willow garden)- ARRANGED BY SCHOOL	expertise in compiling bids for other schools	1,260.00		0.00	
				STEDDY LTD	Providing private occupational therapy services as directed by SEN tribunal	Do not have SLA with OT service for this specialist support	19,795.15		11,218.00	
				A A ACCOUNTANCY	Financial support for Maes Y Gwendraeth Comp- ARRANGED BY SCHOOL	Additional financial expertise required during school reorganisation	550.00		0.00	
				R TUNLEY	Directing school show production- ARRANGED BY SCHOOL	specialist service provided	3,760.00	27,554.35	1,200.00	12,418.00
Total Education & Children							27,554.35		12,418.00	
Corporate Services	Corporate Property	Jonathan Fearn								
			Architect	LEWIS PARTNERSHIP	Architecture Services	Specialist advice required to support planning application. Internal expertise not available	38,152.00		43,567.00	
			Land Surveyor	MIKE WILLIAMS SURVEYS	Land Survey (13/14)	Specialist advice required to support planning application. Internal expertise not available	710.00		0.00	
			Estate Agent	GERALD VAUGHAN	Estate Agency (13/14)	External Marketing required for surplus property to maximise sale proceeds	8,406.00		0.00	
			Planning Consultant	ASBRI PLANNING	Planning Consultancy	Specialist advice required to support planning application. Internal expertise not available	1,099.00		1,918.00	
			Estate Agent	LAMBERT SMITH HAMPTON	Estate Agency / Auctioneer	Property Auction - internal expertise not available	2,199.00		1,638.00	
			Drainage Consultant	WATERMAN CIVILS LTD	Flood Risk and drainage advice	Specialist advice required to support planning application. Internal expertise not available	1,365.00		15,327.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Estate Agent	DAI LEWIS CYF	Estate Agents (13/14)	External Marketing required for surplus property to maximise sale proceeds	2,625.00		0.00	
			Estate Agent	MALLARD	Estate Agents (13/14)	External Marketing required for surplus property to maximise sale proceeds	325.00		0.00	
			Estate Agent	JOHN FRANCIS	Estate Agents (13/14)	Property Auction - no facility to provide in-house	743.00		0.00	
			Valuation	VALUATION OFFICE	Valuation advice	Independent Valuation required. Not possible to provide in-house	5,005.00		2,701.00	
			Estate Agent	CLEE TOMPKINSON FRANCIS	Estate Agents	External Marketing required for surplus property	5,406.00		3,235.00	
			Energy Performance Assessor	WARMLEIGH ENERGY SERVICES	Energy Performance Certificates	Statutory requirement prior to letting or disposing of property. Internal expertise not available	835.00		2,076.00	
			Commercial Property Consultant	KNIGHT FRANK	Development, Investment and Building Surveying	Specialist advice required. Internal expertise not available	19,500.00		0.00	
			Architect	DAVIES RICHARDS DESIGN	Architecture and Planning Advice	Planning and architectural advice. Internal expertise not available	0.00		2,700.00	
			Energy Performance Assessor	ENERGIZE WALES	Energy Performance Certificates	Statutory requirement prior to letting or disposing of property. Internal expertise not available	0.00		585.00	
			Architect and Planning Consultant	JCR PLANNING	Architecture and Planning Advice	Specialist advice required to support planning application. Internal expertise not available	0.00		1,845.00	
			Commercial Property Consultant	REES RICHARDS & PARTNERS	Valuation of CCC Fishing Rights	Expert assistance necessary for an infrequent and specialist task. Internal expertise not available	0.00		1,200.00	
			Ecologists	SOLTYS BREWSTER	Ecology Consultants	Specialist advice required to support planning application. Internal expertise not available	0.00		1,980.00	
			Transport Planners	ACSTRO	Transport Planning Consultant	Specialist advice required to support planning application. Internal expertise not available	0.00		1,176.00	
			Tree Surveyor	DAVID RICE FORESTRY	Tree Survey	Specialist advice required to support planning application. Internal expertise not available	0.00		400.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
			Land Surveyor	DLG SURVEYS	Topographical Survey	Specialist advice required to support planning application. Internal expertise not available	0.00	86,370.00	450.00	80,798.00
	Financial Services	Chris Moore	Treasury Management Services	CAPITA ASSET SERVICES	Financial	Expert assistance and advice on Interest Rate Forecasting, TM Portfolio Structure and Volatility, Borrowing, Debt Restructuring, Investment Policy. Provision of Training and Seminars and a Help-line Facility	18,400.00		18,400.00	
			Tax/National Insurance/VAT	Baker Tilly Business Services Ltd	Financial	Acquisition of specialist knowledge and advice to ensure compliance with HMRC regulations. Ensure the financial integrity of the Council pertaining to matters of tax, NI and VAT./ Resolve alleged overpayment of taxes emanating from 1996/7 onwards.	645.00	19,045.00	5,895.00	24,295.00
	Audit, Procurement & ICT	Phil Sexton	Risk & Insurance Broker	Marsh UK	Insurance Broker / Risk Advice	Access to the Insurance Market	23,726.00	23,726.00	24,200.00	24,200.00
	ICT	John Roberts	ICT Industry	Softcat Ltd	An independent Oracle License Audit to mitigate risk of financial penalty and support the submission for psn compliance.	External view required as expertise is not available in-house due to the transient nature of licensing models.	0.00		4,990.00	
			ICT Industry	Intercept Ltd	To design and configure the implementation of a Proof of Concept of XenApp 7.6	XenApp 7.6 is new to the authority and provides mobile access to various systems. Expertise required from an industry expert to support the installation.	0.00	0.00	2,000.00	6,990.00
Total Corporate Services								129,141.00	136,283.00	
Communities	Housing and PP	Robin Staines	Housing	Andy Gale	Training and Support	WelshGovernment Introduced New Legislation.It provided funding to support its introduction	0.00		5,000.00	
		Robin Staines	Housing	Opinion Research Services	G&T Accomodation Assessment	Welsh Govewrnment Introduced New Legislation. No one in house had the relevant expertise to carry out the assessment	0.00	0.00	11,075.00	16,075.00

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2013 - 2014		2014 - 2015	
							Cost	Total per Division	Cost	Total per Division
	Leisure		Marine Engineering	CEDM Ltd	Specialist Coastal Defence consultant oversees dredging contract at BP Harbour	Monitors Marine environment at BP Harbour and assists with Annual access channel mechanical dredging tender process	9,664.00		3,820.00	
			Legal / Specialist / financial	RPT Consulting	Options appraisal for future management of Leisure Services, with potential trust procurement / set up support (Part B £25,700)	Specialist external advice on a potentially new delivery model for whole service area (£5k options; £6.8k Part A; £25,700 Part B)	4,975.00	14,639.00	32,500.00	36,320.00
SCH&H	OP&PD (at time of commissioning)	Sheila Porter (at time of commissioning)	Management	Care and Health Solutions	Strategic support in relation to service redesign and transformation of services	To provide expert knowledge in researching and evaluating the future managerial and delivery options for in house services. Expertise in evaluation of all options not available internally.	0.00		25,800.00	
		Robin Staines	Management	Project Development Workshop Ltd (PDW).	Housing and development consultancy in relation to service redesign and transformation of services	To provide expert support and specialist knowledge in the development of accommodation models for older persons . Expertise in evaluation of all options not available internally.	0.00	0.00	29,125.00	54,925.00
Total Communities								14,639.00		107,320.00
Whole Authority Total								2,824,577.07		2,232,314.02

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External Legal Advice

			2013-2014		2014-2015	
Barristers Chambers/ Solicitors	Nature of Service Provided	Why Consultant was Used?	Cost	Total Per Barristers/ Solicitors	Cost	Total Per Barristers/ Solicitors
Angel Chambers	Representation at trial	Conducting solicitor unable to attend	£240.00	£240.00		£0.00
Falcon Chambers	Advice on large dilapidations claim against the council	Issues beyond the expertise of the in-house team	£2,640.00	£2,640.00		£0.00
11 KBW, London	Advice of depravation of liberty	Matters beyond expertise of in house lawyers			£2,286.00	
11 KBW, London	Advice and attendance at EGM in respect of PIR	Head of Admin & Law considered it appropriate to seek such advice	£28,872.80			
11 KBW, London	Advice on JR and representation at SEN Tribunal	Exceptionally complex case with significant implications for the authority	£33,808.00	£62,680.80		£2,286.00
12 College Place	Advice on highways law	Complex matter requiring specialist advice		£0.00	£1,815.00	£1,815.00
30 Park Place, Cardiff	Advice on provision of services	Complex case requiring specialist input			£120.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£180.00	
30 Park Place, Cardiff	Advising on adoption law	Continuation of previous instructions			£210.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£229.50	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£279.60	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£306.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£330.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£330.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£357.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£360.00	
30 Park Place, Cardiff	Advice on best interests decisions	Complex case requiring specialist input			£360.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£390.00	
30 Park Place, Cardiff	Advice on a CICA claim	Complex case requiring specialist input			£396.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£480.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£486.00	
30 Park Place, Cardiff	Drafting documents	Complex case requiring specialist input			£522.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£540.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£540.00	
30 Park Place, Cardiff	Drafting and Court Attendance	Complex case requiring specialist input			£540.00	
30 Park Place, Cardiff	Drafting and court attendance	No in-house lawyer available to attend court			£540.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£540.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£600.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£612.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£663.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£665.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£688.50	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£714.00	
30 Park Place, Cardiff	Drafting documents	Complex case requiring specialist input			£792.00	
30 Park Place, Cardiff	Advice on restricting contact	Complex case requiring specialist input			£792.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£840.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£930.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£980.40	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£1,050.00	
30 Park Place, Cardiff	Providing specialist advice	Continuation of previous Instructions			£1,200.00	
30 Park Place, Cardiff	Advising on adoption law	Continuation of previous instructions			£1,215.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£1,377.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£1,410.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£1,741.50	
30 Park Place, Cardiff	Advice on a CICA claim	Complex case requiring specialist input			£1,836.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£1,860.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£2,047.50	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£2,049.60	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£2,128.80	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£2,130.00	
30 Park Place, Cardiff	Drafting and court attendance	No in-house lawyer available to attend court			£2,289.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£3,522.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£3,642.00	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£3,690.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£4,329.70	
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions			£4,819.15	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£5,962.80	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£6,466.50	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£9,769.00	
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£11,670.00	

External Legal Advice

Barristers Chambers/ Solicitors	Nature of Service Provided	Why Consultant was Used?	Cost	Total Per Barristers/ Solicitors	Cost	Total Per Barristers/ Solicitors
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input			£14,226.60	
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£0.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	Complex child care case involving non-accidental injuries	£0.00			
30 Park Place, Cardiff	Representation at trial of contested adoption application	In house team lacked capacity and required advocacy experience	£0.00			
30 Park Place, Cardiff	Representation at Crown Court on PII application	In-house team lacks required audience rights	£0.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£0.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£102.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£127.20			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£127.20			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£153.00			
30 Park Place, Cardiff	Advice in relation to employment tribunal case	Advice on narrow issue outside solicitor's expertise	£180.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£204.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£204.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£229.20			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£300.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£331.20			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£339.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£357.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£364.50			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£408.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£408.00			
30 Park Place, Cardiff	Advice on the immigration status of a child	In house lawyers have no knowledge/experience of immigration law	£420.00			
30 Park Place, Cardiff	Advising on Adoption law and procedure	Complex case requiring adoption expertise above that maintained in-house	£456.00			
30 Park Place, Cardiff	Advice on the enforcement of market tenancies	Specialist are of law outside the expertise of the in-house team	£480.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£483.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	Complex case also involving adult mental health and immigration issues	£540.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£570.00			
30 Park Place, Cardiff	Advice on whether care threshold met	Complex case requiring specialist child care and education law advice	£600.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£600.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£612.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£612.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£660.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£663.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£750.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£810.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£840.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£885.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£891.00			
30 Park Place, Cardiff	Advice on Disability Discrimination claim against a school	In house lawyers lacked required expertise	£900.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£900.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£960.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£972.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,014.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,020.00			
30 Park Place, Cardiff	Advice on withdawl of care package	In house team lacked required expertise	£1,020.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,053.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,094.40			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,107.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,130.40			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,200.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,261.50			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,377.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,408.80			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,417.50			
30 Park Place, Cardiff	Advice on Fostering Law	Advice sought on joint basis by Special Interest Group - issue of common interest	£1,440.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,479.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,530.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,560.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,590.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,630.80			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,798.80			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£1,800.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	Complex case requiring specialist advice on several key issues .	£1,858.50			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£2,217.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£2,244.00			

