

# Document Pack



Mark James LLM, DPA, DCA  
Prif Weithredwr,  
Chief Executive,  
Neuadd y Sir, Caerfyrddin. SA31 1JP  
County Hall, Carmarthen. SA31 1JP

THURSDAY 16<sup>TH</sup> JUNE 2016

**TO: ALL MEMBERS OF THE ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE**

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE WHICH WILL BE HELD IN THE CHAMBER, COUNTY HALL, CARMARTHEN AT 10:00AM ON FRIDAY 24<sup>TH</sup> JUNE 2016, FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

*Mark James*

**CHIEF EXECUTIVE**



PLEASE RECYCLE

Democratic Officer:	Michelle Evans Thomas
Telephone (Direct Line):	01267 224470
Fax:	01267 224911
E-Mail:	<a href="mailto:meevanstomas@carmarthenshire.gov.uk">meevanstomas@carmarthenshire.gov.uk</a>
Ref:	AD016-001

# **ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE**

## **14 MEMBERS**

### **PLAID CYMRU GROUP – 5 MEMBERS**

- |    |            |               |
|----|------------|---------------|
| 1. | Councillor | A. Davies     |
| 2. | Councillor | W.J. Lemon    |
| 3. | Councillor | A.D.T. Speake |
| 4. | Councillor | S.E. Thomas   |
| 5. | Councillor | D.E. Williams |

### **INDEPENDENT GROUP – 4 MEMBERS**

- |    |            |                           |
|----|------------|---------------------------|
| 1. | Councillor | D.B. Davies               |
| 2. | Councillor | J.A. Davies               |
| 3. | Councillor | I.J. Jackson (Vice-Chair) |
| 4. | Councillor | A. James                  |

### **LABOUR GROUP – 4 MEMBERS**

- |    |            |                     |
|----|------------|---------------------|
| 1. | Councillor | A.P. Cooper (Chair) |
| 2. | Councillor | P.M. Edwards        |
| 3. | Councillor | D.C. Evans          |
| 4. | Councillor | W.G. Thomas         |

### **UNAFFILIATED – 1 MEMBER**

- |    |            |              |
|----|------------|--------------|
| 1. | Councillor | J.P. Jenkins |
|----|------------|--------------|

# AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTEREST
3. DECLARATIONS OF PROHIBITED PARTY WHIPS
4. PUBLIC QUESTIONS (NONE RECEIVED)
5. FORTHCOMING ITEMS 5 - 6
6. ANIMAL ESTABLISHMENTS – LICENSING FEES 7 - 22
7. REVENUE & CAPITAL BUDGET MONITORING REPORT 2015/16 23 - 42
8. DRAFT ANNUAL REPORT (2015/16) AND IMPROVEMENT PLAN (2016/17) 43 - 108
9. END OF YEAR PERFORMANCE MANAGEMENT REPORT – 1<sup>ST</sup> APRIL 2015 TO 31<sup>ST</sup> MARCH 2016 109 - 172
10. ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE 173 - 178

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**ENVIRONMENTAL & PUBLIC PROTECTION  
SCRUTINY COMMITTEE  
24<sup>th</sup> JUNE 2016**

**Forthcoming items for next meeting –  
Monday 26th September 2016**

<b>Discussion Topic</b>	<b>Background</b>
Community Safety Partnership Annual Report 2015/16	One of the key roles of the Environmental & Public Protection Scrutiny Committee in its capacity as the Council's Crime & Disorder Scrutiny Committee is to scrutinise the work of the County's Community Safety Partnership. This report provides details of the Partnership's work during 2015/16.
APB Drug & Alcohol Misuse Strategy Annual Report 2015/16	This is the Area Planning Board's annual report on the commissioning of substance misuse services. The report will provide the Committee with information on the strategic objectives regarding the provision of such services, the funding arrangements and services/projects commissioned within the region and county.
T&F Monitoring – Substance Misuse Services	Scrutiny committees have a key role to play in the monitoring of the implementation of recommendations to emerge from previous task and finish groups and progress reports are presented to committees throughout the year. An update on the implementation of recommendations from the Committee task and finish review of Substance Misuse Treatment Services will be included in the work programme for 2016/17.

<p>Highway Safety &amp; Footway Investment Programme</p>	<p>This report will provide the Committee with details of the current investment programme in relation to road safety and progress against improvement objectives.</p>
<p>Kerbside Green Waste Collection</p>	<p>This item will provide the Committee with an opportunity to comment on the Environment Department's proposals for the kerbside collection of green garden waste.</p>
<p>Q1 Performance Monitoring Report 2016/17</p>	<p>This is a standard 6-monthly report which allows members to undertake their monitoring role in relation to the relevant departments' services. The report also includes details of the compliments and complaints received by the relevant departments.</p> <p>Following agreement by the Scrutiny Chairs &amp; Vice-Chairs Forum, all the scrutiny committees will now receive performance monitoring reports for quarters 1 and 3 from 2016/17 onwards. The end of year position will be captured as part of the Council's Annual Report and Improvement Plan document.</p>
<p>Budget Monitoring 2016/17</p>	<p>This standard quarterly item enables members to undertake their monitoring role of the Environment Department, Public Protection Services and Community Safety Team's revenue and capital budgets.</p>
<p>Environmental &amp; Public Protection Scrutiny Committee Annual Report 2015/16</p>	<p>In accordance with Article 6.2 of the County Council's Constitution, each scrutiny committee must "prepare an annual report giving an account of its activities over the previous year." This report will provide members with an overview of the Committee's work during the 2015/16 municipal year.</p>

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24<sup>th</sup> JUNE 2016

## Animal Establishments – Licensing Fees

### To consider and comment on the following issues:

- To recommend that the Executive Board approves the adoption of the proposed licensing fees subject to amendment of the fees for home boarders.

### Reasons:

- Responses to public consultation necessitated a review of the application fees proposed for home boarders.
- To formulate views for submission to the Executive Board/Council for consideration.

### To be referred to the Executive Board for decision: YES

Executive Board – 25th July 2016  
County Council – 28th September 2016

### Executive Board Member Portfolio Holder:

Cllr. Jim Jones (Environmental & Public Protection)

<p><b>Directorate:</b> Communities</p> <p><b>Name of Head of Service:</b> Robin Staines</p> <p><b>Report Author:</b> Roger Edmunds</p>	<p><b>Designations:</b></p> <p>Head of Housing &amp; Public Protection</p> <p>Trading Standards Services Manager</p>	<p><b>Tel Nos. / E-Mail Addresses:</b></p> <p>01267 228960 <a href="mailto:rstaines@carmarthenshire.gov.uk">rstaines@carmarthenshire.gov.uk</a></p> <p>01554 742280 <a href="mailto:redmunds@carmarthenshire.gov.uk">redmunds@carmarthenshire.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24<sup>th</sup> JUNE 2016

## Animal Establishments – Licensing Fees

### Background

To recommend that Executive Board approve the adoption of the proposed new licensing fees subject to amendment of the fees for home boarders.

### Recommendations following consultation

Implement fees at the original level without taking into consideration the views of the home boarders.

A period of consultation was undertaken to canvas views of the authority's proposals relating to the new proposed fees structure. Details of the responses received is contained at the end of this report for information (Appendix 1).

After consideration of the responses it has been deemed necessary that in the instance of home boarding licences a further review of the fees charged for this category was required. The reason for this decision is that these operators have a maximum number of animals they are allowed to board in their own homes. These being 5 for dogs and 6 for cats. Inspections at these properties are far less onerous and time consuming than other licensed establishments. In many of the other licensed premises there is a sliding scale of fees dependant on the number of animals.

It has therefore been suggested that the fees set using the toolkit will remain as previously reported for all licensed establishments other than for those who board animals in their own home. For these it is our intention that new applicants will be charged a licence fee of £242.00 as outlined in the fees toolkit.

For currently licensed establishments and for any renewals it is proposed to reduce this fee by 50% to £121.00 (Appendix 2).

The reason being that for an initial application a pre licensing visit is carried out to ascertain the suitability of the premises and would also necessitate extra initial administration.

**DETAILED REPORT ATTACHED?**

**NO – See Appendices**



## 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:**            **Robin Staines**                            **Head of Housing & Public Protection**

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

### 2. Legal

Failure to adopt the proposed changes in relation to home boarders puts the authority at risk of legal challenge.

### 3. Finance

The number of licences required is expected to increase with the resultant increase in income. We are currently assessing the likely number of additional licensing that may be required.

### 6. Staffing Implications

There are currently 2 FTEs working directly on the animal licensing function. It is anticipated that the introduction of the new dog breeding regulations in particular, there will be a significant increase in the level of licences to be administered.

We will be monitoring this workload and a further report will be presented should additional resources be required, offset against the additional income generated. We will also look at any potential impact on the delivery of other Public Protection services as a result of this increased demand.

## CONSULTATIONS

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

Signed: **Robin Staines**                      **Head of Housing & Public Protection**

**1. Local Member(s) – N/A**

**2. Community / Town Council – N/A**

**3. Relevant Partners –** Licensing Establishments, Dog Breeders, Boarding Kennels, Riding Schools, Pet Shops

**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
Results of consultation letter	Housing & Public Protection Division, 3 Spilman Street, Carmarthen

## Appendix 1

### Matrix Table of Qualitative Responses to Animal Health Increase in Licensing Fees Consultation -

RESPONDENT	COMMENTS	APPRAISAL	RESPONSE	CHANGES
Respondent 1 Riding School	Generally not in agreement with the fee increase and believes that those with larger establishments should be paying significantly more. Believes that fee increase will impact on the business.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.	No change, proposed fees accurately reflect the true cost of administering the licensing function.
Respondent 2 Riding School	Believes the increase inappropriate for establishments that remain constant i.e. conditions and horses therefore inspection time not as long as new establishments. Also proposed that new businesses should be charged the new fees whilst existing businesses should face only minimum increase. Also a recognised equine vet should be appointed.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.  The vet used has to be authorised by BVA to carry out inspections.	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 3 Riding School	Accepts that a sensible increase is inevitable however believes that businesses with a small number of	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of	No change, proposed fees accurately reflect the true cost of

	horses has a greater percentage increase than a large business with more horses. Also believes that businesses should receive more than a few months' notice of an increase.		The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.	administering the licensing function
Respondent 4 Pet Shop	Will not be reapplying due to fee increase.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 5 Pet Shop	The sales of pet animals (fish) is a very small part of their business and only operate between the months of April and July therefore will not be re applying once the fees have been implemented.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 6 Dog Breeding	Fee increase is considered disproportionate and believes that smaller breeders may be deterred from licensing. Further the fee structure may encourage larger breeding establishments. Also considers the toolkit used to determine fees is flawed.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs	No change, proposed fees accurately reflect the true cost of administering the licensing function

			in administering the licensing function it has a legal duty to implement.	
Respondent 7 Dog Breeding	Considers the fees disproportionate and an example in that premise with less than 10 breeding bitches the fee equates to £26.20 per breeding bitch and a larger establishment with 80 or more £5.22 per bitch believing this may encourage larger establishments. Also suggests that members of the kennels club assured breeders scheme should be exempt from licensing and suggests further dialogue between KCSASBS with the possibility of implementing such a scheme.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.  At present it is a legislative requirement that those who breed dogs as defined in the legislation are licensed.	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 8 Dog Breeding and Boarding	Has two inspections carried out at the same time and feels that the proposed increases are therefore disproportionate. Further believes that has they already have an inspection by the kennel club feels that this should be taken into consideration.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.  At present it is a legislative requirement that those who breed dogs as defined in the legislation are licensed.	No change, proposed fees accurately reflect the true cost of administering the licensing function

Respondent 9 Boarding	Very disgruntled in his dealings with this Authority due to previous issues.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 10 Boarding	Believes the planned fee increase is disproportionate in that the number of animals they can board at any one time is only 16.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 10 Boarding	Does not agree with the proposed fee structure and suggests a sliding scale similar to dog breeders and riding schools. Fully supports the planned increase in fees for dog breeders.	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 11 Boarding	Disagrees with the proposed fees increase and believes that this is a back doorway for raising funds for the Authority. Suggests imposing fines and	Noted	Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and	No change, proposed fees accurately reflect the true cost of administering the

	sanctions on premises not meeting the required standards and therefore increasing revenue. Also suggests a grading system.		<p>Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>Enforcement action is currently a method of imposing sanctions and therefore raising standards. However any fines imposed are dependent on the Court and the Authority would only recover costs of prosecutions.</p>	licensing function
Respondent 12 Boarding	Believes that the fees are being increased to target dog breeding.	Noted	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>Increase in fees are not justified.</p>	No change, proposed fees accurately reflect the true cost of administering the licensing function
Respondent 13 Boarding	Disagrees with the proposed implementation in the first instance rather than a phased increase. Suggests introducing a sliding scale.	Noted	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p>	No change, proposed fees accurately reflect the true cost of administering the licensing function

<p>Respondent 14 Home Boarding</p>	<p>Disagrees with the current proposals. Suggests a discount for renewals.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>
<p>Respondent 15 Home Boarding</p>	<p>Does not agree with the proposed increases believes he would then be forced to increase their fees accordingly which ultimately may deter people from using his facilities. Accepts that it may be appropriate to increase the licence fee but would suggest a phased increase.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>



<p>Respondent 16 Home Boarding</p>	<p>Does not agree and finds the proposed increase extortionate, disproportionate and unreasonable.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>
<p>Respondent 17 Home Boarding</p>	<p>Does not agree with the fee increase and feels that home boarders should be treated differently to commercial kennels in that home boarders are limited to 5 animals.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>

<p>Respondent 18 Home Boarding</p>	<p>Does not agree with the fee increase and feels that home boarders should be treated differently to commercial kennels in that home boarders are limited to 5 animals.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>
<p>Respondent 19 Home Boarding</p>	<p>Does not agree with the fee increase and feels that home boarders should be treated differently to commercial kennels in that home boarders are limited to 5 animals.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>

<p>Respondent 20 Home Boarder</p>	<p>Does not agree with the fee increase and feels that home boarders should be treated differently to commercial kennels in that home boarders are limited to 5 animals.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>
<p>Respondent 21</p>	<p>Agrees with the proposed increase in the interest of Animal Welfare to regulate dog breeding however does not agree with the increase for home boarders and believes it could harm animal welfare.</p>	<p>Noted</p>	<p>Fees set using nationally recognised fees toolkit following guidance of the Technical Panel of The Wales Animal Health and Welfare Panel. Previous to the implementation of the toolkit this Authority was not meeting the costs in administering the licensing function it has a legal duty to implement.</p> <p>As the numbers of animals being able to be boarded at home boarders are limited to no more than 5 dogs or 6 cats it would be appropriate to review this category of licence fee.</p>	<p>It is proposed to introduce a system that new initial licences are charged a fee in accordance with the proposed fee structure of £242.00 and thereafter reducing the fee by 50% to £121.00</p>

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APPENDIX 2			Carmarthenshire 2014/2015	Fees Toolkit	Proposed fees January 2016
Animal Boarding	New	Home Boarder	£45.00	£242.26	£242.00
		Single Species	£100.00	£230.73	£231.00
		Double Species	£145.00	£246.11	£246.00
	Renewal	Home Boarder	£45.00	£242.26	£121.00
		Single Species	£100.00	£230.73	£231.00
		Double Species	£145.00	£246.11	£246.00
Dog Breeding	New	Up to 10 Bitches	£230.00	£440.04	£440.00
		11-25 Bitches	£255.00	£530.73	£531.00
		26 - 50 Bitches	£355.00	£594.84	£595.00
		51 - 80 Bitches	£380.00	£709.11	£709.00
		Over 80 Bitches	£405.00	£748.15	£748.00
	Renewal	Up to 10 Bitches	£80.00	£261.97	£262.00
		11-25 Bitches	£105.00	£286.66	£287.00
		26 - 50 Bitches	£205.00	£340.77	£341.00
		51 - 80 Bitches	£230.00	£389.04	£389.00
		Over 80 Bitches	£255.00	£418.08	£418.00
		(Inclusive of Vet Fees)	(Inclusive of Vet Fees)	(Inclusive of Vet Fees)	
Pet Shops	New		£125.00	£412.40	£412.00
	Renewal		£125.00	£412.40	£412.00
Riding Schools	New & Renewal	Up to 10 Horses	£205.00	£355.87	£356.00
		11 to 20 Horses	£225.00	£367.40	£367.00
		21 to 50 Horses	£280.00	£378.94	£379.00
		Over 50 Horses	£355.00	£402.00	£402.00
			(Inclusive of Vet Fees)	(Inclusive of Vet Fees)	(Inclusive of Vet Fees)
Dangerous Wild Animals	New		£255.00	£1,002.84	£1,003.00
	Renewal		£255.00	£1,002.84	£1,003.00
		(Exclusive of Vet Fees)	(Inclusive of Vet Fees)	(Inclusive of Vets Fees)	

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# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24<sup>th</sup> JUNE 2016

## Revenue & Capital Budget Monitoring Report 2015/16

### To consider and comment on the following issues:

- That the scrutiny committee receives the budget monitoring reports for the Environment Service, Public Protection Service and the Community Safety Service (based in the Chief Executive's Department).

### Reasons:

- To provide Scrutiny with a 'near actual' financial position in respect of the 2015/16 financial year.

**To be referred to the Executive Board for decision: NO**

### Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Technical Services)
- Cllr. David Jenkins (Resources)
- Cllr. Jim Jones (Environmental & Public Protection)
- Cllr. Pam Palmer (Communities – including Community Safety, Social Justice / Crime & Disorder)

<p><b>Directorate:</b> Corporate Services</p> <p><b>Name of Head of Service:</b> Owen Bowen</p> <p><b>Report Author:</b> Owen Bowen</p>	<p><b>Designation:</b></p> <p>Interim Head of Financial Services</p>	<p><b>Tel No. / E-Mail Address:</b></p> <p>01267 224886 <a href="mailto:obowen@carmarthenshire.gov.uk">obowen@carmarthenshire.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24<sup>th</sup> JUNE 2016

## Revenue & Capital Budget Monitoring Report 2015/16

The closure of accounts 2015/16 is now substantially complete and therefore this report is based on the near actual figures which provides members with the latest expected out-turn position for 2015/16. The appendices provide the detail to the summary noted below.

### Revenue Budgets

#### **Environment Service (Appendix A)**

The Environment service is showing an overspend of £337k at year end which will be met in part from underspends elsewhere within the Department as a whole -£124k and a transfer from Departmental reserves of £213k.

The Transport & Engineering Division is showing a net underspend of £55k for the year. Civil design is showing an overspend of £33k due to under recovery of income as a result of a vacant post, and the Park and Ride service is estimated to be overspent by £46k following a policy decision to remove funding. Public Transport is anticipating a £36k underspend following service adjustments to manage budget pressures elsewhere within the division. There is also expected to be a £36k underspend in Car Parks as a result of an increase in income banked and a £64k underspend on school transport.

The Property Services Division has an overall overspend of £253k. Building Maintenance is expecting to be £198k overspent due to non achievement of their income target as a result of a reduction in the Carmarthenshire Housing Standard related work. Repairs & maintenance of Parks and PCs are overspent by £31k as asset transfers have not as yet taken place and PAT testing £22k are overspent as there is no budget for these functions. Building Cleaning are anticipating an overspend of £42k due to an increase in overtime and superannuation costs. This is offset by a £62k underspend in the Grounds Maintenance section due to ongoing efficiency savings.