External Legal Advice						
Barristers Chambers/ Solicitors	Nature of Service Provided	Why Consultant was Used?	Cost	Total Per Barristers/ Solicitors	Cost	Total Per Barristers/ Solicitors
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£2,728.20			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£2,730.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£2,856.30			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£2,946.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£3,136.50			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£3,750.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	Complex case requiring specialist advice on several key issues.	£3,789.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£4,005.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£4,334.04			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£4,519.20			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£4,640.10			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£4,653.60			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£5,289.90			
30 Park Place, Cardiff	Advice on complex human rights claim	Issues beyond the expertise of the in-house team	£5,328.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£5,506.20			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£6,276.00			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£7,780.50			
30 Park Place, Cardiff	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£9,049.20	£135,011.94		£106,745.15
5 KBW, London	Specialist adult social care advice	Complex matter requiring specialist advice			£3,711.50	
5 KBW, London	Advice & representation in Court of Protection	Insufficient in-house expertise/capacity	£1,950.00	£1,950.00		£3,711.50
Apex Chambers	Attendance at Court	Continuation of previous instructions			£660.00	
Apex Chambers	Attendance at Crown Court	In house team lacked rights of audience			£1,100.00	
Apex Chambers	Advice & court attendance	Complex matter requiring specialist advice			£4,380.00	
Apex Chambers	Drafting documentation, advice and representation at court	Specialist advice needed due to nature of defence being put forward	£0.00			
Apex Chambers	Advice in relation to statutory abatement notice	Specialist advice needed due to nature of the nuisance	£0.00			
Apex Chambers	Advice and drafting of documents	Complex Trading Stds case requiring specialist advice	£360.00			
Apex Chambers	Representation at trial	Conducting solicitor unable to attend	£390.00			
Apex Chambers	Advice and drafting of documents	Complex Trading Stds case requiring specialist advice	£480.00			
Apex Chambers	Advice and drafting of documents	Complex animal health case requiring specialist advice	£960.00			
Apex Chambers	Advice and attendance at court	Complex animal health case requiring specialist advice	£1,325.00			
Apex Chambers	Advice and attendance at court	Complex animal health case requiring specialist advice	£1,650.00			
Apex Chambers	Drafting, advice and representation at court	Complex Trading Stds case requiring specialist advice	£2,910.00			
Apex Chambers	Advice and attendance at court	Complex animal health case requiring specialist advice	£4,225.00			
Apex Chambers	Drafting documentation, advice and representation at court	Complex Trading Stds case requiring specialist advice	£6,225.00	£18,525.00		£6,140.00
Beachcrofts solicitors	Advice on complex human rights claim	In house team lacked required expertise	£5,025.00	£5,025.00		£0.00
City & County of Swansea	Urgent advice on complex food safety prosecution	In house criminal lawyer on leave. No cover available in house	£250.00	£250.00		£0.00
Cornerstone Chambers	Advice on a CPO	Continuation of previous instructions			£1,320.00	
Cornerstone Chambers	Advice on land law issues relating to a CPO	Issues beyond the expertise of the in-house team	£3,000.00			
Cornerstone Chambers	Advice, drafting & preperation for public inquiry	Issues beyond the expertise of the in-house team	£41,490.00	£44,490.00		£1,320.00
Gerdards solicitors	Advice on procurement law	Complex matter requiring specialist advice			£16,605.24	
Gerdards solicitors	Preperation of section 278 Agreement	Continuation of previous instructions	£0.00	£0.00		£16,605.24
Hugh James solicitors	Advice on State Aid issues	Complex matter requiring specialist advice			£1,200.00	
Hugh James solicitors	Advice on complex human rights claim	In house team lacked required expertise	£198.00			
Hugh James solicitors	Advice on a disability rights claim	In house team lacked required expertise	£300.00			
Hugh James solicitors	Advice and drafting of documents	Complex property transaction. Lack of in house capacity at the time	£27,175.00	£27,673.00		£1,200.00
Iscoed Chambers	Representation at trial	No in-house lawyer available to attend court			£360.00	
Iscoed Chambers	Advice on Housing Benefit appeal	Specialist Housing Benefit advice needed			£372.00	
Iscoed Chambers	Attendance at Crown Court	In house team lacked rights of audience			£570.00	
Iscoed Chambers	Representation at trial	Specialist advocacy needed			£600.00	
Iscoed Chambers	Advice on residential care fees	Matters beyond expertise of in-house team			£720.00	
Iscoed Chambers	Advice on Housing/Human Rights	Specialist advice required on complex case			£1,431.00	
Iscoed Chambers	Advice on possible prosecution	Specialist planning advice required			£3,000.00	
Iscoed Chambers	Drafting documentation, advice and representation at court	In house team lacked capacity and required advocacy experience	£110.00			
Iscoed Chambers	Representation at court	Lead counsel unable to attend on 1 occasion	£540.00			
Iscoed Chambers	Representing Council in the Crown Court	Public Interest Immunity Application - in house lawyers lack audience rights	£555.00			
Iscoed Chambers	Advice on ownership of dangerous structure	Issues beyond the expertise of the in-house team	£558.00			
Iscoed Chambers	Advice on ownership of dangerous structure	Issues beyond the expertise of the in-house team	£558.00			

External Legal Advice

Barristers Chambers/ Solicitors	Nature of Service Provided	Why Consultant was Used?	Cost	Total Per Barristers/ Solicitors	Cost	Total Per Barristers/ Solicitors
Iscoed Chambers	Advice on proposed land drainage works on private land	Issues beyond the expertise of the in-house team - threat of judicial review	£595.00			
Iscoed Chambers	Advice on recovery of residential care fees	In house team lacked required expertise	£612.00			
Iscoed Chambers	Advice on ownership of dangerous structure	Issues beyond the expertise of the in-house team	£840.00			
Iscoed Chambers	Specialist advice and advocacy	Complex employment case	£3,172.50			
Iscoed Chambers	Drafting documentation, advice and representation at court	Complex land law case following sale at auction	£6,001.50	£13,542.00		£7,053.00
Kearns	Cheapest option	Personal service of court papers in Yorkshire		£0.00	£72.00	£72.00
Radcliffe	Advice on Charitable Trust & land law issues	Issues beyond the expertise of the in-house team	£600.00	£600.00		£0.00
Slater & Gordon	Advice on defending defamation claim	Continuation of previous instructions			£3,208.00	
Slater & Gordon	Indemnity costs in defamation counterclaim	Continuation of previous instructions in 2011	£3,209.08			
Slater & Gordon	Advice and representation in defending Defamation case	Continuation of previous instructions in 2011	£53,797.42	£57,006.50		£3,208.00
Dolmans	Draft MOU RLP governance, Services procured through legal framework	Economic Development - Legal expertise, Services procured through legal framework. This cost is externally funded	£16,595.00	£16,595.00	892.5	£892.50
St John Chambers	Pendine Museum of Speed	Economic Development -Legal expertise, Services procured through legal framework	£0.00	£0.00	2000	£2,000.00
Total				£386,229.24		£153,048.39

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Welsh Language Scheme – Annual Report 2014/15

To consider and comment on the following issues:

- To receive an update regarding the implementation of the Welsh Language Scheme during 2014/15.

Reasons:

- It is a statutory responsibility for the Authority to publish and administer a Welsh Language Scheme. One of the commitments within the Scheme is to provide an Annual Report to the Welsh Language Commissioner detailing the implementation of the Scheme during the previous financial year. The report is structured in accordance with guidance received from the Welsh Language Commissioner.
- 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:

Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration and Welsh Language Champion)

Directorate: Chief Executive's Name of Head of Service: Wendy Walters Report Author: Bethan James	Designations: Assistant Chief Executive (Regeneration and Policy) Welsh Language Development Officer	Tel Nos. / E-Mail Addresses: 01267 224112 wswalters@carmarthenshire.gov.uk 01267 224008 bethjames@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Cynllun Iaith Gymraeg – Adroddiad Blynyddol 2014/15 *Welsh Language Scheme – Annual Report for 2014/15*

Adroddiad Blynyddol ar weithrediad Cynllun Iaith Gymraeg 2014/15 *Annual Report on the implementation of the Welsh Language Scheme 2014/15*

This Annual Report on the Welsh Language Scheme has been produced in order to comply with the Welsh Language Commissioner's monitoring arrangements. The report includes the statutory and local indicators which measure compliancy with the Scheme.

The Welsh Language (Wales) Measure 2011 places a duty on county councils and county borough councils in Wales, national park authorities and Welsh Ministers to comply with standards in relation to the Welsh language.

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.

Standards will replace the current system of Welsh language schemes. Standards will:

- provide greater clarity to organizations 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.

The Welsh Language Commissioner gave Carmarthenshire County Council a compliance notice regarding the Welsh Language Standards Regulations on 30 September 2015 which requires CCC to comply with most of the standards by 31 March 2015.

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: **Wendy Walters** **Assistant Chief Executive (Regeneration & 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 new Compliance Notice received from the Welsh Language Commissioner on 30 September 2015 requires the Authority to comply with a new set of Standards by 31 March 2016.

2. Legal

Previously, statutory responsibilities were given to all public authorities to produce a Welsh Language Scheme through the Welsh Language Act 1993.

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 will be 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 Assistant Chief Executive (Regeneration & 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 Scheme 2011-2014	<p>(Welsh version) http://www.sirgar.llyw.cymru/media/221234/cynllun-iaith-gymraeg-2011-14.pdf</p> <p>(English version) http://www.carmarthenshire.gov.wales/media/68010/Welsh-Language-Scheme-2011-14.pdf</p>
Welsh Language (Wales) Measure 2011	<p>(Welsh version) http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_we.pdf</p> <p>(English version) http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_en.pdf</p>
Carmarthenshire County Council's Welsh Language Standards – Compliance Notice	<p>(Welsh version) http://www.comisiynyddygyymraeg.cymru/Cymraeg/Rhestr%20Cyhoeddiadau/20150930%20Hysbysiad%20Cydydffurfio44%20Cyngor%20Sir%20G%C3%A2r%20(cy).pdf</p> <p>(English version) http://www.comisiynyddygyymraeg.cymru/English/Publications%20List/20150930%20Hysbysiad%20Cydydffurfio44%20Cyngor%20Sir%20G%C3%A2r%20(en).pdf</p>

Carmarthenshire County Council

Welsh Language Scheme

Annual Report to the Welsh Language Commissioner

2014-15

Annual Report to the Welsh Language Commissioner

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1. Introduction

This is the annual report on the implementation of Carmarthenshire County Council's Welsh Language Scheme for 2014-15.

The following information summarises performance against the indicators in section 4 of the Council's Language Scheme, and the report has been structured in line with guidance received from the Welsh Language Commissioner.

The Regeneration and Policy Division leads on the Language Scheme and its implementation. The Assistant Chief Executive is the lead officer for the Scheme and for coordinating compliance across the authority with the other Directors and Heads of Service. The Policy and Partnership Officer and Welsh Language Promotion Officer work within this division.

The Translation Unit is located within the People Management and Performance Division, also in the Chief Executive's department. In addition to the Translation Unit, the Policy and Partnership Team work closely with the Community Education Team and the Learning and Development Team.

The Council adopted its Welsh Language Scheme for 2011-2014 in 14 March 2011 which continues with the aim of developing bilingualism throughout the Council and improve the services provided in Welsh across all departments.

2. Compliance with the Scheme

The Welsh Language Scheme for 2011-14 was approved in March 2011 and was developed in partnership with the Welsh Language Working Group and the Advisory Panel while considering the national policies including the Welsh Language Measure adopted by the Welsh Government in 2011.

Following the 2011 Census results and the decline in the number of Welsh speakers in Carmarthenshire, elected members agreed at a full Council meeting to establish a Working

Group to research the factors that have influenced the decline. Following the collection of evidence from relevant specialists, organisations and movements, the Working Group presented 73 recommendations across 8 priority areas to the Council. The report received the approval of full council in April 2014 and since then the departments have been working through the action plan for the recommendations which are across the following eight priority areas:

- Education
- Planning
- Language and Economy
- Welsh medium workplaces and administration
- The impact of organisations who promote the Welsh language, such as the Mentrau Iaith
- Opportunities to use the Welsh language in the community
- Language Transmission in the family
- Marketing the Language

The aim of the report is to reinforce the present situation and to build towards the future while respecting the Welsh language in the county. As a County Council, we acknowledge that we have a key role to play when considering a number of different viewpoints including our approaches to education, planning, economic development, community support, etc. Also, the Council is one of the largest employers in the county therefore one of the ways that we can support the development of the language is to encourage more use of the Welsh language and to raise the confidence of staff to use the language in the workplace. One of the Working Group's aspirations was to increase the use of the Welsh language within the workplace in order to create a natural bilingual environment within the Council, whether by dealing with customers or residents of the county or within the Council's internal work. It was acknowledged within the report that this would not happen overnight but a gradual increase could be achieved.

The report can be seen on the Council's website.

One of the recommendations in relation to 'Welsh medium workplaces and administration' was to amend the Council's Language Skills Strategy to reflect the expectations of the new Welsh Language Standards. The Human Resources department in partnership with the Policy and Partnership Team have prepared a new draft of the Language Skills Strategy and the document will shortly be going through the Council's corporate process. Recruitment opportunities are limited due to the economic conditions therefore it is timely that we focus on supporting our existing staff to improve their skills and nurture their confidence in the Language.

Over the year, we have continued to work to ensure effective provision of courses for learners and improvers both during and after working hours. We are continuing with the Learner Agreements which sets a minimum attendance level of 80% on all courses to ensure that learners are aware of the commitment needed to learn the language. During the academic year from September 2012 – September 2013, all of our Learners achieved this agreement. It is also a requirement that they sit an exam after two years of the course. Work has continued to provide written and spoken Welsh improvement courses developed by the tutors.

The challenges facing the Translation Unit continue to increase particularly with regard to the Council's partnership working. During the year, the Unit has encouraged officers to consider any translation needs when establishing partnerships, rather than assuming that the Council's Unit is responsible for the work. Work pressure within the Unit will mean that work will have to be prioritised to ensure the best use of resources. The Unit has continued to develop the Déjà Vu system, building a comprehensive database of translations, terminology and vocabulary.

Detailed guidelines have been prepared for all staff on every aspect of the Language Scheme, offering them simple action points and contact details for internal officers and external agencies that can be of assistance. Staff have also received a copy of the 'Getting

your message across' handbook which outlines the provision of accessible formats and means of communication.

During the year, we have continued to focus upon raising standards in all the County Council's services. One element of this work is to encourage customers to comment or indeed to complain where appropriate, about services. Since the Service Improvement team was established during 2011-12 we have worked closely to monitor any complaints as well as producing a new series of information leaflets for customers, explaining the complaints, compliments and comments procedure. We have also updated our complaints management software, which now gives us the opportunity to highlight specific comments in relation to the Welsh language. Any complaints or comments can then be highlighted in reports to the relevant Scrutiny committee, the Corporate Management Team and Executive Board Member.

We have continued to build upon the information on the Welsh medium zone on the intranet, which was developed as part of the Welsh Language Board's 'Promoting Bilingual Workplaces' project. The zone is a useful resource for staff to access information, terminology, templates, chat to colleagues, and receive information about events as well as a site for staff who are learning Welsh. The zone is an important resource to help and encourage staff to work bilingually.

As the Council invests further in e-learning provision, there is an opportunity to promote Language choice in the workplace and to ensure that staff are confident in completing courses through the medium of Welsh. Learning and Development Officers will ensure that bilingual requirements are considered whilst preparing specifications and in agreeing targets with internal and external providers.

During the year the Policy and Partnership team have continued to work closely with

- Leisure
- Social Care, Health and Housing.