The Street-Scene Division has an overspend of £93k at year end. Flood defence is overspent by £37k due to non delivery of severance efficiency, Highway maintenance is



overspent by £69k due to resurfacing works, Public Conveniences are overspent by £21k due to full extent of proposed savings not yet delivered until assets transferred, Cleansing efficiencies not yet met due to demand of £71k. These are offset by savings on licence fees at landfill site of £35k, a delay in improvement works at Ammanford Cemetary due to weather £21k and a £22k saving in rights of way as a result of a vacancy.

The Policy & Development division is overspent by £46k mainly due to £36k severance efficiencies not being delivered.

#### **Public Protection Service (Appendix B)**

The Public Protection Service is projecting an underspend of £67k, mainly due to staff vacancies and reduced spending on supplies and services.

#### **Community Safety Service (Appendix C )**

The Community Safety Service within the Chief Executive's Department is projecting a break – even position at year end. A £21k overspend on residual CCTV staff prior to cessation of service has been offset by underspends elsewhere within the service.

#### **Capital Budgets (Appendix D)**

**Environment** – Multi Storey Cark Park -£99k Works scheduled for 16/17 on strengthening various elements of the structure

**Bridge Strengthening and Replacement - £100k** due to construction cost being lower than anticipated

**Major Structural Highways Improvements -£45k** Delay due to programming issues – Works scheduled for 16/17 at Cross Hands

**Street Lighting -£85k** budget to be used in conjunction with LED replacement scheme that is programmed to start in 16/17

**Trebeddrod Reservoir -£143k** Environmental issues delayed completion until early 2016/17

**DETAILED REPORT ATTACHED?**

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

## IMPLICATIONS

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

**Signed: Owen Bowen Interim Head of Financial Services**

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

3. Finance

**Revenue** – The Environment service is showing an overspend of £337k at year end which will be met in part from underspends elsewhere within the Department as a whole -£124k and a transfer from Departmental reserves of £213k. Public Protection is showing an underspend of -£67k whilst the Community Safety Service is breaking even at year end.

**Capital** – The capital programme shows a net variance of -£478k against the 2015/16 approved budget.

## 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. 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
2015/16 Budget	Corporate Services Department, County Hall, Carmarthen

**Environmental & Public Protection Scrutiny Report - Environment Service (Environment Department)**  
**Budget Monitoring as at 31st March 2016 - Summary**

Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Policy & Development	918	0	-807	111	1,013	-48	-807	158	46	72
Street Scene	42,051	-18,107	9,503	33,447	44,039	-20,002	9,503	33,540	93	7
Transport	25,149	-16,690	2,043	10,502	24,960	-16,557	2,043	10,446	-55	-31
Property Services	36,416	-34,884	251	1,783	40,194	-38,409	251	2,036	253	235
<b>GRAND TOTAL</b>	<b>104,534</b>	<b>-69,680</b>	<b>10,990</b>	<b>45,843</b>	<b>110,206</b>	<b>-75,016</b>	<b>10,990</b>	<b>46,180</b>	<b>337</b>	<b>282</b>

## Environmental & Public Protection Scrutiny Report - Environment Service (Environment Department)

### Budget Monitoring as at 31st March 2016 - Main Variances

Page 28	Division	Working Budget		Forecasted		Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
		Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
	<b>Policy &amp; Development</b>							
	Emergency Planning	70	0	117	0	46	Severance not delivered £36k, estimated overspend on out of hours service £5k and £5k on other miscellaneous costs.	45
	<b>Streetscene</b>							
	Flood Defence & Land Drainage	325	0	364	-2	37	Overspend due to Severance not delivered in 15-16.	-2
	Highway Maintenance	14,761	-7,161	15,270	-7,602	69	Final cost variations on resurfacing works.	1
	Ammanford Cemetery	29	-7	14	-14	-21	Poor ground conditions (due to weather) has prevented planned improvement works and construction of additional rows at the garden of remembrance section of the cemetery.	-21
	Public Conveniences	505	-23	514	-11	21	Full extent of savings not yet realised - currently in year 2 of a 3 year asset transfer programme with negotiations and terms currently being concluded on the balance of the proposed transfers.	36
	Cleansing Service	1,871	-56	1,939	-53	71	The original proposed efficiencies (labour and plant) have not been met due to the sustained demands on the cleansing service. The pressure to find the previously identified savings has now eased in recognition of the sustained service demand.	72
	Public Rights of Way	228	-11	210	-15	-22	£7k underspend due to vacant post and the balance due to underspend of general contingency for legal fees/advice and a reduction in training activity.	-23
	Closed Landfill Sites Nantycaws	32	0	2	0	-30	Reduced licence fee premiums from NRW (National Resources Wales) and reduced operational activity that reflects the reduction in environmental risks associated with leachate control and treatment as a result of the sustained success of the new leachate treatment plant.	-31
	<b>Transport</b>							
	Civil Design	872	-1,225	843	-1,163	33	Under recovery of income due to vacant Technician post, post is now filled.	35
	Passenger Transport	4,352	-2,544	4,899	-3,127	-36	Services adjustments undertaken to manage budget pressures	-41
	Transport to Schools & Colleges	8,245	-1,040	8,068	-925	-62	Tender efficiencies and service redesign.	-56
	Car Parks	1,621	-3,137	1,740	-3,291	-36	Demand for car parks has increased, generating additional income and there are reduced costs for gritting the car parks due to the mild winter.	-32
	Nant y Ci Park & Ride	2	0	76	-28	46	Members decision to withdraw the service/funding in 15/16 - the modified service is currently being trialled with the LHB to generate additional revenue to cover the shortfall.	49

**Environmental & Public Protection Scrutiny Report - Environment Service (Environment Department)**

**Budget Monitoring as at 31st March 2016 - Main Variances**

Division	Working Budget		Forecasted		Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Property Services</b>							
Building Mtce	22,945	-25,666	25,453	-27,977	198	Reduction in Carmarthenshire Home Standards work.	213
Pat Testing	0	0	22	0	22	No budget for pat testing.	20
Parks & PC Landlord	63	0	94	0	31	Asset transfer not undertaken - budget removed in 11/12 efficiencies.	30
Grounds Maintenance Service	4,007	-2,718	4,120	-2,875	-45	Effect of ongoing efficiency savings within the grounds maintenance service.	-79
Building Cleaning	3,182	-3,343	3,254	-3,373	42	Pressure due to increase in relief and overtime payments; superannuation costs £23k; with no corresponding budget or increased income achievable as SLA's agreed at start of the year.	25
Other Variances					-25		41
<b>Grand Total</b>					<b>337</b>		<b>282</b>

## Environmental & Public Protection Scrutiny Report - Environment Service (Environment Department)

### Budget Monitoring as at 31<sup>st</sup> March 2016 - Detail Monitoring

Page 30 Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
<b>Policy &amp; Development</b>											
Emergency Planning	70	0	41	111	117	0	41	158	46	Severance not delivered £36k, estimated overspend on out of hours service £5k and £5k on other miscellaneous costs.	45
Departmental - Core	179	0	-179	0	179	0	-179	0	0		16
Departmental - Policy	669	0	-669	0	706	-37	-669	-0	-0		10
Rechargable Works	0	0	0	0	11	-11	0	0	0		0
<b>Policy &amp; Development Total</b>	<b>918</b>	<b>0</b>	<b>-807</b>	<b>111</b>	<b>1,013</b>	<b>-48</b>	<b>-807</b>	<b>158</b>	<b>46</b>		<b>71</b>
<b>Street Scene</b>											
Streetscene Core	977	-30	-946	0	951	-5	-946	0	0		24
Landfill sites	3	0	0	3	3	0	0	3	-0		0
Capital Charges	0	0	4,775	4,775	0	0	4,775	4,775	-0		0
Highway Lighting	2,887	-1,513	167	1,541	2,631	-1,257	167	1,541	-0		1
Flood Defence & Land Drainage	325	0	261	587	364	-2	261	624	37	Overspend due to Severance not delivered in 15-16.	-2
Single Revenue grant - Flood Defence/Resilience	0	0	0	0	44	-44	0	0	0		0
Small scale Flood grant	0	0	0	0	7	-6	0	1	1		0
Bridge Maintenance	678	0	77	755	686	-8	77	755	-0		0
Remedial Earthworks	270	0	5	275	297	-27	5	274	0		0
Street Works and Road Adoptions	396	-334	123	185	421	-372	123	172	-13		-8
Technical Surveys	302	0	81	384	293	0	81	375	-9		-7
Highway Maintenance	14,761	-7,161	1,490	9,089	15,270	-7,602	1,490	9,157	69	Final cost variations on resurfacing works.	1
Western Area Works Partnership	4,220	-4,218	16	18	5,852	-5,854	16	13	-5		-12
Environmental Enforcement	560	-24	116	652	551	-24	116	643	-9		-10
Ammanford Cemetery	29	-7	31	52	14	-14	31	31	-21	Poor ground conditions (due to weather) has prevented planned improvement works and construction of additional rows at the garden of remembrance section of the cemetery.	-21
Public Conveniences	505	-23	1,919	2,401	514	-11	1,919	2,422	21	Full extent of savings not yet realised - currently in year 2 of a 3 year asset transfer programme with negotiations and terms currently being concluded on the balance of the proposed transfers.	36
Bus Shelters	0	0	0	0	2	0	0	2	2		2
Cleansing Service	1,871	-56	218	2,033	1,939	-53	218	2,104	71	The original proposed efficiencies (labour and plant) have not been met due to the sustained demands on the cleansing service. The pressure to find the previously identified savings has now eased in recognition of the sustained service demand.	72
Waste Services	13,880	-4,699	1,110	10,292	13,860	-4,678	1,110	10,292	-0		-15
Tidy Towns Projects	31	-30	1	2	30	-30	1	2	-0		0