3. The quality of front line services in Welsh

Welsh Language Indicator 2 - The number and % of posts in main reception areas and contact centres specified as “Welsh essential”, and which were filled by bilingual staff.

Welsh is specified as essential for 100% of the posts in the main reception areas, in line with the Council’s current Language Skills Strategy. No posts were advertised during the year, and there are 44 posts in the ‘Carmarthenshire Direct’ team, and all these post holders are fluent in both languages. As part of these individuals’ continuous development, they have all attended courses on improving language skills and language awareness in the workplace.

Language Indicator 5 – The number of complaints received about the implementation of the Language Scheme, and the % of complaints which were dealt with in accordance with the Council’s corporate standards.

During the year, 8 complaints were received in the context of the Language Scheme, most of which were dealt with in accordance with the Council’s corporate standards, namely 10 working days.

1. A complaint was received that there was no language choice on the first page of ‘My Pensions on-line’ by Dyfed Pension Fund and that the website makes the language choice for the user according to the browser settings. The department will ask the company for a quote for adding a splash page which would ask the users for their language choice.
2. A complaint was received regarding the lack of Welsh language use in the Ammanford’s Wonders of Christmas Festival since the Council had contributed to the costs of the stage, the sound system and the programme. During arranging the event, the Council only received a copy of the programme’s front and back cover with a promise that the programme would be bilingual. The guidelines set for the local organisers were not strict enough. The Council have since developed a criteria for funding community festivals.

3. A complaint was received regarding a letter that was received in English only. Apologies were given to the complainant for the mistake and the department ensured that all correspondence in the future will be bilingual.
4. An e-mail was received with the following complaints:
 - a. A complaint regarding the paying machines for parking which turns back to English after paying. The department are looking into setting the Welsh language as the default.
 - b. A complaint regarding having to choose the Welsh language on the Libraries' new book lending machines. It was explained that it is not possible to change the front screen to be default Welsh.
 - c. A complaint that an English letter had been sent from the Registrar Department regarding weddings with a sentence at the bottom noting that the letter had been sent in English only due to time constraints in order to send the information back to the Welsh Government. Apologies were given to the complainant and the department were reminded of the Council's Welsh language scheme and the need to send correspondence bilingually.
 - d. A complaint that the addresses on the i-Local website are English only. The relevant department will make further enquiries.
5. A complaint was received that it wasn't possible to see information on-line regarding events in the county in Welsh. The complainant had read an article on the Welsh side of Carmarthenshire News and had received instructions to go to the website for more information. The matter was discussed with the department, and the department noted that all messages would be bilingual in the future.
6. A complaint was received regarding the inconsistency between Welsh and English language information on the Council's library website. Apologies were given to the complainant and the information on the Welsh side of the website was updated.
7. A complaint was received regarding a sign at Pembrey Park. Apologies were given to the complainant and the incorrect sign was corrected.
8. A complaint was received regarding the lack of Welsh medium training for school governors. The Education department noted that they are hoping to increase the provision in the future.

4. Managing and administering the Scheme

Welsh Language Indicator 1 – The number and % of third party organisations monitored which were complying with the requirements of the authority's Welsh Language Scheme, considering the following:-

- i) social care contracts
- ii) contracts that provide for young people
- iii) contracts for pre-school provision

During the year we have assessed the content of specifications, tender envelopes, questionnaires and guidance in the context of the Welsh Language Scheme. Looking at social care contracts, we have also looked at the number of third party staff able to provide services bilingually.

All Council contracts are channelled through the Procurement Unit and procurement officers are aware of the need to include details of duties and are able to help departments prepare these. Standardised information is also included in the procurement policy.

We have also looked at third party arrangements within our regional procurement partnership and have included specific clauses regarding the Welsh language in our agreement. This will ensure that the Welsh language is considered when the Council jointly procures services with other organisations. Our procurement forms have been updated in accordance with guidance from the Welsh Government, and include information regarding the Council's Welsh Language Scheme.

During the year, the Policy and Partnership team have worked closely with the procurement team as they support departments to prepare specifications and contract questionnaires. Although general information is included in all contracts, it is essential to assess the need to include detailed information.

5. Comparing requirements with resources – the sufficiency of language skills

Language Indicator 3 - a) The number of staff trained in Welsh to a specific level of qualification

b) The number of staff who have received language awareness training

Welsh Development	
Gloywi Siarad – A (Developing speaking skills A)	2
Gloywi Siarad – B (Developing speaking skills B)	2
Welsh in the Workplace	
Entry 1	9
Entry 2	10
Intermediate 1	3
Intermediate 2	4
Foundation 1	3
Foundation 2	1
Welsh Language Awareness – EQUAL – e-learning module	215
Welsh for carers who work with the elderly	17
Total	266

Language Indicator 4 – The number and % of staff working for the Council who can speak Welsh

- by service division
- by workplace (offices, centres and main offices)
- by salary scale

A detailed audit was undertaken during the summer of 2011 through e-mail messages and the use of the IT Meta compliance policy. All office based staff were asked to complete an on-line survey noting their Welsh and English Linguistic skills. The data has been inputted to the Council's Human Resources programme and the intention is that Managers can see the linguistic profile of their team by using the programme. When appointing new members of staff, the information on the successful applicant's application form is fed into the programme at the same time as other relevant information.

Here are the language skills audit results according to their self-assessment which was completed in 2011. The information does include information from some school staff and carers in residential homes as the audit was applicable to every member of staff that had computer log-on access.

The Council has experienced some difficulties with gathering all data from staff therefore some may have responded to the one aspect of the questionnaire and not all aspects.

The columns 'no information' on the tables below include non office based staff who didn't have access to a Council computer and staff who didn't log on to their computers for a long period of time including those who were absent from work.

		Speaking								Writing						
	Total	1	2	3	4	5	6	No information		1	2	3	4	5	No information	
Department																
Chief Executive	303	32	34	21	16	37	66	97		58	14	34	23	62	112	
Education and Children's Services	4776	134	97	113	78	145	268	3941		211	75	97	108	310	3975	
Regeneration and Leisure	444	47	50	50	33	46	55	163		68	48	48	34	69	177	
Resources	351	45	28	42	32	49	55	100		70	21	33	44	53	130	
Health and Social Care	1027	213	129	128	147	112	152	146		316	75	98	73	160	305	
Environment	865	85	42	68	56	98	104	412		119	43	78	67	116	442	

		Speaking								Writing						
Salary Scale	Total	1	2	3	4	5	6	No information		1	2	3	4	5	No information	
A	1141	107	45	33	40	48	57	811		142	24	35	31	75	834	
B	611	15	9	12	14	17	28	516		16	13	13	16	30	523	
C	495	79	70	52	47	41	54	152		127	38	38	29	72	191	
D	1029	122	65	74	94	95	124	455		168	59	67	61	159	515	
E	713	34	23	24	24	64	91	453		47	14	44	40	101	467	
F	617	59	32	59	39	41	69	318		83	35	34	40	58	367	
G	303	28	24	40	17	51	50	93		45	24	37	32	51	114	
H	205	17	22	27	20	30	35	54		40	11	27	24	37	66	
I	227	34	29	27	21	34	42	40		54	22	32	23	40	56	
J	133	19	14	25	17	15	25	18		32	15	14	13	23	36	
K	93	12	18	13	4	16	19	11		27	5	14	12	16	19	
L	70	14	6	12	9	6	14	9		24	3	12	9	10	12	
M	18	2	2	2	2	3	4	3		4	2	2	2	4	4	
N	38	3	7	6	3	5	9	5		9	1	2	2	10	14	
Head of Service	13	1	3	2	0	2	3	2		6	1	0	1	3	2	

The information presented here is according to the Council's main salary scale.

		Speaking								Writing						
	Total	1	2	3	4	5	6	No information		1	2	3	4	5	No information	
County Hall, Carmarthen	197	19	12	21	18	27	33	67		33	8	21	23	32	80	
St David's Park	777	76	55	52	40	63	118	373		121	38	61	46	105	406	
Parc Myrddin	152	14	15	19	9	17	23	55		25	12	19	14	21	61	
Municipal, Llandeilo	74	7	8	6	6	6	22	19		14	6	8	8	17	21	
3 Spilman Street	170	16	11	14	27	30	30	42		25	6	21	21	28	69	
5 Spilman Street	24	2	3	4	2	3	4	6		5	1	3	2	4	9	
7/8 Spilman Street	27	2	1		3	5	7	9		3	1	4	4	6	9	
Eastgate	59	9	7	8	6	5	8	16		16	4	5	4	6	24	
Parc Amanwy	77	5	12	11	16	15	18	0		12	11	12	12	15	15	
Ty Elwyn	167	31	24	32	7	19	17	37		53	16	19	10	18	51	
Ty'r Nant	59	16	6	10	6	5	9	7		20	7	9	6	17	59	
Coleshill	27	5	3	4	3	1	3	8		6	7	0	1	2	11	
Leisure Centres	191	19	23	20	14	16	21	78		28	26	14	14	29	80	
Libraries	68	2	3	9	5	7	10	32		4	4	9	4	12	35	

The Council is currently collecting information from non-office based staff and those who don't work on computers. The Social Care department has completed the audit and the results are below:

Name of home	Number of staff	Number who can speak Welsh	Percentage who can speak Welsh	Number who can speak English	Percentage who can speak English	Number who can write Welsh	Percentage who can write Welsh	Number who can write English	Percentage who can write English
Tir Einon	28	8	28.6	28	100	6	21.4	28	100
Tawelan	32	9	28.1	29	90.6	10	31.3	31	96.9

Tegfan	33	16	48.5	32	97.0	11	33.3	32	97.0
Maesllewellyn	41	16	39.0	40	97.6	9	22.0	40	97.6
Y Plas	34	4	11.8	34	100.0	2	5.9	33	97.1
Dolyfelin	40	20	50.0	39	97.5	14	35.0	39	97.5
Domiciliary Care	288	117	40.6	285	99.0	87	30.2	286	99.3
Caemaen	35	9	25.7	35	100.0	9	25.7	34	97.1
Cwmaman	9	5	55.6	9	100.0	3	33.3	8	88.9
Myrddin Day Centre	5	1	20.0	5	100.0	0	0.0	5	100.0
Awel Tywi	36	17	47.2	36	100.0	11	30.6	34	94.4
Glanmarlais	28	16	57.1	28	100.0	9	32.1	28	100.0
Llys y Bryn	58	23	39.7	58	100.0	17	29.3	57	98.3
Y Bwthyn	27	6	22.2	27	100.0	3	11.1	27	100.0
Total	694	267	38.5	685	98.7	191	27.5	682	98.3

This work of collecting the data took more time than expected because the officers completed a paper questionnaire and the information needs to be inputted to the computer system. The Council will collect this data from the rest of the departments in 2015/16.

6. Mainstreaming

During the past year, we have continued to promote our services to Welsh-speaking customers.

Integrated Community Strategy

Carmarthenshire Local Service Board, in agreement with each of the strategic partnerships, has agreed on an Integrated Community Strategy which sets out the direction of travel for the county from 2011 to 2016 and incorporates the following documents which have previously been published separately:

- Children and Young People's Plan
- Child Poverty Strategy
- Community Strategy

- Health, Social Care and Well-being Strategy
- Community Safety Plan
- Carmarthenshire Connexions (Regeneration Strategy)
- Environment Action Plan

The Integrated Community Strategy focuses on five strategic outcomes, which contribute to the overarching vision for the county. The vision is

“Enabling people to live healthy and fulfilled lives by working together to build strong, bilingual and sustainable communities”.

The five strategic outcomes are

- People in Carmarthenshire are healthier
- People in Carmarthenshire fulfil their learning potential
- People who live, work and visit Carmarthenshire are safe and feel safer
- Carmarthenshire’s communities and environment are sustainable
- Carmarthenshire has a stronger and more prosperous economy.

Further information regarding the Welsh Language can be found through the Integrated Community Strategy Annual Report on the Carmarthenshire Partnership website www.thecarmarthenshirepartnership.org.uk

The Welsh language in the Community

One of the recommendations in the Working Group’s report on the Welsh language was to establish a County Strategic Forum which includes partners and organisations who work for the benefit of the Welsh language in the county. One of the aims of the Forum is to work in partnership to strengthen the language planning capacity. The Forum have chosen, under the leadership of the Mentrau, three urban areas and three rural areas in order to work more intensely with them following receiving evidence from Dr Dylan Phillips on the situation of the Welsh language in the County. The Council commissioned Dr Dylan Phillips to analyse the Census’ statistics as part of the work of collecting evidence for the Working Group.

Welsh Language in Social Care

Effective communication is essential in every situation where a social worker, therapist, nurse or carer is dealing with the public, especially if the individual is vulnerable or in a situation of crisis.

Carmarthenshire Social Services continues to be committed to ensuring that the Welsh language is at the heart of all our services. We are working to implement the Welsh Government's "More than Just Words" strategic framework. Social care has ambitions to ensure not only to meet the framework's benchmark, but to exceed expectations¹.

The Social Services is working on a three year plan from 2013-2016 to ensure that:

- 1 – Individuals' language is recorded correctly and consistently at all times;
- 2 – That staff who are able to speak Welsh are available for the population's needs;
- 3 – That individuals where there is a record of them being Welsh speakers receive a service from staff who speak Welsh.

This is not a small challenge as the percentage of Welsh speakers in Carmarthenshire within the working age range is significantly lower than the percentage of Welsh speakers within the older population of the county. However, Carmarthenshire is committed to providing services in Welsh speakers' first language and will be reporting on its successes and further challenges regularly while undertaking the work over the next three years.

It has been agreed that in order to maximise the Active Offer then it is important to agree 'what good looks like' in each services area within the department. This will then be the aspiration for each service area with performance measures designed to review the effect of any interventions undertaken.

Maximise the Active Offer

Definition of Active Offer According to Service Area:

Underlying the active offer are the principles that all staff should:

1. All staff to have undertaken the Language Awareness learning

¹ This part of the report focuses on the Welsh language and all references to bilingualism etc refer to Welsh and English. A separate part of this ACRF considers information provided in other accessible formats and languages.

2. All staff to be able to use basic everyday phrases (ALTE² Level 1)
3. In all service areas percentage of Welsh speaking service users matched by Welsh speaking staff percentage with exceptions as identified below

Service Area	Active Offer – what does good look like
<u>Contact Centres:</u> To include – Careline+, Contact Centre, MASH etc	<ol style="list-style-type: none"> 1. Answering calls bilingually 2. Staff responding in language of contact
<u>Assessment Teams/Workers:</u> To include – ‘assessment teams’ (children), long term teams (children), Fostering teams, adoption teams, LD teams, CMHT, AMHT, Community Resource Teams.	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching worker with appropriate language skills to service user
<u>Tailored Services:</u> childcare/playgroups, dementia groups, energy conservation groups, expert patient programmes	<ol style="list-style-type: none"> 1. Available bilingually or in either languages as appropriate
<u>Provider Services for Groups:</u> To include – family centres, Integrated Children Centres, day services etc	<ol style="list-style-type: none"> 1. Knowing language of service users 2. Matching language of group with appropriate language skills to service user
<u>Provider Services for Individuals:</u> To include – Domiciliary care (in-house and commissioned), dementia specific services, rapid response service, reablement service, LD day services etc	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching worker with appropriate language skills to service user 3. 24/7 Welsh speaker available
<u>Residential Services:</u> To include – Residential Care, respite care, convalescence services, LD respite etc	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching key worker with appropriate language skills to

² Association of Language Testers in Europe – currently Carmarthenshire County Council’s Level 2 language skills.

	<p>service user</p> <p>3. 24/7 Welsh speaker available</p>
<p><u>Telephone & Cold Contact:</u></p> <p>To include – Business Support staff, all office staff who answer calls,</p>	<p>1. Answering calls bilingually according to council policy</p> <p>2. Offering access to appropriate language speaker</p> <p>3. Responding to written communication in language of correspondence</p>

In order to maximise the active offer staff surveys have already identified the numbers of staff who can speak Welsh within different service areas and a drive to more accurately record service users' language use is also being implemented.

Welsh language champions have been recruited from all service areas with their roles being:

- Coaching new learners
- Promoting the 'Active Offer' of Welsh in Care
- Increase confidence using written Welsh
- Help every service adopt the Welsh Language policy
- Offer support & advice – show people what they can do to learn Welsh and use Welsh at work
- Feedback issues and concerns, tell us things which stop people using Welsh at work

The language champions in Carmarthenshire will be involved in the first Action Learning set for social care through the medium of Welsh, which will consider further the best ways to maximise the active offer.

Already, all public information for social care is produced bilingually and provided as such to the public. Best practice is utilised by publishing each leaflet/booklet with Welsh and English version back to back, enabling access to preferred language for the public without them having to request it.

Careline+ service is the first port of call for most service users and the public. The large majority of its staff are Welsh speakers, enabling a bilingual response. The service is

provided 24 hours a day over 7 days a week and ensures the availability of a Welsh speaker at all times. In order to ensure that social care knows the language preferences for each individual, two mandatory questions were implemented during 2013 for the call handlers to ask and record on a computer database system. These are:

- Languages Spoken
- First language

This information is then shared with the social care teams who decide on the most appropriate worker to visit the individual, if required. Currently, managers regularly consider the language of the individual when doing this, but this is not yet consistent.

Staff are proactively encouraged to undertake assessments and conversations with individuals in the language naturally spoken and chosen by the individual. All assessments and paperwork can be provided in Welsh or English as requested.

Care services are commissioned for individuals and language needs are requested as appropriate according to professional judgement. Home care and residential care staff working in the predominantly Welsh speaking areas of Aman Gwendraeth and Tywi, Teifi, Taf are often Welsh speaking, allowing people to speak Welsh without the need to 'express a preference'.

The Carmarthenshire Integrated Community Equipment Service employs staff who are Welsh speaking enabling communication in the language of the individuals' preference at all times when delivering and installing equipment in people's homes.

All service level agreements with third sector providers require the service provider to comply with the requirement of the Welsh Language Act 1993, and with the Authority's Welsh Language Scheme. Moreover, the Authority (via its contract management processes) reviews all service level agreements with service providers regularly to check compliance with the Authority's expectations that service users will have their linguistic preferences met appropriately.

Learning and Development are supporting Welsh language skills for staff and commissioned independent sector staff. A range of courses include:

- Equal E-Learning Project

- A variety of adult Welsh language courses at all levels (beginners, intermediate, advanced, Welsh at work, Gloywi iaith improvement courses), which are being accessed by a number of staff.
- A new course has been rolled out, developed in Carmarthenshire, called Welsh Course for Carers of the Elderly, available for in-house and commissioned care services staff. This course won an acclaimed Welsh Language in Health and Social Care Awards for 2014.

As part of their professional framework, Social Workers in association with the University of Wales Trinity Saint David are encouraged to explore Welsh language diversity and needs.

Within Children's Services, the following work has been undertaken:

- Within the contracting of Childcare (under 4) undertaken by Children's Services it is a requirement that all providers deliver a Bilingual or Welsh only service(Significant contracting undertaken through Flying Start)
- Welsh Awareness courses attended by all provider services within Families First
- Plan to undertake a self assessment audit in relation to provision of bilingual services within Families First services in 2014/15
- Plan to promote and enable Foster Carers to access Welsh language training within the County Council language schemes

The social care department is currently working towards exceeding the expectations of the Strategic Framework for Welsh Language Services in Health, Social Services and Social Care 'More than just words', supporting anyone who requires their care to be provided through the medium of Welsh, for the benefit of the public of Carmarthenshire.

7. An analysis of performance by priority / target

At the start of our new Language Scheme we noted the priorities and objectives for the Scheme's implementation. It also ensures that everyone who uses Council services can do this in his/her language of choice. We will take direct action in any examples of non-compliance, and will attempt to resolve any problems.

Identifying risks and priorities for next year

The Council has contributed to the Welsh Language Commissioner's Investigation and the Welsh Government's consultation in relation to the New Welsh Language Standards. The Council will be working with the Commissioner during the next consultation which will apply a timetable for the relevant Regulations. The Council acknowledges that there is some work to do to reach the Standards including:

- Standards relating to a body producing and publishing documents which include all the reports which go before full Council and the Executive Board.
- Standards relating to self Service machines.
- Training for staff.
- There will be a need to keep a record the language choice of members of staff who wish to receive documents regarding training, performance objectives, career plan, etc.
- There will be a need to include Complaints made by staff of the Complaints system.
- There will be a need to look at all Council's information technology and support material.
- There will be a need to keep a record of all new and vacant posts and their language category.

8. Publishing information on performance

This annual report will be placed on the Council's website and intranet, clearly listing the contact details for any enquiries. We will also publish an article in 'Carmarthenshire News' which is a paper between organisations in Carmarthenshire, once we receive feedback.

9. Language Scheme Indicators

The following indicators were also adopted as part of the Council's Language Scheme, in addition to those above. The Council has reported on these annually, and the results of the monitoring exercises which were commissioned by the Council since April 2006 enabled the Council to do this. The monitoring contract finished at the end of March 2014 therefore it's not possible for us to report on the following indicators for 2014/15.

Language Indicator 6 – the % of Welsh correspondence answered within the specified timescale

Language Scheme Indicator 7 – the % of phone calls answered in accordance with the requirements of the Language Scheme

Language Scheme Indicator 8 – the % of answering machines that play a bilingual message, in accordance with the requirements of the Language Scheme

Language Scheme Indicator 9 – the % of public meetings held in accordance with the requirements of the Language Scheme

Language Scheme Indicator 10 – the % of reception areas which comply with the Language Scheme

Language Scheme Indicator 11 – the % of policies, strategies, etc., drawn up in accordance with the requirements of the Language Scheme.

Of the sample taken by the Communications Unit, all the strategies/policies etc. published complied with the Language Scheme. We are aware of some specialised documents which have been published separately, but this is in accordance with the Scheme's guidelines.

Language Scheme Indicator 12 – the % of public consultations which complied with the requirements of the Language Scheme.

A sample of 5 public consultations was collected this year, which included the activities of the Citizens' Panel and the 50+ Forum. All consultations complied with the Scheme.

10. Contact details

Any enquiries should be directed to:

Welsh Language Promotion Officer / Policy and Partnership Officer

Policy and Partnership Team

Customer Focus and Policy

Chief Executive's Department

Carmarthenshire County Council

County Hall

Carmarthen

SA31 1JP

01267 224008 / 224914

laithGymraeg@sirgar.gov.uk

WelshLanguage@carmarthenshire.gov.uk

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POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Welsh Language Skills Strategy

To consider and comment on the following issues:

- That the Committee considers, discusses and comments on the (draft) Welsh Language Skills Strategy.

Reasons:

- Following the publication of the 2011 Census results, Carmarthenshire County Council agreed to establish a Working Group to investigate the factors that led to the deterioration in the number of Welsh speakers and make recommendations to address the situation.
- One of the Working Group's recommendations was the revision of the Welsh Language Skills Strategy.
- The Strategy is also a key document in relation to meeting the new Welsh Language Standards and our responsibilities to promote and facilitate the use of the Welsh Language in internal administration.

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

Executive Board Member Portfolio Holder:

Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration and Welsh Language Champion)

Directorate: Chief Executive's Name of Head of Service: Paul R. Thomas Report Author: Paul R. Thomas	Designation: Assistant Chief Executive (People Management & Performance)	Tel No. / E-Mail Address: 01267 246123 prthomas@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Welsh Language Skills Strategy

Carmarthenshire County Council developed its first Language Skills Strategy in 2008, in order to ensure that sufficient skills were available in the workplace (through learning and development and recruitment) to meet the requirements of the Welsh Language Scheme.

Further to the research and recommendations made by the Census Working Group, the Strategy has been reviewed in order to manage and plan staff language skills and covers the following key areas in the management of language skills:

- Determining the Welsh language skills required for workplaces, teams and jobs, across the Authority;
- Record and monitor staff Welsh language skills;
- Recruit people with the appropriate level of Welsh language skills;
- Develop language skills and language awareness.

A Language Skills Framework is a key tool for Managers as they design and implement their workforce plans. Many of the leading employers in the public sector in Wales have adapted a widely recognised skills framework, which is the ALTE Framework (Association of Language Testers of Europe). This provides a good reference for employers due to the fact that it is based on recognition of what individuals can achieve linguistically (in Welsh and English in this context). It is a way of measuring language skills according to the types of communication tasks that a person can achieve in speaking, understanding, reading and writing.

Welsh Language (Wales Measure)

The Welsh Language (Wales) Measure 2011 received Royal Assent in February 2011 giving official status to the Welsh language in Wales. The Measure sets a new legislative framework for the Language in all aspects of life, namely the Welsh language Standards. The aim of the proposed Language Standards is to simplify the process of placing duties on bodies and to introduce greater consistency across sectors and areas.

The Language Standards will replace the current language schemes, and impose duties on organisations named by the Welsh language Measure in five areas; service delivery, policy formulation, implementation, promotion of the Language and record keeping.

The aim of this strategy is to ensure that Carmarthenshire County Council implements the requirements of the Welsh Language Standards, specifically the Implementation Standard.

Preparing and publishing a Language Skills Strategy is a key element in preparing Compliance Standards under the Welsh Language Measure (2011).

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: Paul R. Thomas Assistant Chief Executive (People Management & Performance)

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

1. Policy, Crime & Disorder and Equalities – Preparation of Compliance Strategies is a statutory responsibility under the Welsh language Measure 2011.

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

3. Finance – A detailed resources plan will need to be prepared to support areas such as Learning & Development, the Translation Unit and funding ICT developments to support service delivery and operational requirements for compliance with the new Standards.

4. ICT – There are likely to be a number of requirements to enhance existing ICT solutions to meet the delivery of the Operational Standard and support services and their staff. These requirements will need to be identified within the resourcing plan.

5. Risk Management Issues – In cases of alleged failure to comply with a Standard, the Commissioner will consider whether an investigation is required under section 71 of the Welsh Language (Wales) Measure 2011. The Enforcement Policy will explain the investigation process. However, the process does include the power to impose a civil penalty on organisations (maximum of £5,000).

6. Staffing Implications – The Operational Standard will focus upon areas such as the Language Skills Strategy, Human Resource functions and ensuring that workforce changes are planned in order to provide bilingual services. There will be a continuing need to ensure that support mechanisms are in place for Training and Development of staff.

CONSULTATIONS

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

Signed: Paul R. Thomas Assistant Chief Executive (People Management & Performance)

1. Local Member(s) – N/A

2. Community / Town Council – N/A

3. Relevant Partners – N/A

4. Staff Side Representatives and other Organisations – The draft Strategy was discussed at the Corporate Employee Relations Forum on 17th July 2015.

The following feedback / concerns were noted at the meeting:

- 1) Provision, suitability and costs of training. The Unions would be concerned were undue pressure be put upon staff to undertake training, particularly outside the working day.
- 2) The approach to be taken towards those members of staff in posts in which the language skills requirement is increased.
- 3) The potential impact on grading of posts as the increase in skills required for a post could result in a higher grade
- 4) Whether there is going to be an Equality Impact Assessment undertaken
- 5) Potentially divisiveness between staff in situations where a post's language skills requirement changes and this prevents some staff applying should the post become vacant
- 6) Costs of implementing WLSS and the WL Standards

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
Recruitment: Welsh Language Considerations – Prepared by the Welsh Language Commissioner	<p>Cymraeg http://www.comisiynyddygymraeg.cymru/Cymraeg/Rhestr%20Cyhoeddiadau/20120518%20DG%20C%20Dogfen%20Cyngor%20Recriwtio%20f2.pdf</p> <p>English http://www.comisiynyddygymraeg.cymru/English/Publications%20List/20120518%20DG%20S%20Dogfen%20Cyngor%20Recriwtio%20f2.pdf</p>

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Carmarthenshire County Council

Welsh language Skills Strategy

If you require this information in an alternative format, please contact

People Management & Performance

 Ext: 6100

 PMBusinessSupportUnit@carmarthenshire.gov.uk

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1. Context and background

Recent legislation

Due to recently enacted legislation relating to the Welsh language and policy developments in Wales, it is timely that Carmarthenshire County Council ensures that appropriate arrangements are in place in order that adequate staffing for bilingual services is available in Welsh and English to the public.