## Environmental & Public Protection Scrutiny Report - Environment Service (Environment Department)

### Budget Monitoring as at 31<sup>st</sup> March 2016 - Detail Monitoring

Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Public Rights of Way	228	-11	23	240	210	-15	23	217	-22	£7k underspend due to vacant post and the balance due to underspend of general contingency for legal fees/advice and a reduction in training activity.	-23
Closed Landfill Sites Nantycaws	32	0	1	33	2	0	1	3	-30	Reduced licence fee premiums from NRW (National Resources Wales) and reduced operational activity that reflects the reduction in environmental risks associated with leachate control and treatment as a result of the sustained success of the new leachate treatment plant.	-31
Closed Landfill Sites Wernddu	27	0	0	27	21	0	0	22	-5		-0
Coastal Protection	68	0	35	102	76	0	35	111	9		-0
<b>Street Scene Total</b>	<b>42,051</b>	<b>-18,107</b>	<b>9,503</b>	<b>33,447</b>	<b>44,039</b>	<b>-20,002</b>	<b>9,503</b>	<b>33,540</b>	<b>93</b>		7
<b>Transport</b>											
Departmental - Transport	216	0	-216	-0	216	0	-216	-0	0		-0
Departmental Pooled Vehicles	6	0	0	6	43	-37	0	6	-0		0
Engineering Sub-Contractors	0	0	0	0	60	-60	0	0	0		0
Sec 278 HT Agreements	0	0	0	0	45	-45	0	0	0		0
Civil Design	872	-1,225	178	-175	843	-1,163	178	-141	33	Under recovery of income due to vacant Technician post, post is now filled.	35
Transport Strategic Planning	341	-134	343	551	356	-148	343	551	0		0
Fleet Management	6,685	-7,725	822	-218	5,739	-6,792	822	-231	-13		3
Bus Stations	46	0	6	52	59	-7	6	58	6	Services adjustments undertaken to manage budget pressures	1
Passenger Transport Unit Departmental Account	384	-44	-336	5	374	-38	-336	0	-5	Services adjustments undertaken to manage budget pressures	-0
Public Transport Support	989	-179	119	929	1,156	-341	119	935	5	Services adjustments undertaken to manage budget pressures	-6
Community Transport	198	-85	61	174	207	-118	61	150	-24	Services adjustments undertaken to manage budget pressures	-30
Concessionary Fares Grant	2,133	-1,603	47	576	2,503	-1,992	47	557	-19	Services adjustments undertaken to manage budget pressures	-7
Local Transport Services Grant	601	-632	28	-3	600	-631	28	-2	0	Services adjustments undertaken to manage budget pressures	0
Transport to Primary Schools	570	0	22	592	662	0	22	684	92	Tender efficiencies and service redesign.	103
Transport to Colleges	1,329	-708	56	676	1,234	-665	56	625	-52	Tender efficiencies and service redesign.	-33
Transport to Community Schools	125	0	4	129	108	0	4	112	-17	Tender efficiencies and service redesign.	-14
Transport to Secondary Schools	4,010	-105	219	4,124	3,922	-24	219	4,117	-6	Tender efficiencies and service redesign.	-85
Transport to Special Schools	2,211	-226	72	2,056	2,142	-236	72	1,978	-79	Tender efficiencies and service redesign.	-29
Passenger Assistants	948	-51	91	988	1,022	-115	91	998	10		9
Traffic Management	796	-50	90	836	849	-101	90	837	1		-0
Car Parks	1,621	-3,137	317	-1,199	1,740	-3,291	317	-1,235	-36	Demand for car parks has increased, generating additional income and there are reduced costs for gritting the car parks due to the mild winter.	-32

## Environmental & Public Protection Scrutiny Report - Environment Service (Environment Department)

### Budget Monitoring as at 31<sup>st</sup> March 2016 - Detail Monitoring

Page 32	Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
		Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
	Nant y Ci Park & Ride	2	0	0	2	76	-28	0	48	46	Members decision to withdraw the service/funding in 15/16 - the modified service is currently being trialled with the LHB to generate additional revenue to cover the shortfall.	49
	Regional Transport Consortia Grant	139	-138	9	10	140	-138	9	11	1		1
	Road Safety	113	0	66	179	150	-37	66	179	0		0
	School Crossing Patrols	165	0	37	202	164	0	37	201	-0		-0
	Bwcbus	646	-645	8	8	551	-550	8	9	1		1
	<b>Transport Total</b>	<b>25,149</b>	<b>-16,690</b>	<b>2,043</b>	<b>10,502</b>	<b>24,960</b>	<b>-16,557</b>	<b>2,043</b>	<b>10,446</b>	<b>-55</b>		<b>-32</b>
	<b>Property Services</b>											
	Renewable Energy Fund	0	0	0	0	61	-61	0	0	0		0
	Building Mtce	22,945	-25,666	1,817	-905	25,453	-27,977	1,817	-707	198	Reduction in Carmarthenshire Home Standards work.	213
	Home Exchange	306	-306	8	9	141	-140	8	9	-0		0
	Operational	2,284	-1,320	-1,046	-82	2,195	-1,231	-1,046	-82	-0		0
	Pat Testing	0	0	0	0	22	0	0	22	22	No budget for pat testing.	20
	Parks & PC Landlord	63	0	0	63	94	0	0	94	31	Asset transfer not undertaken - budget removed in 11/12 efficiencies.	30
	Corporate Property	1,912	0	-1,859	53	1,913	0	-1,859	54	0		0
	BSS Works	0	0	0	0	314	-313	0	1	1		0
	Trostre Depot a/c	92	-62	2	33	82	-44	2	40	7		3
	Pumping Stations	37	0	0	37	51	0	0	52	14	No R&M budget for pumping stations	25
	Design	1,373	-1,272	-62	39	2,228	-2,127	-62	39	-0		0
	Design Framework	0	0	0	0	187	-187	0	0	0		0
	Grounds Maintenance Service	4,007	-2,718	203	1,492	4,120	-2,875	203	1,448	-45	Effect of ongoing efficiency savings within the grounds maintenance service.	-79
	Parks Service	214	-197	792	809	79	-79	792	792	-17	Reduction in electricity charges based on actual usage	-3
	Building Cleaning	3,182	-3,343	395	234	3,254	-3,373	395	276	42	Pressure due to increase in relief and overtime payments; superannuation costs £23k; with no corresponding budget or increased income achievable as SLA's agreed at start of the year.	25
	<b>Property Services Total</b>	<b>36,416</b>	<b>-34,884</b>	<b>251</b>	<b>1,783</b>	<b>40,194</b>	<b>-38,409</b>	<b>251</b>	<b>2,036</b>	<b>253</b>		<b>235</b>
	<b>TOTAL FOR ENVIRONMENT</b>	<b>104,534</b>	<b>-69,680</b>	<b>10,990</b>	<b>45,843</b>	<b>110,206</b>	<b>-75,016</b>	<b>10,990</b>	<b>46,180</b>	<b>337</b>		<b>282</b>



**Environmental & Public Protection Scrutiny Report - Public Protection Service (Communities Department)**  
**Budget Monitoring as at 31st March 2016 - Summary**

Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
<b>Public Protection</b>										
Public Protection Service	3,161	-776	707	3,092	2,976	-659	707	3,025	-67	-54
<b>GRAND TOTAL</b>	<b>3,161</b>	<b>-776</b>	<b>707</b>	<b>3,092</b>	<b>2,976</b>	<b>-659</b>	<b>707</b>	<b>3,025</b>	<b>-67</b>	<b>-54</b>

**Environmental & Public Protection Scrutiny Report - Public Protection Service (Communities Department)****Budget Monitoring as at 31st March 2016 - Main Variances**

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Division	Working Budget		Forecasted		Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Public Protection</b>							
PP Management support	139	-70	126	-77	-21	Underspend due to general savings on printing, photocopying and postages and recharges	-10
PP Business Support unit	197	0	167	0	-30	Underspend in salary costs due to vacant posts offset by agency staff costs	-30
Public Health	266	-11	273	-5	13	Overspend in responsive maintenance, vehicle hire and fuel partly offset by underspends elsewhere in Public Health	21
Food Safety & Communicable Diseases	335	0	327	-10	-18	Underspend in salary costs due to maternity and general savings in spending to contribution towards the overspend in Public Health and the underachievement of licence fee income	-18
Animal Welfare	69	-23	54	-23	-16	Underspend in salary costs due a vacant post for part of the year	-12
Animal Licence Movement Scheme	153	-67	129	-67	-25	Underspend due to a post being vacant for the first 7 months of 15/16	-24
Trading Standards Services Management	125	-81	116	-36	36	Overspend in legal fees - a number of prosecution cases pending	-7
Food & Agricultural Standards & Licensing	115	-30	104	-38	-19	Overachievement in income due to grant income being awarded for the FSA Regional feed group lead by Powys and underspend in salaries due to one employee reducing hours	-12
Safety	64	-18	66	-4	17	Underachievement in licence fee income and costs and fees recoverable	28
Other Variances					-4		10
<b>Grand Total</b>					<b>-67</b>		<b>-54</b>