Welsh Language Measure and Standards

The Welsh Language (Wales) Measure 2011 received Royal Assent in February 2011 giving official status to the Welsh language in Wales. The Measure sets a new legislative framework for the Language in all aspects of life, namely the Welsh language Standards. The aim of the proposed Language Standards is to simplify the process of placing duties on bodies and to introduce greater consistency across sectors and areas. The Language Standards will replace the current language schemes, and place duties on organisations named by the Welsh language Measure in five areas; service delivery, policy formulation, implementation, promotion of the Language and record keeping.

The duties associated with the standards mean that those organisations must not treat the Welsh language 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 Skills Strategy is a key document in relation to meeting the Implementation Standard. We will also be required to develop a policy on the use of the Language within the internal administration and to include bilingual provisions for:

- employment contracts
- employment information and guidance
- training opportunities and records
- appraisals and performance objectives
- information available through Human Resource software
- workplace policies and guidance
- dealing with complaints made by staff
- disciplinary procedures and meetings
- information technology available for staff use
- intranet pages
- internal signage and information displayed
- recruitment and selection policies and opportunities

A Living Language: A Language for Living

The 'Living Language: A Language for Living' Strategy was published by the Welsh Government in April 2012. The strategy reflects the vision of the Government in taking steps to ensure that the Welsh language thrives. The strategy builds on the vision set out in 'Iaith Pawb: A National Action Plan for a Bilingual Wales' published in 2003.

The Government will work with a wide range of partners, who will contribute extensively in order to achieve the vision. To this end, the Government has six aims:

- To encourage and support the use of Welsh within families
- To increase the provision of Welsh activities for children and young people and increase their awareness of the value of language
- To strengthen the position of the Welsh language within the community
- To increase opportunities for people to use Welsh in the workplace
- To increase and improve Welsh medium services for citizens
- To strengthen the infrastructure for the language, including digital technology.

The strategy also emphasises the importance of the Welsh Government's 'Welsh Medium Education Strategy' as an essential element in the creation of Welsh speakers in the future - in conjunction with the encouragement of the use of the language within families.

"The Welsh language in Carmarthenshire" report

Following the publication of the 2011 Census results and the decline in the number of Welsh speakers in Carmarthenshire, Carmarthenshire County Council agreed to establish a Task and Finish Group to investigate the factors that have led to the deterioration of the Language and make recommendations to address the situation. The Working Group agreed to look at the following priority areas:

- Planning (affordable housing and the Language within sustainable development)
- Education (nursery, statutory, further, higher)
- Language and Economy
- Welsh Medium Workplaces and the administration of the Council
- The impact of organisations working for the benefit of the Welsh Language, such as the Mentrau Iaith
- Opportunities to use the Language within communities (Welsh for Adults and the use of Welsh outside school)
- Language Transmission in the family
- Marketing the Language

The County Council is one of the largest employers in Carmarthenshire with over 9,000 staff and 74 elected members. The council has a central role in providing leadership and setting an example for its residents and partners in a number of areas, and central to all this is providing firm leadership in terms of the future of the Welsh language in the county. In this context it is important to consider the council's role as a service provider to bilingual communities but also as a significant employer within a bilingual population.

Over recent years the County Council has developed and put in place a number of policy procedures and direct services in order to, primarily, enable the public to contact and engage with the council in Welsh or English according to their choice. The council's Welsh Language Scheme sets a firm expectation in terms of the council's involvement with the

public and the Contact Centre and Customer Service Centres are very positive examples of this being put into practice where the council offers a natural bilingual service.

However, in response to the significant drop in the number of Welsh speakers in the county, the County Council needs to adopt a more proactive approach and set higher expectations for itself as an organisation that can lead the way in raising the status and increasing the use of the Welsh language in the county. Our long term vision is that this will lead to developing the council's ethos and culture as a naturally bilingual organisation which will be able to confidently evolve to administering mainly through the medium of Welsh in the future.

Further information and guidance

- If you have any enquiries in relation to the Welsh language Standards (2015), contact the Policy & Partnership Team on 01267 224008/4914.
- Further information in relation to this document and guidance on implementation can be found through the People Management and Performance Division.

2. Welsh language Skills Strategy

The aim of this strategy is to ensure that Carmarthenshire County Council implements the requirements of the Welsh Language Standards.

The same responsibility applies to the implementation of recommendations prepared by the Census Working Group following 2011 Census results.

The first step towards preparing a Language Skills Strategy is to recognise that the Welsh language is a skill, like any other job related skill. Within the recruitment framework for Carmarthenshire County Council jobs, all posts will be advertised at a minimum of Level 1 on the ALTE Framework and an individual assessment will be undertaken on every post advertised.

The council is committed to ensuring that all new staff can provide a courteous level of language with customers and colleagues, as well as language awareness and sensitivity. Support will be offered to new employees who do not attain level 1 of the ALTE Framework, to reach this level before completing their probationary period (within a maximum of 12 months).

Carmarthenshire County Council offers a range of opportunities to learn and improve Welsh language skills in the workplace. All members of staff should discuss their development needs in their 'Helping People to Perform' meetings with their line managers and appropriate support will be offered when Welsh language skills are identified as a requirement for the post.

The aim of the Language Skills Strategy is to manage and plan staff language skills and covers the following key areas in the management of language skills:

- Determine the Welsh language skills required for workplaces, teams and jobs, across the Authority;
- Record and monitor staff Welsh language skills;
- Recruit people with the appropriate level of Welsh language skills for the post being applied for;
- Develop language skills and language awareness.

A Language Skills Framework is a key tool for Managers as they design and implement their workforce plans. Many of the leading employers in the public sector in Wales have adapted a widely recognised skills framework, which is the ALTE Framework (Association of Language Testers of Europe). This provides a good reference for employers due to the fact that it is based on recognition of what individuals can achieve linguistically (in Welsh and English in this context). It is a way of measuring language skills according to the types of communication tasks that a person can achieve in speaking, understanding, reading and writing.

Carmarthenshire County Council has adopted the ALTE framework for the assessment of all Languages and a copy of the framework can be seen in Appendix 1.

3. Welsh language Skills Strategy Action points

Summary of Actions

- (i) Conduct a survey of jobs, workplaces, teams and to determine the skills and working practices needed for the relevant jobs, workplaces and teams.
- (ii) Update the results of the audit of language skills of our workforce in line with ALTE Framework, placing the results on the Resource Link HR software.
- (iii) Compare the need for bilingual skills with the bilingual skills held by existing staff.
- (iv) To identify options for closing the skills gap.
- (v) Prepare and implement an Action Plan, to include strategies for
 - Training / development / support for staff;
 - Recruitment of new staff;
 - Relocation and flexibility of staff where required.
- (vi) Monitor and report on the implementation of the Strategy, taking into particular consideration the commitments in relation to the Welsh Language Standards (2015).

Step by step implementation of the Welsh language Skills Strategy

Conduct a survey of jobs, workplaces and teams to determine the skills needed for the relevant working practices.

Audit of existing posts

Think about the individual jobs, teams and staff workplaces. Consider the communication skills that are needed to ensure that the service can be provided equally in both Welsh and English. You should consider these requirements regardless of who happens to be in office, or team / workplace at the moment.

A template for completion can be found in appendix 2. Managers are then required to complete the assessment matrix and update the job profile in accordance with the audit results.

If the post is not vacant, and if the skills are required by the person currently in post, you can offer training to raise the skills of that person. This should be discussed with the individuals in your team as part of the appraisal meetings.

On the basis of this survey, you can proceed to compare the skills that are needed to the existing skills of the staff, and thus, will be able to identify the skills gap.

Language skills audit of existing staff

The County Council has already begun the work of conducting a detailed audit of the language skills of our workforce. However, the record needs to be updated to reflect the agreement to adopt the ALTE Framework.

Managers are asked to discuss staff language skills as part of appraisals. Records should be updated in light of the meeting and any development opportunities in relation to the Welsh language are identified and actioned.

In addition to recording the levels of Welsh language skills, you can use the survey to find out what levels of staff language skills in other languages, including British Sign Language.

Comparing bilingual skills required to the bilingual skills of existing staff

After undertaking the survey of existing posts, you will know that language skills are needed in your team or division now and in the future. After undertaking the skills audit, you will know what skills you have. The natural next step is to compare the skills required with the skills currently in place. In doing so you will be informed about the areas where bilingual skills are required but are not available at present within the different jobs and teams.

This evidence must form part of the departmental Workforce Plan for discussion and action at Departmental Management Team level.

There will be an expectation for service managers to work with their Departmental Management Teams to develop an action plan, in conjunction with People Management and

Performance which will bridge the skills gap.

You will need to consider the options available in light of:

- The resources available for implementation;
- The importance of the job in ensuring that you are able to provide services equally in both Welsh and English, considering the team or specific location;
- The need to make the most of every opportunity to increase or improve your bilingual provision;
- The need to consult with staff in respect to any changes to working practices.

Developing Welsh skills through training and staff development

Carmarthenshire County Council provides an extensive programme of opportunities to learn and improve skills in Welsh. Further details can be seen in Appendix 4.

Recruitment of Welsh speakers to jobs / teams / specific workplaces

When a position becomes vacant, or when a new post is created, the Service Manager will start to make the recruitment arrangements, in accordance with council procedures. They job profile must be reviewed and the language skills requirement confirmed.

Always ensure that appropriate emphasis is given in the recruitment material on the actual Welsh language skills required, with reference to the ALTE Framework. Those factors should be considered when preparing the person specification, job description and advertisement (s).

We acknowledge that many Welsh speakers feel that their skills are not sufficient to use in their work. Reference to the ALTE Framework can reduce anxiety by providing reassurance to individuals that they have the exact level of skills required.

If there is no candidate with the level of Welsh skills required for the post, you may appoint an individual who is currently at a lower level provided that they commit to improve their skills. If you do, you must liaise with People Management and Performance to ensure that this is included as a condition of employment and they will assist you in preparing a learning agreement for the person who is appointed.

Monitoring and reporting on implementation of the Strategy

The Welsh Language Measure (Wales) places a clear focus on monitoring and keeping records and these elements will be part of the Record Keeping language Standards.

The Council will need to demonstrate that the strategy is being implemented and that we are progressing against our vision of being a bilingual employer. We will adopt the following performance indicators:

- *number and percentage of jobs at main reception areas where Welsh is identified as essential and the percentage of those posts filled by Welsh speakers (Level 3 ALTE and above);*
- *number and percentage of staff who can speak Welsh according to division and grade;*

- *number of posts advertised on each ALTE level.*

These indicators will enable organisations to measure the extent to which Welsh language services are available to the public and whether the service is being carefully planned. This data could allow us to measure progress over time and to account for any highlighted recruitment issues.

The Welsh language Commissioner may inquire about these issues at any time and ask for information about progress towards providing services on the basis of equality.

Appendix 1: ALTE Framework

(Applies to both Welsh and English)

Level	Listening / Speaking	Reading	Writing
1	<ul style="list-style-type: none"> • Able to pronounce place names and personal names correctly. • Able to greet customers at reception or on the phone. • Able to open and close a conversation. 	<ul style="list-style-type: none"> • Able to understand short text about a familiar topic when it is communicated in plain language, e.g. basic signs, simple instructions, includes agendas. 	<ul style="list-style-type: none"> • Able to write personal names, place names, job titles and names of council departments.
2	<ul style="list-style-type: none"> • Able to understand the core conversation. • Able to receive and understand simple messages on normal patterns, e.g. time and place of a meeting, request to talk with someone. • Able to convey basic information and simple instructions. • Able to open and close conversations and meetings bilingually. 	<ul style="list-style-type: none"> • Able to understand most short reports and instructions within the expertise of work, if there is sufficient time allowed. 	<ul style="list-style-type: none"> • Able to produce a simple short message on paper or email for a colleague within the Council or a familiar colleague outside the Council.
3	<ul style="list-style-type: none"> • Able to understand and participate in most normal day-to-day conversations in the office. • Able to offer advice to the general public on issues relating to the post. Referring to specialised or technical terms in English. • Able to contribute to a meeting or a presentation on general issues relating to the post; referring to specialised or technical terms in English. 	<ul style="list-style-type: none"> • Able to understand most of the reports, documents and correspondence that would be expected to be discussed in the normal course of work. 	<ul style="list-style-type: none"> • Able to prepare informal messages and reports for internal use.

4	<ul style="list-style-type: none"> • Able to contribute effectively in internal and external meetings in the context of the work subject. • Able to understand differences in tone and dialect. • Able to argue for and against a particular case. • Able to chair meetings and answer questions confidently. 	<ul style="list-style-type: none"> • Able to understand formal correspondence and reports. 	<ul style="list-style-type: none"> • Able to produce business correspondence, short reports, e-mails and promotional literature with editing assistance.
5	<ul style="list-style-type: none"> • Able to contribute fluently and confidently with regard to all aspects of daily work, including negotiating and advising on technical, specialised or sensitive areas. • Can contribute to meetings and provide presentations fluently and confidently. 	<ul style="list-style-type: none"> • Able to understand reports, documents and articles linked to the normal course of work, including complex concepts expressed in convoluted language. 	<ul style="list-style-type: none"> • Able to produce business correspondence, short reports, e-mails and promotional literature to an acceptable level with the aid of standard language tools. • Able to draw up detailed notes while taking a full part in the meeting.

Appendix 2: Guidance for Managers on setting linguistic levels

Areas for consideration

- Under the Welsh Language (Wales) Measure 2011 the Welsh language is an official language in Wales.
- Services provided to Welsh speakers should not be less favourable than services provided in English.
- It is not appropriate to assume that English is the default language in service delivery to consumers. If you provide a service to users who speak Welsh as a family, as a first language or their day to day language, you should assume that they would prefer to speak Welsh.
- Welsh speakers should not have to ask for a service in Welsh. The service should be delivered in accordance with language choice - whether in Welsh or English. This is consistent with the principle of the 'proactive offer' set in the Welsh Government's Framework for the Welsh language in Health, Social Services and Social Care.