## Environmental & Public Protection Scrutiny Report - Public Protection Service (Communities Department)

### Budget Monitoring as at 31<sup>st</sup> March 2016 - Detail Variances

Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
<b>Public Protection</b>											
PP Management support	139	-70	111	181	126	-77	111	160	-21	Underspend due to general savings on printing, photocopying and postages and recharges	-10
PP Business Support unit	197	0	58	255	167	0	58	225	-30	Underspend in salary costs due to vacant posts offset by agency staff costs	-30
Public Health	266	-11	43	297	273	-5	43	310	13	Overspend in responsive maintenance, vehicle hire and fuel partly offset by underspends elsewhere in Public Health	21
Noise Control	149	0	16	164	147	-1	16	162	-3		-4
Air Pollution	96	-42	14	68	84	-25	14	73	5		8
Other Pollution	39	0	16	56	38	0	16	54	-2		-2
Water - Drinking Quality	40	-4	4	41	43	-4	4	44	3		3
Dog Wardens	91	-11	23	103	85	-8	23	99	-3		-2
Public Health Services Management	100	-45	87	142	86	-45	87	128	-14	Underspend covering overspends elsewhere in Public Health	-10
Licensing	374	-341	79	112	351	-306	79	123	13	Underachievement of licence income fees offset by general savings on expenditure.	15
Food Safety & Communicable Diseases	335	0	34	370	327	-10	34	351	-18	Underspend in salary costs due to maternity and general savings in spending contributing towards the overspend in Public Health and the underachievement of licence fee income	-18
Occupational Health	124	0	11	134	120	0	11	131	-4		-4
Stray Horses	6	0	0	6	1	-1	0	-0	-6		-5
Animal Welfare	69	-23	8	54	54	-23	8	38	-16	Underspend in salary costs due a vacant post for part of the year	-12
Diseases Of Animals	78	-2	9	85	76	-1	9	84	-1		-1
Animal Licence Movement Scheme	153	-67	26	112	129	-67	26	88	-25	Underspend due to a post being vacant for the first 7 months of the year	-24
Welfare Rights & Citizen'S Advice	148	0	1	149	146	0	1	147	-2		-2
Trading Standards Services Management	125	-81	106	150	116	-36	106	186	36	Overspend in legal fees - a number of prosecution cases pending	-7
Metrology	114	-13	10	111	110	-6	10	115	3		6
Food & Agricultural Standards & Licensing	115	-30	11	95	104	-38	11	76	-19	Overachievement in income due to grant income being awarded for the FSA Regional feed group lead by Powys and underspend in salaries due to one employee reducing hours	-12
Civil Law	209	-4	22	226	204	0	22	226	-1		4
Food Trading	129	-13	13	128	126	-2	13	137	8		4
Security	64	-18	7	52	66	-4	7	69	17	Underachievement in licence fee income and costs and fees recoverable	28
<b>TOTAL FOR PUBLIC PROTECTION</b>	<b>3,161</b>	<b>-776</b>	<b>707</b>	<b>3,092</b>	<b>2,976</b>	<b>-659</b>	<b>707</b>	<b>3,025</b>	<b>-67</b>		<b>-54</b>

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## Environmental & Public Protection Scrutiny Report - Community Safety Service (Chief Executive Department)

### Budget Monitoring as at 31st March 2016 - Summary

Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Chief Executive Community Safety Service	108	-48	95	155	128	-68	95	155	0	0
<b>GRAND TOTAL</b>	<b>108</b>	<b>-48</b>	<b>95</b>	<b>155</b>	<b>128</b>	<b>-68</b>	<b>95</b>	<b>155</b>	<b>0</b>	<b>0</b>

## Environmental & Public Protection Scrutiny Report - Community Safety Service (Chief Executive Department)

### Budget Monitoring as at 31st March 2016 - Main Variances

Division	Working Budget		Forecasted		Mar 2016	Notes	Feb 2016
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Chief Executive</b>							
Community Safety Fund	48	-48	0	-19	-19	Expenditure reduced to meet overspends elsewhere in the department	-19
CCTV Operators	31	0	55	-3	21	Residual staffing costs during transition to an unmanned service	21
Other Variances					-2		-2
<b>Grand Total</b>					<b>0</b>		<b>0</b>

## Environmental & Public Protection Scrutiny Report - Community Safety Service (Chief Executive Department)

### Budget Monitoring as at 31st March 2016 - Detail Monitoring

Division	Working Budget				Forecasted				Mar 2016 Forecasted Variance for Year £'000	Notes	Feb 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
<b>Chief Executive</b>											
Community Safety Fund	48	-48	68	68	0	-19	68	49	-19	Expenditure reduced to meet overspends elsewhere in the department	-19
CCTV Operators	31	0	19	50	55	-3	19	71	21	Residual staffing costs during transition to an unmanned service	21
Community Safety-Revenue	29	0	8	37	73	-46	8	35	-2		-2
<b>Chief Executive Total</b>	<b>108</b>	<b>-48</b>	<b>95</b>	<b>155</b>	<b>128</b>	<b>-68</b>	<b>95</b>	<b>155</b>	<b>0</b>		<b>0</b>

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# Environment & Public Protection

## Capital Budget Monitoring - Scrutiny Report for 2015/16 (Near Actual)

### Appendix D

Scheme	Target Date for Completion	Working Budget			Forecasted			Variance for Year	Comment
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
Wildlife Habitat Creation Projects	Ongoing	0	0	0	216	-216	0	0	
Coastal Protection Works	Ongoing	458	0	458	452	0	452	-6	
Fleet Replacement	Ongoing	116	0	116	116	0	116	0	
Technical	Ongoing	512	0	512	413	0	413	-99	Re-profile required - works to be carried out in 16/17
Bridge Strengthening & Replacement	Ongoing	250	0	250	150	0	150	-100	Due to construction cost lower than anticipated and Land issues. Slipping to 16/17
Road Safety Improvement Schemes	Ongoing	368	0	368	368	0	368	0	
Street Scene Infrastructure	Ongoing	609	0	609	564	0	564	-45	Delay due to programming issues - scheduled for 16/17
TG & Regional Transport Plan Grant Projects	Complete	177	-166	11	177	-166	11	0	
Public Lighting Works	Ongoing	85	0	85	0	0	0	-85	budget to be used in conjunction with LED replacement scheme in 16/17
RTC Grant - Road Safety Projects	Complete	462	-439	23	462	-439	23	0	
B4300 Cystanog Bends Capel Dewi - Highway Support Wall	Complete	19	0	19	19	0	19	0	
Highway Improvements - Bridges	Ongoing	295	0	295	295	0	295	0	
Safety Improvements / Functionality	Sep-16	241	0	241	241	0	241	0	
Treuddrod Reservoir, Furnace, Llanelli	Jun-16	758	0	758	615	0	615	-143	Works to be completed in 16/17
Local Transport Plan Grant Projects	Ongoing	1,977	-1,800	177	2,226	-2,049	177	0	
Caerthven Western Link Road	Ongoing	1,672	-1,672	0	1,855	-1,855	0	0	
<b>NET BUDGET</b>		<b>7,999</b>	<b>-4,077</b>	<b>3,922</b>	<b>8,169</b>	<b>-4,725</b>	<b>3,444</b>	<b>-478</b>	

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**ENVIRONMENTAL & PUBLIC PROTECTION  
SCRUTINY COMMITTEE  
24<sup>th</sup> JUNE 2016**

**Draft Annual Report (2015/16) and  
Improvement Plan (2016/17)**

- The entire - 1<sup>st</sup> Year's progress report on the Corporate Strategy 2015-20 (including our Summary Annual Report (2015/16) and Improvement Plan (2016/17))
- Relevant extracts for this Scrutiny Committee of the: Full Annual Report (2015/16) and Improvement Plan (2016/17) – (ARIP)

**To consider and comment on the following issues:**

- That the Committee considers and comments on the Council's draft Annual Report 2015/16 and Improvement Plan 2016/17.

**Reasons:**

1. Under the Local Government (Wales) Measure we must:
  - *Publish an Improvement Plan as soon as it is reasonably practicable after the start of the financial year i.e. April 1<sup>st</sup> (The Auditor General interprets this as by the end of June) and*
  - *Publish an Annual Report on past performance by the end of October each year.*
2. We publish a combined Annual Report and Improvement Plan allowing us to evaluate previous year's results and agree future outcomes.
3. The document is still being finalised as End of Year data becomes available.

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

## Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Technical Services)
- Cllr. Jim Jones (Environmental & Public Protection)
- Cllr. Pam Palmer (Communities – including Community Safety / Social Justice / Crime & Disorder)

<b>Directorates:</b> Communities / Environment / Chief Executive's	<b>Designations:</b>	<b>Tel Nos. / E-Mail Addresses:</b>
<b>Names of Heads of Service:</b> Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224898 <a href="mailto:wswalters@cararthenshire.gov.uk">wswalters@cararthenshire.gov.uk</a>
Steve Pilliner	Head of Transport & Engineering	01267 228150 <a href="mailto:sgpilliner@cararthenshire.gov.uk">sgpilliner@cararthenshire.gov.uk</a>
Robin Staines	Head of Housing & Public Protection	01267 228960 <a href="mailto:rstaines@cararthenshire.gov.uk">rstaines@cararthenshire.gov.uk</a>
<b>Report Authors:</b> Jackie Edwards	Principal Business & Development Officer	01267 228142 <a href="mailto:jmedwards@cararthenshire.gov.uk">jmedwards@cararthenshire.gov.uk</a>
Rob James	Principal Business & Development Officer	01267 224486 <a href="mailto:rnjames@cararthenshire.gov.uk">rnjames@cararthenshire.gov.uk</a>

**EXECUTIVE SUMMARY**

**ENVIRONMENTAL & PUBLIC PROTECTION  
SCRUTINY COMMITTEE**

**24<sup>th</sup> JUNE 2016**

**Draft Annual Report (2015/16) and  
Improvement Plan (2016/17)**

- 1<sup>st</sup> Year's progress report on the Corporate Strategy 2015-20 (including our Summary Annual Report (2015/16) and Improvement Plan (2016/17)). **This Scrutiny Committee should focus on Pages 3 and 12-15 only.**
- Full Annual Report (2015/16) and Improvement Plan (2016/17) – (ARIP)

Extracts relevant to the Environmental & Public Protection Scrutiny Committee:

- Introduction
- People who live, work and visit Carmarthenshire are safe and feel safer
- Carmarthenshire's communities and environment are sustainable
- Appendices

**1st Year's progress report on the Corporate Strategy 2015-20 (Including our Summary Annual Report (2015/16) and Improvement Plan (2016/17))**

- When we published the Corporate Strategy 2015-20 we promised to conduct an annual progress report and we set out a set 24 Outcome measures to judge our progress against
- By law we also have to publish a summary and full ARIP
- It makes sense to combine the Corporate Strategy progress and summary ARIP into one document to avoid duplication and align plans and reports
- In the recent WAO Annual Improvement Report they found the combination of a short summary and a full version – gave all the information needed.