This means that you need to ensure an appropriate number of staff who speak Welsh within your team / division.

Carmarthenshire County Council is committed to ensuring that all their staff are able to demonstrate basic linguistic courtesy with service users, and sensitivity to the culture and language of Welsh speakers. A basic linguistic courtesy (Level 1 ALTE) requires the ability to

- Pronounce Welsh names correctly;
- Pronunciation of place names correctly;
- Provide basic greetings;
- Pronounce some simple words and phrases;
- Respond politely to someone who speaks Welsh.

If they do not hold these skills on appointment, staff can be supported by the provision of appropriate training to acquire these competencies - that is, Level 1 Welsh as it is described in the ALTE Framework in Appendix 1.

Posts which require a higher level of Welsh language skills within the ALTE Framework

There are posts within the Council which require a higher level of fluency in spoken Welsh, along with the ability to write fluently in Welsh.

As you consider what level of the ALTE Framework is required for specific posts, please ask yourself the following questions:

- Are we able to offer services in Welsh that are comparable to English medium services in quality, availability, and convenience?
- Will the post holder work with specific groups of people? E.g. young people, older people, with Elected Members?
- Will this post work directly in Education?
- Will the post holder work in a particular geographic area, where there are high numbers of Welsh speakers?
- Will the post holder be required to make presentations or interviews on behalf of the County Council? Or present regularly to Elected Members?
- Have we received any feedback or complaints about shortcomings in Welsh medium services in the past?

Template for completion within audit of existing posts

Head of Service:	Third Tier Manager:	Department / Division:
Business Unit / Team:		
	Evidence	Action points
What information do you currently hold on the language skills of your team?		
Which of the roles within the team are designated frontline positions?		
Have you received any feedback or complaints about your particular service in terms of the Welsh language?		
Do you hold current versions of every job specification?		

APPENDIX 3

WELSH LANGUAGE ASSESSMENT MATRIX

TO BE PREPARED BY LINE MANAGER PRIOR TO ADVERTISING AN EXISTING OR NEW POST AND IN UNDERTAKING AN AUDIT OF CURRENT POSTS

The following matrix provides a guide to help you decide what level of fluency in Welsh is essential for the post.

You should ensure (through recruitment and / or training and development of staff) sufficient capacity within the team to achieve the aim agreed by the Census Working Group:

“To increase the use of the Welsh language within the workplace, and to further increase the bilingual internal administration within the Council with the aim in time of administering mainly through the medium of Welsh.”

This matrix has been developed to identify the level of Welsh language skills required for individual posts. When deciding upon English language skills required, please refer to the ALTE Framework.

POST TITLE:		LOCATION:	
SALARY:		POST NUMBER:	
COMPLETED BY:		DATE OF ASSESSMENT:	

SPOKEN WELSH

1. Does the post have routine contact with members of the public, either face to face or over the phone?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

2. Does the post have routine contact with a specific group of people or work in providing specialist support for groups such as young people, older people or in a care setting?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

3. Does the post have routine contact with Elected Members and individuals from external organisations?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

4. As part of the role, does the post holder directly work or liaise with Educational establishments or provide learning opportunities?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

5. Does the post work in a specific area of the county? If so, what percentage of the community speaks Welsh? Please see details through [TrafodIATH](#). If the post works across the county, please score at the highest percentage.

20 – 30%	31 – 40%	41 – 50%	51 – 60%	61 – 70%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

6. What level of communication with any service user is required in Welsh?

Able to pronounce place names and personal names correctly	Able to understand the core conversation	Able to understand and participate in day to day conversation	Able to contribute effectively in context of work subject A range of situations or discussions	Able to contribute fluently and confidently	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

7. Does the post offer support and guidance to other members of staff within the organisation?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

Overall scoring

Score of 7	Level 1 ALTE
Score of 8 – 14	Level 2 ALTE
Score of 15 – 21	Level 3 ALTE
Score of 22 – 28	Level 4 ALTE
Score of 29 – 35	Level 5 ALTE

Level of Spoken Welsh to be advertised?	
Will accept lower level with commitment to training?	
Confirmed by Head of Service	
Any variation of assessed level? Please note the reasons here	

Date	
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WRITTEN WELSH

1. Does the post prepare routine information such as e-mails, letters, posters and content for social media for members of the public on a regular basis?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

2. Does the post prepare routine information such as e-mails, letters and reports for a specific group of people or work in providing specialist support for groups such as young people, older people or in a care setting?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

3. Does the post prepare routine information such as e-mails, letters and briefing information for Elected Members and individuals from external organisations?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

4. As part of the role, does the post holder directly work or liaise with Educational establishments or provide learning opportunities?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

5. Does the post prepare reports and documents for consideration by the Council and its relevant committees?

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

6. What level of communication with any service user is required in Welsh?

Able to write personal names, place names, job titles and names of deps.	Able to produce a simple short message on paper or email	Able to prepare informal messages and report for internal use	Able to produce business correspondence, short reports etc with editing assistance	Able to produce business correspondence with the aid of standard language tools	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

7. Does the post offer support and guidance to other members of staff within the organisation? (To include preparation of internal information)

1 – 20%	21 - 40%	41 - 60%	61 - 80%	81 – 100%	
Score 1	Score 2	Score 3	Score 4	Score 5	Score =

Overall scoring

Score of 7	Level 1 ALTE
Score of 8 – 14	Level 2 ALTE
Score of 15 – 21	Level 3 ALTE
Score of 22 – 28	Level 4 ALTE
Score of 29 – 35	Level 5 ALTE

Level of Written Welsh to be advertised?	
Will accept lower level with commitment to training?	
Confirmed by Head of Service	
Any variation of assessed level? Please note the reasons here	
Date	

Appendix 4: Learning and Development opportunities

Course description
<p>Welsh in the Workplace – Community Education Classes (ALTE Level 1 – Level 3) Various locations - Mynediad 1&2; Sylfaen 1&2; Canolradd 1&2 2 hour sessions, once a week for 30 weeks during school terms (excluding school holidays)</p>
<p>Cwrs y Fferi (Griffith Jones Centre) (ALTE Level 1 – Level 3) To help you revise, practice and use your Welsh before the new term starts. There will also be a group available for complete beginners.</p>
<p>Cwrs Carlam (ALTE Level 1) To assist beginners to join the Community Education “Welsh in the Workplace” classes which start in September.</p>
<p>Cwrs Cyfun (ALTE Level 4) (Combined spoken and written Welsh course) Aimed at those wishing to develop technical or specialised vocabulary in their everyday work. The first 4 weeks will focus on advanced, tailored language, familiarising the learner with workplace language specific to their particular needs, both in written and spoken form. The last two weeks are optional and will focus on developing oral or grammar skills. Those attending the course will be expected to furnish the tutor with a list of essential vocabulary/ typical samples of written material (either in English or Welsh) at least a month prior to the course start date.</p>
<p>Spoken Welsh A (ALTE Level 4) (Improvement for Welsh Speakers) If the applicant is a learner - they should have passed the Canolradd exam or GCSE Welsh as a Second Language. If they are a Welsh speaker (they don't need to have a qualification) but feel that they need assistance to develop confidence and to improve their oral skills and terminology. The course is aimed at Welsh speakers who wish to improve their spoken skills. It will enable them to communicate in the workplace more readily through the medium of Welsh.</p>
<p>Spoken Welsh B (ALTE Level 4) (Improvement for Welsh Speakers) The course is aimed at people who have attained a level corresponding to GCSE (Intermediate), whether they are learners or Welsh speakers. It will improve their confidence to use Welsh in an official capacity in the workplace.</p>
<p>Written Welsh (ALTE Level 4/5) The course will be aimed at people who wish to improve their written skills in Welsh. A confident degree of spoken Welsh is expected and also the ability to produce simple texts correctly.</p>

Appendix 5: Action plan

	Action point	Lead officer / division	Completion by:	Progress / evidence:
1.	Compile a list of departments / divisions (prioritised according to contact with the public) in order to complete the audit of current posts	People Management & Performance / Policy & Partnership		
2.	Update job descriptions / information on the Council's recruitment website to reflect the Language Skills Strategy	People Management & Performance		
3.	Prepare and coordinate briefing sessions for Managers on the new Language Skills Strategy	People Management & Performance / Policy & Partnership		
4.	Update Recruitment and Selection information and policies to reflect the new Welsh language Skills Strategy	People Management & Performance		
5.	Update the Helping People to Perform / Evaluation forms to include an update in terms of the Welsh language	Performance and Information Management		
6.	Prepare a prospectus of learning / improvement opportunities	Learning & Development		
7.	Report on the language skills of staff in accordance with the performance indicators set in the Welsh Language Standards	People Management & Performance / Policy & Partnership		
8.	Screen job descriptions to ensure compliance, before posts are advertised	People Management & Performance		

9.	Prepare resource and communications plan for the implementation of the Strategy	People Management & Performance / Policy & Partnership		
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POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Mid-Year Treasury Management and Prudential Indicator Report (1st April to 30th September 2015)

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 County Council on the 24th February 2015.

Reasons:

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

To be referred to the Executive Board for decision: YES

Executive Board Member Portfolio Holder: Cllr. David Jenkins (Resources)

Directorate: Corporate Services Name of Director: Chris Moore Report author: Anthony Parnell	Designations: Director of Corporate Services Treasury & Pension Investments Manager	Tel Nos. / E-Mail Addresses: 01267 224160 cmoore@carmarthenshire.gov.uk 01267 224180 aparnell@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Mid-Year Treasury Management and Prudential Indicator Report (1st April to 30th September 2015)

To inform members of the Committee of activities within the Treasury Management Function for the period 1st April to 30th September 2015.

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: **Chris Moore** **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

Within the requirements of the Treasury Management Policy and Strategy Report 2015-2016.

3. Finance

The Authority's investments during the period returned an average return of 0.58%, exceeding the 7 day LIBID rate.

Gross interest earned on investments for the period amounted to £0.178m and interest paid on loans was £7.85m.

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

At the period end the investments included £0.7m of KSF investments.

82.5% of the claim submitted has now been received.

The administration of KSF is expected to continue for some time again and further updates will be provided in future reports.

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
CIPFA – Treasury Management in the Public Services: Code of Practice (Revised 2011)	Financial Services Division, Corporate Services Department, County Hall, Carmarthen
Treasury Management Policy and Strategy 2015/16 – County Council (24th February 2015)	<p>Agenda http://online.carmarthenshire.gov.uk/agendas/eng/COCO20150224/index.asp</p> <p>Minutes http://online.carmarthenshire.gov.uk/agendas/eng/COCO20150224/MINUTES.HTM</p>

POLICY & RESOURCES SCRUTINY COMMITTEE
25th NOVEMBER 2015

**MID-YEAR TREASURY MANAGEMENT AND
PRUDENTIAL INDICATOR REPORT**
1st April 2015 – 30th September 2015

A. TREASURY MANAGEMENT REPORT

1. Introduction

The Treasury Management Policy and Strategy for 2015-2016 was approved by Council on 24th February 2015. Section B 1.1(2) stated that Treasury Management activity reports would be made during the year. This report outlines the Treasury Management activities in the period 1st April 2015 to 30th September 2015 and satisfies the reporting requirement stated above.

There are no policy changes to the Treasury Management Policy and Strategy for this period and this report updates the position in light of the updated economic position and budgetary changes already approved.

1.1 HRA Reform in Wales

As reported in the April - June 2015 quarterly report, the Council made a one off payment to the Welsh Government of £79m which removed the Authority's obligation to the Housing Subsidy system. The equivalent figure was borrowed from the PWLB on 2nd April 2015 and met the requirements of the HRA business plan and the overall requirements of the Council.

These loans were detailed in the April - June 2015 quarterly report.

2. Economic update

The UK GDP growth rate in the June 2015 quarter was +0.7% and is expected to weaken marginally to about +0.5% in September 2015 quarter. The economy faces headwinds for exporters from the appreciation of Sterling against the Euro and weak growth in the EU, China and emerging markets, plus the dampening effect of the Government's continuing austerity programme, although the pace of reductions was eased in the May 2015 Budget. Despite these headwinds, the Bank of England is forecasting growth to remain around 2.4 to 2.8% over the next three years, driven mainly by strong consumer demand as the squeeze on the disposable incomes of consumers has been reversed by a recovery in wage inflation at the same time that CPI inflation has fallen to, or near to, zero over the last quarter.

The August Bank of England Inflation Report forecast was notably subdued with inflation barely getting back up to the 2% target within the 2-3 year time horizon. However, with the price of oil taking a fresh downward direction there could be several more months of low

inflation still to come, especially as world commodity prices have generally been suppressed by the Chinese economic downturn.

There are therefore considerable risks around whether inflation will rise in the near future as strongly as previously expected; this will make it more difficult for the central banks of both the US and the UK to raise rates as soon as had previously been expected.

3. Prospects for Interest Rates

Based on the average projection from a number of sources we can expect the trend in base rates over the year to be as follows:

	Apr 2015	Jun 2015	Sep 2015	Dec 2015	Mar 2016
Base Rate %	0.50	0.50	0.50	0.50	0.50

(Source: CAPITA Treasury Services)

Capita Asset Services undertook a review of its interest rate forecasts in August 2015, after the Bank of England's Inflation Report. Interest rate rises are expected between 2016 and 2018.

Revised projection based on the recent review:

	2015-16	2016-17	2017-18
	%	%	%
Revised Average Bank Rate	0.50	0.88	1.50
Original Average Bank Rate (TM Strategy 2015-16)	0.63	1.13	1.75

4. 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 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 on the London Money Markets. 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.

The total investments at 1st April 2015 and 30th September 2015 analysed between Banks, Building Societies, Local Authorities and Money Market Funds, are shown in the following table:

Investments	1.4.15				30.9.15			
	Call and notice	Fixed Term	Total		Call and notice	Fixed Term	Total	
	£m	£m	£m	%	£m	£m	£m	%
Banks and 100% wholly owned Subsidiaries	13.50	0.70	14.20	35	7.00	5.70	12.70	38
Building Societies	0.00	0.00	0.00	0	0.00	7.00	7.00	21
Local Authorities	0.00	25.00	25.00	61	0.00	5.00	5.00	15
Money Market Funds	1.50	0.00	1.50	4	8.30	0.00	8.30	25
TOTAL	15.00	25.70	40.70	100	15.30	17.70	33.00	100

Investments on call are available immediately on demand. Fixed term investments are fixed to a maturity date. The current longest investment is maturing on 29th March 2016.