**Full Annual Report (2015/16) and Improvement Plan (2016/17) – (ARIP)**

- By law we have to publish an Annual Report and an Improvement Plan – we combine the both in a single document in Carmarthenshire and this is seen as good practice by our regulators.

- On 20th April, we consulted with elected members on the Key Improvement Objective Priorities that are incorporated into this document
- WAO Corporate Assessment Proposals for Improvement are incorporated into the document.

**DETAILED REPORT ATTACHED?**

**YES**

## IMPLICATIONS

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

**Signed: Wendy Walters                      Assistant Chief Executive (Regeneration & Policy)**  
**Steve Pilliner                                Head of Transport & Engineering**  
**Robin Staines                                Head of Housing & Public Protection**

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

**1. Policy, Crime & Disorder and Equalities** – The Annual Report and Improvement Plan is aligned to our Integrated Community Strategy (ICS) Outcomes and Goals. The document will help inform our ICS Annual Report.

**2. Legal** – Our combination of Annual Reporting and Improvement Planning into a single document meets the Local Government Measure requirements and has satisfied our regulators. Other Councils in Wales have adopted this combined approach.

**3. Finance** – See the Making Better use of Resources theme

## CONSULTATIONS

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

<b>Signed:</b>	<b>Wendy Walters</b>	<b>Assistant Chief Executive (Regeneration &amp; Policy)</b>
	<b>Steve Pilliner</b>	<b>Head of Transport &amp; Engineering</b>
	<b>Robin Staines</b>	<b>Head of Housing &amp; Public Protection</b>

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
The Local Government Measure (Wales) 2009	<a href="#">Welsh Government\Final part 1 guidance</a>
Corporate Strategy 2015 -2020	<a href="#">Corporate Strategy 2015-2020</a>

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# CARMARTHENSHIRE COUNTY COUNCIL

## 1<sup>st</sup> year progress report on the Corporate Strategy for 2015/16

Including our Summary Annual Report 2015/16  
and Improvement Plan for 2016/17



**EICH CYNGOR arleinamdani**  
[www.sirgar.llyw.cymru](http://www.sirgar.llyw.cymru)  
**YOUR COUNCIL doitonline**  
[www.carmarthenshire.gov.wales](http://www.carmarthenshire.gov.wales)

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## Introduction

When we signed up with our partners to the Integrated Community Strategy for Carmarthenshire, the Council aligned its internal plans to maximize its contribution to the agreement. The vision is for a Carmarthenshire that enables people to live healthy and fulfilled lives by working together to build strong, bilingual and sustainable communities.

In September 2015, we renewed our Corporate Strategy which set out the Council's strategic priorities and aspirations in support of the vision for Carmarthenshire. This Strategy identified key areas of focus and set out the key outcome measures by which the Council would judge its success. This document provides an annual report on progress made.

For the last five years the Council has published a combined Annual Report and Improvement Plan (ARIP), that details our progress against all of the outcomes and goals set out in the Integrated Community Strategy. The full ARIP is a detailed and lengthy document, however this document provides a summary.



Carmarthenshire County Council's [Corporate Strategy 2015 - 2020](#)

[Annual Report 2015/16 and Improvement Plan 2016/17](#)

# Progress at a Glance

When we published the Corporate Strategy 2015-20 we set out the following outcome measures to judge our progress:-

Outcome	Outcome Measures	Progress
<b>Making Better Use of Resources</b>	Improved public satisfaction levels with the services provided by the Council	✓
	Reduction in organisational 'running costs'	✓
	Increased on line activity to address public queries and transactions	✓
<b>Building a Better Council</b>	Increasing public communication, consultation and engagement	✓
	Improved staff satisfaction levels	✓
	Reduced staff sickness absence levels	✗
<b>Healthier</b>	Reduction in referrals to adult and children's social services	✓
	Increased availability of rented and affordable homes	✓
	Increased use of leisure facilities	✗
<b>Learning</b>	Improved educational attainment	✓
	Improved school attendance rates	✓
	Reduced number of young people Not in Education, Employment or Training	Year 11 ✗ Year 13 ✓
	Improved condition of schools	✓
<b>Safe</b>	Appropriate support provided to children, young people and families as required	✓
	Reduction in road casualties	Awaiting results
	Reduction in total recorded crime	✗
	Reduction in anti-social behaviour	✓
<b>Environment</b>	Increased rates of recycling	✓
	Improved digital access	✓
	Improved transport links	✓
	Increased use of renewable energy	✓
<b>Economy</b>	Increased employment	✓
	Reduction in working age population in receipt of out of work benefits	✓
	Increased economic activity and productivity	✓

## Outcome A: Making Better Use of Resources...

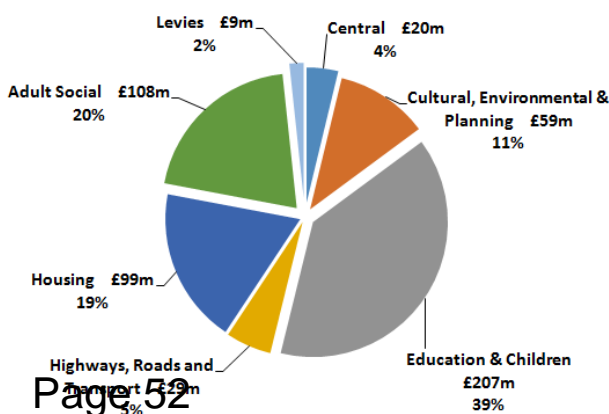
The Council is facing a period of significant and continued budget cuts and it is more important than ever to ensure that we are making the best use of resources. We will ensure that the organisation is working as efficiently as possible in order to protect and maintain front line services where possible. However, it may not be possible for us to continue doing some of the things we have done in the past and we will work with our communities and stakeholders to find new ways of addressing need where appropriate.

### IT Technology has arrived at school kitchens.....

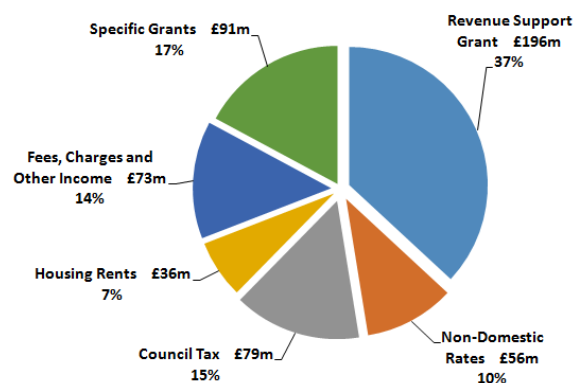


As part of the Transform, Innovate and Change (TIC) programme, electronic submissions make the ordering of food and kitchen supplies, timesheets, e-banking, staff newsletters, e-learning courses & on-line payments for school meals easier and accurate for kitchen staff, with significant time and efficiency savings and with better utilisation of resources for value added work.

**Services Provided**



**Sources of Funding**



## Progress during 2015/16

We set ourselves a Key Improvement Priority for 2015/16 to 'deliver value for money in providing council services and directing our resources to the top priority front line services on which many local people depend'. In its March 2016, [Annual Improvement Report](#) on the Council, the Wales Audit Office found:

*'Despite increasing pressure on budgets, performance is continuing to improve across the Council's priority areas and public satisfaction with Council Services is growing'.....frontline services have been protected, as a result of budget decisions and more efficient ways of working'*



- ❖ We have a programme of office rationalisation facilitated by adapting the way we use the buildings to suit the needs of those providing services and to engender a new more agile way of working. This has further reduced the number of buildings and costs of accommodation required to deliver the Council's services.

## Expected Outcomes (as identified in Corporate Strategy)



60% of our national measure results are in the top half of results for all Councils in Wales.  
59% of our National measures improved last year  
58% of citizens agree we provide **high quality services**



We have continued to reduce the organisational 'running costs'

2013/14	£16.7M
2014/15	£11.9M
2015/16	£12.6M



**EICH CYNGOR arleinamdani**

**YOUR COUNCIL doonline**

i-Local aims to keep residents better informed of changes to refuse collection arrangements, bad weather and other emergencies, news updates and information on events .

**13.5%**  
increase of on-line payments

**882,669**  
visitors to our website

**165,730**  
visitors to iLocal

## The Key Improvement Objective Priority for 2016/17



Deliver value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend - taking account of central government budget cuts and their impact

## Outcome B: Building a Better Council...

The Council has always worked towards building a better Carmarthenshire and has a proven track record of delivery. However, the way that public services are provided is changing and as a Council we need to respond and adapt to these changes in order to ensure we can support the needs of our residents in the future.

### Shwmae!

More than 100 people started their conversation with 'Shwmae' during their visit to Llanelli Market

As part of the national *Shwmae Sumae* Day on October 15, shoppers were urged to start their conversation with 'Shwmae' to be entered into a free raffle to win a grand hamper donated by traders.



Llanelli Market traders Wendy Lewis & Liz Thomas of AJ Meats supporting Shwmae Sumae Day

We have made further improvements in *Building a Better Council* and this progress has been independently verified by the Auditor General for Wales in his [Corporate Assessment](#) of January 2016.

*“Carmarthenshire County Council is demonstrating ambition in its vision, with collective leadership and more robust and transparent governance, it is delivering improved outcomes for its citizens....”*

## Progress during 2015/16

- ❖ We continue to promote local democracy and transparency with increased use of social media. For example the budget Consultation with the citizen's of Carmarthenshire involved an online survey, road show events and the use of 'question of the week' through social media.
- ❖ It is the duty of the Council to facilitate and increase the use of the Welsh language. This is a new opportunity for us to look at the Language in our workplace and in the services that we provide.
- ❖ We received 1000+ responses to our survey on rural poverty and this was brought together in a report for Grwp Cefn Gwlad. In response the LEADER programme is supporting pilot projects that aim to increase digital exploitation, access to information and advice services, as well as affordable childcare.

## Expected Outcomes (as identified in Corporate Strategy)

### Increased public communication, consultation and engagement

**4000+**

respondents to consultation on rural poverty, affordable homes, budget, tourism. Citizens Panel and 50+ Forum members

i-Local has an area dedicated to Consultation with the heading "We want to hear what you have to say on any and all matters of interest."



### Staff Sickness Up

Unfortunately our staff sickness absence levels have increased to **10.1 days** from 9.6 days the previous year.

## Improved Staff Satisfaction Levels



**BUDDSODDWYR | INVESTORS  
MEWN POBL | IN PEOPLE**

During the review, staff interviews showed **higher levels of satisfaction** than the previously.

The Council has been an Investor in People since 2009, and this financial year the Council has been reviewed and its accreditation maintained.

We were the first local authority to achieve the Welsh Government's Platinum health standard; we have now held the accreditation for 6 years.



## The Key Improvement Objective Priority for 2016/17



**We will continue to improve governance, decision making, openness & transparency and keep under review by the Constitutional Review Working Group**

More  - [Annual Report 2015/16 and Improvement Plan 2016/17](#)

## Outcome C: People in Carmarthenshire are healthier ...

Our way of life is changing. People are living longer with a higher quality of life but our care needs are becoming more complex. The challenge now facing us is to prevent ill-health in the first place.

### A Helping Hand



Yvonne lives with her husband who has chronic heart failure and hearing problems and she is her husband's main carer. Yvonne fell on a shop escalator and was taken to A & E but after assessment was discharged into the care of a *Rapid Response Team* by the Out of Hours Domiciliary Care Manager, thus avoiding hospital admission.

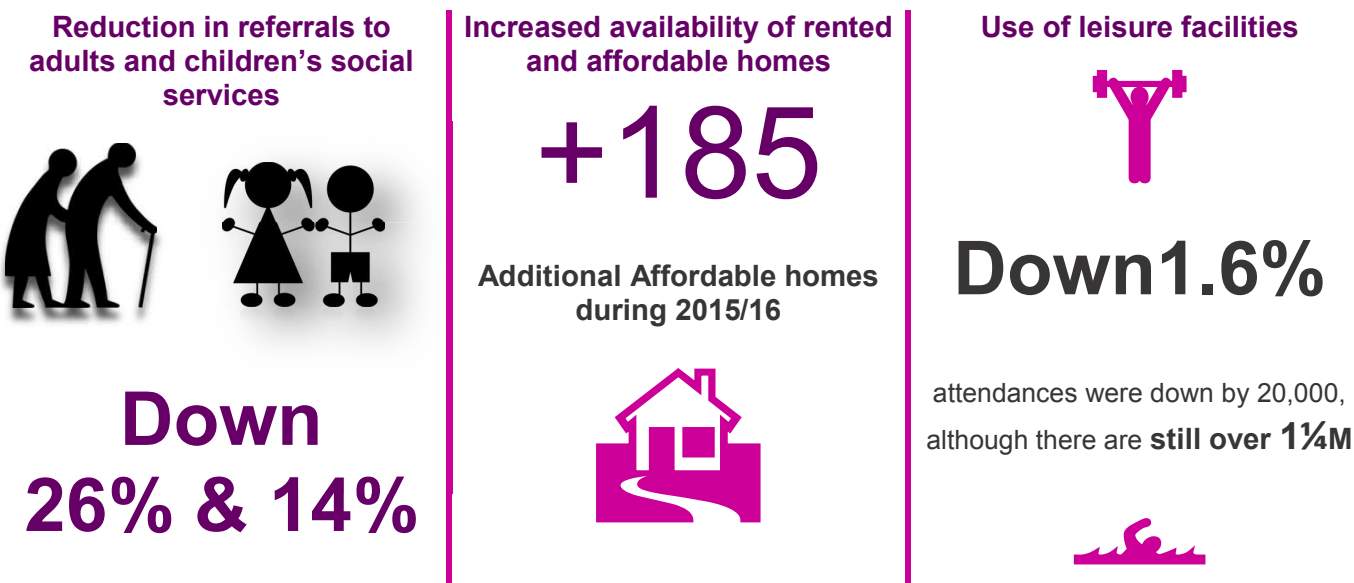
Yvonne wanted to regain her independence as soon as possible. The Rapid Response Team provided the necessary support until *Re enablement Team* support was arranged. Within three to four weeks visits were decreased and then stopped as they were no longer necessary.



## Progress during 2015/16

- ❖ The Council has worked in close partnership with the Health Board to address **health inequality** issues such as obesity, diabetes, smoking and alcohol use, dementia and other chronic conditions. The Council also works closely with the 3<sup>rd</sup> Sector to develop more resilient communities, thereby improving the health and well-being of the residents of these communities.
- ❖ The expanded Flying Start programme enabled 1,832 children to benefit from this **early intervention service**; Team Around the Family (TAF) training and support programme is being implemented across Carmarthenshire. All Families First (FF) commissioned projects are using the Joint Assessment Families Framework (JAFF) to measure whether involvement has been effective. The resource panel is helping ensure **preventative services** are being fully utilised.
- ❖ There is also a strong relationship between the **quality of housing** and ill health. We have invested over £200m in improving and modernising our tenants homes through the Carmarthenshire Homes Standard.
- ❖ We have also focused on **improving the numbers of affordable homes** for rent and to buy across the county as well as increasing the number of empty properties that have been brought back into use. We have developed an Affordable Housing Delivery Plan 2015-20 after extensive consultation with the public.

## Expected Outcomes (as identified in Corporate Strategy)



## The Key Improvement Objective Priorities for 2016/17



Promoting Independence and Well Being for Older People



Increasing the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan

## Outcome D: People in Carmarthenshire fulfil their learning potential...

We all want our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives. We want to improve outcomes for all ages through lifelong learning.

### Best Ever Results for Carmarthenshire schools

#### Ysgol Glan-y-Mor School Achieves the Highest Possible Standards

Results of the Key Level 2 inclusive Indicator the most important performance measure has **doubled** over three years, from 30% (2012) to 60% (2015) at the Ysgol Glan-y-Mor School.



*I am so pleased with my results. Thanks to all the staff in the school for their support. They were fantastic" **Robbie Williams***

*"I am extremely happy with my achievements. Thanks to Glan-y-Môr I can now continue with my chosen career path!" **Tane Davies***

*"The school was brilliant. I am really happy. Thanks to everyone at the school I achieved everything I wanted." **Rebecca Roberts***

For the second year in succession our school pupils in Carmarthenshire achieved their **best ever examination** results at GCSE, achieving 61.1% against the key Level 2 Inclusive indicator (at least 5 number GCSE passes at grade A\* to C including mathematics and language) with teacher assessments at all other key stages of education improving and comparing favorably with other authorities.

## Progress during 2015/16

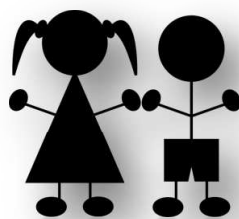
- ❖ We have established a Carmarthenshire **Youth Support Service** bringing together the Youth Service and Youth Offending Services.
- ❖ Within our **Modernising Education Programme** major school development projects were completed at Ysgol Bro Dinefwr, Ysgol Dyffryn Aman, Burry Port Primary School and Ysgol Carreg Hirfaen, with thousands of children benefiting.
- ❖ The number of 7 year old pupils receiving **Welsh medium education** has increased. The % of learners achieving expected levels at Key Stages 2, 3 and 4 have improved.

## Expected Outcomes (as identified in Corporate Strategy)



# 61.1%

of pupils achieving **5 GCSE** at grade **A\* to C** including English or Welsh first language and Mathematics  
**Now ranked 7<sup>th</sup> in Wales**



# 95.2%

Attendance at **Primary Schools**

# 94.2%

Attendance at **Secondary Schools**  
**Ranked 5<sup>th</sup> and 9<sup>th</sup> in Wales**

# 3.5%

 year 11 pupils (previously 3.4%) &

# 2.8%

 year 13 pupils (previously 6.1%)

**Not in Education, Employment or Training (NEET)**



# 55%

 of schools condition is graded 'good' or 'satisfactory'

## The Key Improvement Objective Priorities for 2016/17



Improving learner attainment



To further reduce young people **NOT** in Education, Employment or Training

## **Outcome E: People who live, work and visit Carmarthenshire are safe and feel safer...**

Carmarthenshire remains one of the safest areas in the UK. However, we must not become complacent and we need to continue to work together with partners to address problems identified by local communities.

### **Bang to Rights!**

**Speeding motorists had red faces having to explain their behaviour to the pupils outside their school**

One driver was so embarrassed he dodged the ordeal by accepting a fixed penalty notice. The Speeding Initiative outside schools throughout the county is being promoted as part of Carmarthenshire's Community Safety Partnership.