The £33.0m includes £0.7m (17.5% of original claim) invested in Kaupthing Singer and Friedlander which has been reduced from the original £4.0m by distributions.

During the period the total investments made by the Council and repaid to the Council (turnover) amounted to £464.7m. This averaged approximately £17.78m per week or £2.54m per day. A summary of turnover is shown below:

	£m
Total Investments 1st April 2015	40.70
Investments made during the quarter	228.50
Sub Total	269.20
Investments Repaid during the quarter	(236.20)
Total Investments 30th September 2015	33.00

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

The benchmark return for the London money market is the "7 day LIBID rate". For 2015-2016 the Council has compared its performance against this "7 day LIBID rate". For the period under review the average "7 day LIBID rate" was 0.36% whereas the actual rate the Council earned was 0.58%, an out performance of 0.22%.

This outperformance can be quantified to £58k additional interest earned compared to the "7 day LIBID rate".

The gross interest earned on investments for the period amounted to £0.178m. The income from investments is used by the Authority to reduce the net overall costs to the Council taxpayer.

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

No dividends were received during 1st April 2015 to 30th September 2015. 82.5% of the claim submitted remains unchanged. The administrators currently expect the total repayment to be up to 85% of the original claim with the next dividend expected before March 2016.

A further update will be provided in future reports.

6. Security, Liquidity and Yield (SLY)

Within the Treasury Management Strategy Statement for 2015-2016, 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 considered appropriate to keep investments short term to cover short term cash flow needs but also to seek out value available in significantly higher rates in periods up to 12 months with highly credit rated financial institutions.

Attached at Appendix 1 is the Investment Summary and Top 10 Counterparty Holdings (excluding the £0.7m in KSF) as at 30th September 2015.

7. Borrowing

One of the methods used to fund capital expenditure is long term borrowing. The principal lender for Local Authorities is the Public Works Loan Board (PWLb).

Under the Treasury Management Strategy it was agreed to borrow when interest rates are at their most advantageous.

The total loans at 1st April 2015 and 30th September 2015 are shown in the following table:

Loans	Balance at 01.04.15 £m	Balance at 30.09.15 £m	Net Increase/ (Net Decrease) £m
Public Works Loan Board (PWLb)	275.64	364.10	88.46
Market Loan	3.00	3.00	0.00
Salix & HILS	1.20	1.08	(0.12)

The Salix interest free loans have been provided by an independent publicly funded company dedicated to providing the public sector with loans for energy efficiency projects.

7.1 New Borrowing

As mentioned in 1.1, loans were borrowed during the period to remove the HRA from the housing subsidy system. These loans were detailed in the April - June 2015 quarterly report.

The following loans were borrowed during the period to fund the capital programme:

Loan Reference	Amount (£m)	Interest Rate	Start Date	Period	Maturity Date
504388	5.00	3.18%	28th September 2015	45yrs	28th September 2060
504389	5.00	3.17%	28th September 2015	46yrs	28th September 2061
Total	10.00				

7.2 Interest Paid

Interest paid on loans during the period was:

PWLB Interest Paid £m	Market Loan Interest Paid £m	Total Interest Paid £m
7.78	0.07	7.85

8. Rescheduling and Premature Loan Repayments

The current economic climate and the consequent structure of interest rates meant that no rescheduling opportunities arose during the period and there were no premature loan repayments.

9. Leasing

No leases were negotiated during the period 1st April 2015 to 30th September 2015.

B. PRUDENTIAL INDICATOR REPORT

1. Prudential Indicators

As part of the 2015-2016 Budget and the Treasury Management Policy and Strategy 2015-2016, the Council adopted a number of Prudential Indicators. These Indicators are designed to ensure that any borrowing or other long-term liabilities entered into for capital purposes were affordable, sustainable and prudent.

The Indicators are required by the Local Government Act 2003 and the Revised Prudential Code of Practice in order to control Capital Finance. The Prudential Code also required that those Prudential Indicators that were forward looking should be monitored and reported. Some of the indicators are monitored by officers monthly, and are only reported if they are likely to be breached, others are to be monitored quarterly by the Executive Board.

1.1 Affordability Prudential Indicator

1.1.1 Ratio of Financing Costs to Net Revenue Stream

The indicator set for 2015-2016 in the Budget was:

	2015-2016 %
Non –HRA	5.68
HRA	35.00

An examination of the assumptions made in calculating this indicator concluded that there have been no changes in this period.

1.2 Prudence Prudential Indicators

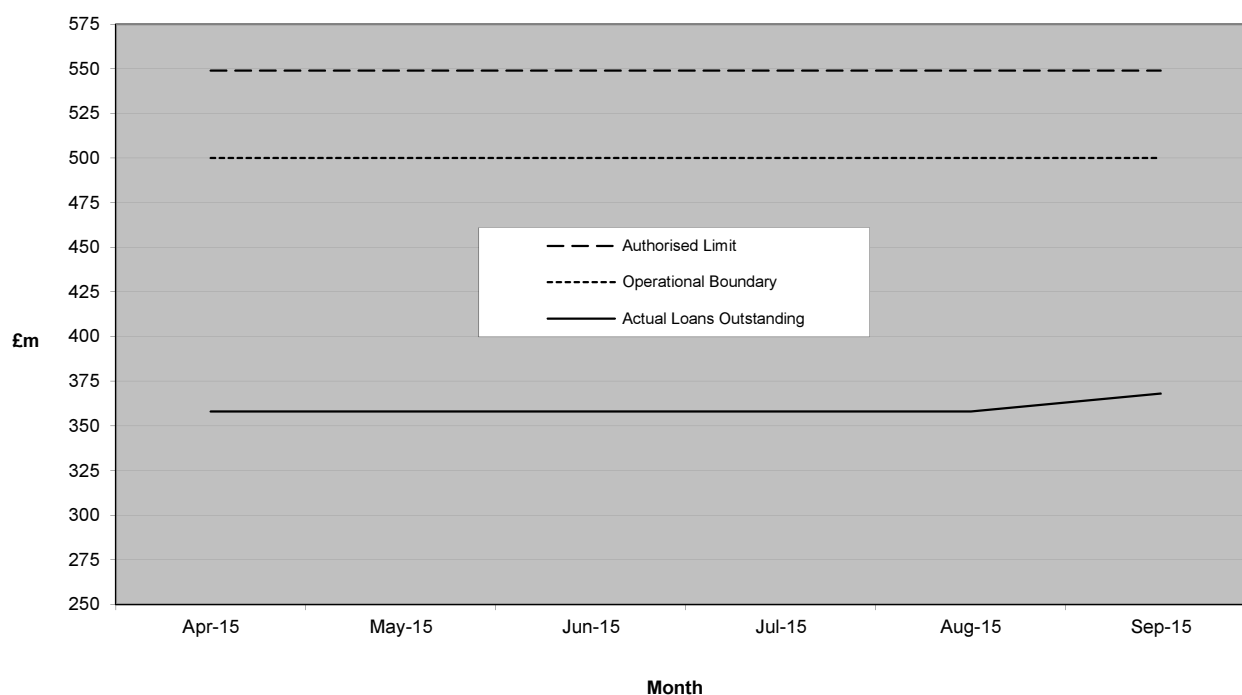
1.2.1 Capital Financing Requirement (CFR)

The Director of Corporate Resources reports that no difficulties are envisaged for the current or future years in complying with this prudential indicator.

	2015-2016 Estimate £m	As at 30.09.15 £m	2015-2016 Forecast £m
Capital Financing Requirement			
CFR – non housing	265	254	254
CFR – housing	137	134	134
CFR - housing subsidy buy-out	98	79	79
Total CFR	500	467	467

1.2.2. Authorised Limit and Operational Boundary

The actual value of loans outstanding must not exceed the Authorised Limit. In normal activity actual loans outstanding should be close but less than the Operational Boundary. The Operational Boundary can be breached in the short term due to adverse cash flows.



	Authorised Limit for External Debt		Operational Boundary for External Debt	
	2015-2016 Estimate £m	2015-2016 Forecast £m	2015-2016 Estimate £m	2015-2016 Forecast £m
Borrowing	548.5	548.5	499.9	499.9
Other Long-Term Liabilities	0.5	0.5	0.1	0.1
Total	549	549	500	500

	Apr-15 £m	May-15 £m	Jun-15 £m	Jul-15 £m	Aug-15 £m	Sep-15 £m
Authorised Limit	549	549	549	549	549	549
Operational Boundary	500	500	500	500	500	500
Loans Outstanding	358	358	358	358	358	368

Neither the Authorised Limit nor the Operational Boundary have been breached.

2.1 Treasury Management Prudential Indicators

2.1.1 Interest Rate Exposure

Position as at 30th September 2015:

	Fixed Interest Rate £m	Variable Interest Rate £m	TOTAL £m
Borrowed	365.18	3.00	368.18
Invested	(17.70)	(15.30)	(33.00)
Net	347.48	(12.30)	335.18
Limit	480.00	48.00	
Proportion of Net Borrowing Actual	103.67%	(3.67)%	100.00%
Limit	150.00%	10.00%	

The authority is within limits set by the 2015-2016 indicators.

2.1.2 Maturity Structure Of Borrowing

	Structure at 30.09.15 %	Upper Limit %	Lower Limit %
Under 12 months	2.77	15	0
12 months to 2 years	1.08	25	0
2 years to 5 years	7.57	50	0
5 years to 10 years	11.77	50	0
10 years to 20 years	17.57	50	0
20 years to 30 years	21.81	50	0
30 years to 40 years	25.48	50	0
40 years and above	11.95	50	0

The authority is within the limits set by the 2015-2016 indicators.

2.1.3 Maximum principal sums invested longer than 364 days

	2015-2016 £m
Limit	10
Actual as at 30 th September 2014	NIL

3. Conclusion

For the period 1st April 2015 to 30th September 2015 the actual Prudential Indicators to be monitored by the Executive Board are within the limits set by the Budget 2015-2016 and the Treasury Management Policy and Strategy 2015-2016. This is also true for the indicators being monitored by officers.

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Investment Summary as at 30th September 2015

Carmarthenshire County Council

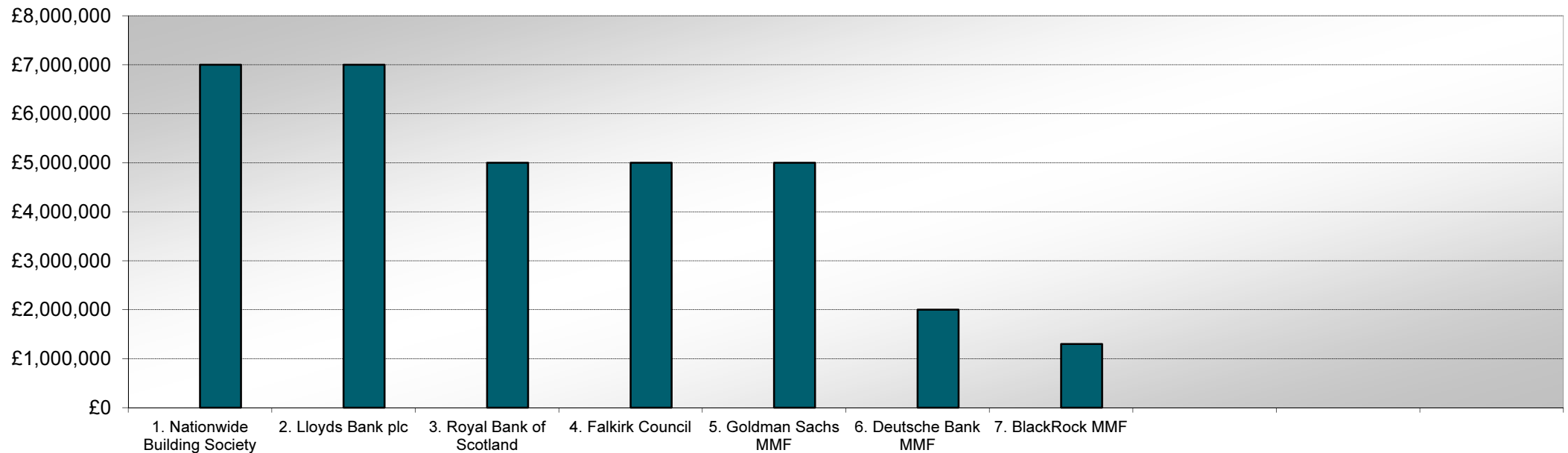
Totals		
Total	£32,300,000	
Calls & MMFs	£15,300,000	47%
Fixed Deposits	£17,000,000	53%
Specified	£32,300,000	100%

Weighted Average		
Yield		0.61%
Maturity (Days)		
Total Portfolio	Total Portfolio	80.38
Long Term		
AAA	-	56.26
AA	F1	0.00
A	F1	84.14
BBB	F2	134.00
CCC	C	0.00

Risk Factors		
< 1 year	£7,274	0.023%
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	£7,274	0.023%

Maturity Structure		
< 1 Week	£15,300,000	47%
< 1 Month	£0	0%
2 - 3 Months	£0	0%
3 - 6 Months	£17,000,000	53%
6 - 9 Months	£0	0%
9 - 12 Months	£0	0%
12 Months+	£0	0%
Total	£32,300,000	100%

Counterparty	Principal	% of Total Holding	WAM (Days)	WAYield	WADefault
1. Nationwide Building Society	£7,000,000	21.67%	167	0.78%	0.043%
2. Lloyds Bank plc	£7,000,000	21.67%	1	0.65%	0.000%
3. Royal Bank of Scotland	£5,000,000	15.48%	134	0.70%	0.085%
4. Falkirk Council	£5,000,000	15.48%	148	0.57%	0.000%
5. Goldman Sachs MMF	£5,000,000	15.48%	1	0.43%	0.000%
6. Deutsche Bank MMF	£2,000,000	6.19%	1	0.41%	0.000%
7. BlackRock MMF	£1,300,000	4.02%	1	0.35%	0.000%



SECTOR

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POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

Explanation for non-submission of scrutiny reports

ITEM	RESPONSIBLE OFFICER(S)	EXPLANATION	REVISED SUBMISSION DATE
Well-Being of Future Generations (Wales) Act 2015 (including LSB Review)	Wendy Walters / Gwyneth Ayers	Due to the size of the agenda, the Chair has agreed to defer this item to the next meeting.	6th January 2016
ICT Strategy (including e-mail usage and monitoring)	John Roberts / Sarita Bennett	Due to the size of the agenda, the Chair has agreed to defer this item to the Committee's meeting in February 2016.	3rd February 2016
Combined Spend on Private Sector and Third Sector Services – TIC review	Wendy Walters / Samantha Watkins	Due to the size of the agenda, the Chair has agreed to defer this item to the Committee's meeting in February 2016.	3rd February 2016

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POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

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:

Cllr. Pam Palmer (Communities and Council Business Manager)

Directorate: Chief Executive's Name of Head of Service: Linda Rees-Jones Report Author: Matthew Hughes	Designations: Head of Administration & Law Assistant Consultant	Tel Nos. / E-Mail Addresses: 01267 224010 lrjones@carmarthenshire.gov.uk 01267 224029 mahughes@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 25th NOVEMBER 2015

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

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	<p>Meetings held up to July 2015: http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/</p> <p>Meetings from September 2015 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?Committeeld=170</p>

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Pwyllgor Craffu Polisi ac Adnoddau - Diweddraf am Weithrediadau ac Atgyfeiriadau
Policy and Resources Scrutiny Committee - Actions and Referrals Update

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
5th February 2015	Tackling Poverty Position Statement and Action Plan - Unanimously resolved that a focus group of members from the Policy & Resources Scrutiny Committee be established to assist with the development of the action plan to tackle poverty in Carmarthenshire.	The Focus Group has met twice during the past few months and will be meeting for a final time on the 19th November 2015. Councillors Deryk Cundy, Hugh Richards, Wyn Evans, Jan Williams, Alun Lenny and Elwyn Williams were members of the Group.	Rebecca Llewellyn	19th November 2015	Completed
11th June 2015	Draft Corporate Strategy 2015-2020 - Resolved to endorse the draft Corporate Strategy to the Executive Board in light of the Committee's comments.	The Corporate Strategy was considered by the Executive Board at its meeting on the 13th July 2015. The Board unanimously resolved to recommend to County Council that the Strategy be adopted. The Strategy was adopted by County Council at its meeting on the 9th September 2015.	Wendy Walters / Noelwyn Daniel	9th September 2015	Completed
	Policy & Resources Scrutiny Committee Forward Work Programme for 2015/16 - Unanimously resolved that the Committee's request to establish a focus group to assist with the revision of the Council's Procurement Strategy be confirmed.	The Focus Group will hold its first meeting on the 30th November 2015. The members of this group have been confirmed as Councillors Jeff Edmunds, Jan Williams, Wyn Evans, Glynog Davies, Hugh Richards and Alun Lenny.	Phil Sexton / Alan Aitken	30th November 2015	Completed
24th July 2015	End of Year Departmental Performance Management Report (1st April 2014 to 31st March 2015) - Unanimously resolved that other Scrutiny Committees are offered the opportunity to receive Performance Management Report B on an exception basis.	This referral has been presented to the other scrutiny committees at their meetings in November 2015.	Bernadette Dolan / Matthew Hughes / Noelwyn Daniel	23rd November 2015	Completed

Pwyllgor Craffu Polisi ac Adnoddau - Diweddaraaf am Weithrediadau ac Atgyfeiriadau
Policy and Resources Scrutiny Committee - Actions and Referrals Update

	Unanimously resolved that the Chairs and Vice-Chairs of Scrutiny Forum consider the format of Report B following the consultation with other Scrutiny Committees in line with minute 6.2.	The Forum held an initial discussion regarding the format of Report B at its meeting on the 27th July 2015. The Forum asked the Performance & Information Manager to look at alternative formats for the Performance Management reports. At a subsequent meeting on the 21st September, the Forum was shown a prototype 'dashboard' report format which will enable drilling down into the PIMS system so that off- target Improvement Plan deliverables are easily identified as well as those that are on-target. Further development on this is required to enable access via Councillors' i-Pads. An all-member seminar has also been organised for 14th January 2016 (2:00pm) at the Ffwrnes to demonstrate to and consult with Members on the revised format. Further details about the seminar will be circulated in due course.	Bernadette Dolan / Matthew Hughes / Noelwyn Daniel	14th January 2016	On-going
	Forthcoming Items - Unanimously resolved that agenda items be deferred if the relevant officers are not present at the meeting.	Officers have been informed of the Committee's recommendation.	Bernadette Dolan / Matthew Hughes	31st July 2015	Completed
5th October 2015	Ageing Well in Wales: Local Ageing Well Plans - Unanimously resolved to endorse the draft plan to the Executive Board.	The draft plan will be presented to the Executive Board 30th November 2015, after it has been considered by the Social Care & Health Scrutiny Committee at its meeting on the 19th November 2015.	Kevin Pett / Gwyneth Ayers	30th November 2015	On-going

POLICY & RESOURCES SCRUTINY COMMITTEE MONDAY 5TH OCTOBER 2015

PRESENT: Councillor D.W.H. Richards (Chair)

Councillors: D.M. Cundy, J.S. Edmunds, W.J.W. Evans, A.W. Jones, A. Lenny, D. Price, D.E. Williams, W.T. Evans (In place of A. Davies), H.I. Jones (In place of A.G. Morgan), M.J.A. Lewis (In place of G. Davies) and K. Madge (In place of J. Williams)

Also present:

Councillor D. Jenkins, Executive Board Member (Resources)

Councillor P.E. Palmer, Executive Board Member (Communities)

Councillor L.M. Stephens, Executive Board Member (Human Resources, Efficiencies & Collaboration)

The following Officers were in attendance:

C. Moore, Director of Corporate Services

G. Ayres, Policy & Partnerships Manager

J. Owen, TIC Programme Manager

K. Pett, Policy, Consultation & Engagement Officer

S. Walters, Interim Economic Development Manager

B. Dolan, Senior Consultant

Also in attendance:

J. Evans, Performance Audit Manager, Wales Audit Office (WAO)

Chamber, County Hall, Carmarthen – 10:00am - 11:40am

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors T. Bowen, G. Davies, A.G. Morgan and J. Williams.

2. DECLARATIONS OF PERSONAL INTEREST

Councillor	Minute Item(s)	Nature of Interest
Councillor A.W. Jones	Item 7	In that he is a Custodian of Land leased to the Authority for car parking and receives income as a Trustee of Ammanford Miners Welfare
Councillor K. Madge	Item 8	In that his daughter works in social services

3. DECLARATION OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

4. PUBLIC QUESTIONS (NONE RECEIVED)

No public questions were received.

5. FORTHCOMING ITEMS

The Committee was provided with a list of forthcoming items to be considered at its next scheduled meeting on Wednesday, 25th November 2015.

UNANIMOUSLY RESOLVED that the agenda items for the forthcoming meeting be endorsed.

6. WALES AUDIT OFFICE'S ASSESSMENT OF CARMARTHENSHIRE COUNTY COUNCIL'S TRANSFORM, INNOVATE AND CHANGE PROGRAMME

The Chair welcomed Jeremy Evans, Performance Audit Manager (WAO) to the meeting. The Committee welcomed the report of a review of the Council's TIC Programme undertaken during 2014/15 and published in May 2015. The report gave a positive assessment of the TIC programme in terms of its governance arrangements, objectives and contributions however included 3 proposals for improvement. The TIC Programme Manager advised that the proposals had already been implemented with stronger business cases in terms of risk and anticipation of outcomes.

Clarification was requested in relation to the term "dis-benefit" used in the report. The Performance Audit Manager (WAO) stated that it was describing potential unanticipated negative impacts of changes intended to benefit elsewhere.

It was asked what was done to ensure new ways of working were sustained and consistently applied. The TIC Programme Manager advised that a key feature was to ensure changes were sustainable and rolled in across the relevant service areas. TIC also had a mechanism to re-visit projects in a year's time to check that teams were sticking to the new operating principles, processes and that they were still working for the public. Projects were also reported to the Programme Board on an ongoing basis.

Comments were made that managers should be responsible for driving innovation rather than the TIC team. Case studies in the report would also have been welcomed. The Performance Audit Manager (WAO) responded that TIC activity was embedding cultural change in the organisation in a sustainable way with managers buying into TIC concepts and thinking differently. Examples included improvement in performance around void times. He was also aware of the annual TIC report to this Committee.

The TIC Programme Manager advised that it was always made clear that services

owned any project and not the TIC team. The latter was there to provide capacity to take managers and staff out of their working environment so they could identify the need for change. Managers led on implementing change with support from the TIC team, which only withdrew when they were satisfied the change was sustainable. A continuous improvement course had also been developed by Academi which was being piloted with 15 managers to create capacity for change and it was hoped to roll this out to other managers across the organisation in due course.

It was asked how much the TIC initiative had cost compared to the £2m savings referred to in the report. The TIC Programme Manager clarified that team had been originally seconded however had been made permanent last November. Savings of £4.5m had now been identified.

It was asked why business cases had not initially been sufficiently detailed. The TIC Programme Manager advised that these established the project proposals however it was difficult to get buy-in from managers and staff if savings were identified at the outset. It was however possible to produce savings from improvements and efficiencies. The Corporate Director added that any savings made were recurring in the base budget.

RESOLVED to endorse the report.

7. REVENUE AND CAPITAL BUDGET MONITORING REPORT 2015/16

Councillor A.W. Jones declared an interest In that he is a custodian of land leased to the Authority for car parking and receives income as a trustee of Ammanford Miners Welfare.

The Committee considered the monitoring report that outlined the budgetary position for the 2015/16 financial year as at the 30th June 2015. The report included:

- Corporate Revenue Budget (Appendix A);
- The Chief Executive's and Corporate Services Revenue budget (Appendix B);
- Corporate Capital Programme 2015/16 (Appendix C); and
- The Chief Executive's and Resources Capital Programme 2015/16 (Appendix D).

The following issues were raised during consideration of the report:

In response to a general question about the reasons for the size of the forecast end of year overspend as well as a specific one about the recent decision to delay the increase in car parking charges and introduction of evening charges, the Corporate Director advised that the main reason for the former related to time delays in delivering PBB savings. The non-implementation of the increase in parking charges and introduction of evening charges had been accommodated in this year's budget. The impact of the pilot scheme of free parking in Llanelli had however not been accommodated. He noted that departmental reserves were helping to reduce the overspend corporately.

It was asked why the cost of building care homes was so much higher in the public sector than the private sector. The Corporate Director advised that he was not privy to the cost of private sector care homes however the extra care scheme in Ammanford comprised self-contained units with additional communal facilities rather than a traditional residential care setting. It was tendered by Family Housing with contributions from WG grants and CCC funding, with costs in line with the Argel provision in Carmarthen.

Reference was made to the new map of local government in Wales and the possibility of WG preventing capital projects going ahead. The Corporate Director stated that WG would not freeze and spend before the elections next year however orders would state that the Minister would have to grant permission for any proposals

Concerns were expressed at budget pressures caused by school based EVR and redundancy costs, which were outside the Authority's control. The Corporate Director agreed that the legislation did not help the Authority and he was discussing the issue with the departmental Director. He was hopeful that schools and Governing Bodies would be willing to work with the Authority in light of the budget situation going forward however he acknowledged that school specific budgets benefited where schools employed newly qualified teachers. The focus needed to be on school staff that were not of retirement age being made redundant.

In response to a question about the timing of the budget setting for next year, the Corporate Director advised that they were waiting for the WG provisional settlement however were building up the budget profile, linking with reserves and the capital programme with consultation during November and December 2015. The Committee was urged to participate in the budget seminars for Members, the first one arranged for the afternoon after the next Council meeting.

UNANIMOUSLY RESOLVED to endorse the report.

8. AGEING WELL IN WALES - LOCAL AGEING WELL PLANS

Councillor K. Madge declared an interest in that his daughter works for social services.

The Committee welcomed the draft Local Ageing Well Plan for Carmarthenshire which had been developed to meet two key strategic drivers; the Ageing Well in Wales programme with five themes and The Strategy for Older People in Wales. The Plan linked with the 'Vision for Sustainable Services for Older People', under development within Communities. It also supported the 2015 Wellbeing of Future Generations Act, through contributing towards sustainable communities that enable people to age 'in-place'.

The following issues were raised during consideration of the report:

The importance of Welsh medium provision in providing services for people with dementia was highlighted, given many sufferers lose their second language.

Comments were made supporting the key themes in the Plan. It was felt that

problems were identified however it was asked how they could be resolved. It was also asked how realistic it was in terms of delivery given funding issues. The Policy & Partnerships Manager advised that no additional resources were identified and the aim was to use existing resources in better and different ways. Identify need and tailor services to meet them. The Policy, Consultation & Engagement Officer added that the Plan would be built on. There were resource implications with an ageing society however the intention was that the Council's and Elected Members' role would be to facilitate and enable communities to help them support their older people.

The reduction in social contact for many older people leading to loneliness, isolation, depression and dementia was also discussed, exacerbated by the reduction in meals on wheels and milkman services. It was also noted that the definition and nature of communities was changing rapidly.

UNANIMOUSLY RESOLVED to endorse the draft Plan to the Executive Board.

9. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

The Committee received an explanation for the non-submission of the Procurement Annual Report 2014/15, Spend on Private Sector Services TIC review, Spend on Third sector Services TIC update and Spend on External Expertise, including legal services, reports.

UNANIMOUSLY RESOLVED that the reasons be noted.

10. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 24th JULY 2015

RESOLVED that the minutes of the previous meeting held on 24th July 2015, be signed as a correct record.

CHAIR

DATE

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