**Carmarthenshire continues to be one of the safest areas in the UK**

Crime rates continue to be significantly lower in Carmarthenshire compared to the average for England and Wales

## Progress during 2015/16

- ❖ **Safeguarding** children and adults remains our first priority as a Council and this year a Corporate Policy has been developed to ensure all our services have a raised awareness and better understanding of procedures in relation to safeguarding.
- ❖ Our *Team Around the Family* (TAF) approach enables us to **work together with families and other agencies** to deliver a plan of support at times when a family is facing challenging circumstances. This support also helps to build the families resilience and to cope in the future.
- ❖ We continue to work with the Community Safety Partnership (CSP) to **reduce anti-social behaviour**. Some development improvements have included:-
  - sharing of information between systems used by Gwalia and the Police
  - links between all the partners of the CSP
- ❖ There has been a focus on **road safety** in the 'Carmarthenshire News' and on the CSP website. We have continued with various initiatives such as 'Dragon Rider Cymru' training for motorcyclists and encouraging young drivers to take part in 'Pass Plus Cymru' training.
- ❖ Work to **reduce drug and alcohol misuse** continues and we undertook a pilot with the Integrated Family Support Team looking at cases where parents had substance misuse problems.



## Expected Outcomes (as identified in Corporate Strategy)

The Family Information Service (FIS) offers free impartial advice and guidance, enabling children, young people and their families, to have access to a broad range of information about what services and support is available.



Reduction in road casualties  
**XX**

**Data available end of June**

While there has been an increase of 10.1% in recorded crime during the year, it is difficult to compare figures with 14/15. Changes made in recording data by the police have resulted in an increase in the accuracy of recording crime.

2014/15	2015/16
7,381	8,128



Incidents  
**down**  
**15.5%**



## Our priorities for 2016/17

- ❖ We will continue to work in partnership and engage with local communities to reduce crime and disorder.
- ❖ We will continue to target speeding including use of Community Speed Watch Schemes.
- ❖ We will continue to make the Safeguarding of children and adults one of our main priorities.
- ❖ By providing targeted prevention, early interventions and effective treatment to minimise the harm caused by drugs and alcohol.

More - **Annual Report 2015/16 and Improvement Plan 2016/17**

## Outcome F: Carmarthenshire's communities and environment are sustainable...

Carmarthenshire is known for its diverse communities and wonderful natural environment and we want to ensure that we develop sustainably, so that everyone in the county is able to enjoy a better quality of life now and for generations to come.

### Home Composting

GREEN-FINGERED tenants at Nant-Y-Glo in Pontyberem have been discovering the benefits of home composting. Grass cuttings along with kitchen scraps such as vegetable peelings and teabags are now being composted instead of just being thrown away. The rich soil conditioner it makes is being used in their flower pots to brighten up the council-run sheltered housing complex.







#### Progress during 2015/16

- ❖ We have continued to receive and determine applications for renewable energy projects, largely in the form of single wind turbines but also that of Brechfa West wind farm. The majority of such applications are granted. Those that have not been granted have been refused primarily on landscape implications particularly where cumulative impacts on the landscape are apparent.

- ❖ Our positive approach to determining planning applications ensures that further opportunities have been provided through the granting of planning applications to meet the housing needs, economic needs and indeed community needs (schools etc) of the County.
- ❖ We have supported 250 residents by giving them digital inclusion skills through key events across Communities First areas, allowing them to return to, or enter employment or training. We won a two year £90,000 rural grant for the exploitation of digital technology in rural Carmarthenshire.
- ❖ We have improved digital access in Carmarthenshire during 2015/16 by completing WiFi access for all schools and beginning public access to WiFi in the markets at Llanelli and Carmarthen. To date 46 out of the 54 BT Exchanges have been enabled for superfast broadband.
- ❖ We have continued to improve transport links that support economic development and sustainability.
  - During 2015/16, construction of the Carmarthen west link road commenced and Phase 1B of the Cross Hands Economic Link Road, which will improve access at the Strategic Employment site, was completed.
  - We resurfaced 27.97 kilometres of highway during 2015/16.
  - Overall, the percentage of roads in poor condition has reduced from 11.9% to 10.7%.
  - ! However, there is a decline in the condition of A&B class roads.
  - 3,166 metres of new cycleway was completed in 2015/16.

**Expected Outcomes** (as identified in Corporate Strategy)

<p><b>Increased rates of recycling</b></p> <p><b>63%</b></p>  <p>Well above the national statutory target of 58% for 2015-16</p>	<p><b>Improved digital access</b></p> <p>supported residents with digital skills</p> <p><b>+ 250</b></p> 
<p><b>Improved transport links</b></p>  <p>Resurfaced <b>28 kilometres</b> of highway</p>	 <p><b>2.5%+</b></p> <p>Increased use of renewable energy</p>

**The Key Improvement Objective Priority for 2016/17**



Improving the highway infrastructure network to support further economic development and connectivity

## Outcome G: Carmarthenshire has a stronger and more prosperous economy..

Providing secure well paid jobs and training opportunities for local people is central to everything we are seeking to achieve. In the past, too many young people have been forced to leave Carmarthenshire to get jobs. Working across all sectors – public, voluntary and private – we want to increase prosperity for everyone in the county.

### Vibrant & Viable Places – Tackling Poverty: Opportunity Street, Llanelli

Three properties have been bought as part of a £1.5m *Opportunity Street* project to further regenerate Llanelli town centre. The vacant premises were acquired with assistance from the Welsh Government [Vibrant and Viable Places](#) funding. Llanelli was allocated **£1million** under the programme over three years 2014-17.

The main aim of the fund is to tackle poverty by creating jobs, encouraging skills development, improving housing, providing facilities to attract new retail interests and helping people into work. This is a *Key Improvement Objective Priority* for us.



**A number of strategic regeneration projects have delivered positive outcomes and improved employment opportunities**  
(WAO Annual Improvement Report March 2016)



## Progress during 2015/16

- ❖ Our regeneration activity is shaped by effective collaborative working with neighbouring councils to form the **Swansea Bay City Region (SBCR)**. To support this, **the Strategic Regeneration Plan for Carmarthenshire 2015-2030 – Transformations** was launched. The regeneration of Carmarthenshire for current and future developments is both ambitious and challenging, and the Strategic Regeneration Plan for the next 15 years, promotes new opportunities for business growth, skills development and job creation, whilst developing our knowledge, economy and tourism.
- ❖ Our **Learner Programmes** are intrinsically involved with curriculum reform and development and are working with schools and local Further Education, to provide meaningful and relevant high quality learning opportunities for children and the young people of Carmarthenshire.
- ❖ The **SBCR** has submitted a ground-breaking '**Internet Coast**' City Deal bid, in excess of £500m over 20 years. By harnessing the transformational power of digital networks, it provides a real opportunity to push forward growth in the region and importantly the rural economy of West Wales.
- ❖ The emerging Wellness and Life Science Village, Delta Lakes, will potentially create 1,000 jobs and see an investment of £100M in Llanelli.

## Expected Outcomes (as identified in Corporate Strategy)

**180 Jobs** created

**109 Jobs** safeguarded

**149 people** into Jobs



**1,220 Jobs**

accommodated

**2,648 people** into training



**11.8%** of Working age population in Carmarthenshire are in receipt on **out of work benefits**  
*(down from 12.5% in 2014)*

**69% Employment** in Carmarthenshire  
*(an increase on 68.6% for the previous year)*

Nearly **£29M** Private Sector investment /External funding secured

**12** enterprises created

**13.13ha** land developed/ improved

**+162,000sq ft** floor space developed



## The Key Improvement Objective Priorities for 2016/17



**Creating jobs and growth throughout the County**



**Tackling Poverty**

## YOU SAID, WE DID



We have provided some examples of the positive changes we have made after hearing from citizen feedback in our **'You Said.....We Did....'** Campaign

	You said...	We did...
<b>Making Better Use of Resources</b>	That you would like to be able to make card payments at The Hub in Llanelli.	Self service payment kiosks will be installed in The Hub during 2016/17, enabling customers to make card (and cash) payments.
<b>Building a Better Council</b>	That, although very helpful, members of staff within the Contact Centre and Customer Service Centers could build on their wide knowledge base and increase their expertise in some areas.	Staff receive regular ongoing training and awareness sessions to remain up to date and knowledgeable on council services.
<b>Healthier</b>	You weren't always aware of the acceptable standards we expect Tenants to keep their properties in.	As part of the repairs review we undertook a pilot to establish the frequency and nature of regular visits to all Council tenant's homes
<b>Healthier</b>	That there was a need for smaller type homes, mainly for rent and for local people. You wanted us to maximise use of existing homes, especially bringing empty homes back into use.	We have developed an affordable homes plan which addresses these issues and sets out how we will deliver over 1,000 additional affordable homes over the next 5 years with a total investment exceeding £60m.
<b>Education</b>	Parents wanted to be able to express a preference when applying for a school place for their child.	We are implementing a change to the school admissions process to allow parents to express a 1st, 2nd, and 3rd choice when applying for a school place.
<b>Environment</b>	You wanted more reassurances when sending your children to school with Passenger Assistants.	The Passenger Transport section has reminded all transport contractors of the need to inform parents or guardians of any changes to travel arrangements and reminded all Passenger Assistants that personal identification must be worn at all times and shown upon request.
<b>Economy</b>	It was sometimes difficult to get through to the Housing Benefit team by telephone.	Supervisors have been reminded of the importance of monitoring call volumes regularly and will adjust call team staffing levels as required. Additional lines are also opened at peak times.



## For further information contact:



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



Tel: **01267 224486**  
Email: [performance@carmarthenshire.gov.uk](mailto:performance@carmarthenshire.gov.uk)



Visit the Council's website  
<http://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/performance-management/>



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Follow this plan and add your Tweets on our [Twitter](#) page - **#CarmsReport**



Carmarthenshire County Council's [Corporate Strategy 2015 - 2020](#)

[Our Annual Report 2015/16 and Improvement Plan 2016/17](#)

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July 2016

# Annual Report 15/16 & Improvement Plan 16/17



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

For a 'Quick start' short summary to this document see our [Summary](#)

To monitor the delivery of this plan - [www.carmarthenshire.gov.uk/performance](http://www.carmarthenshire.gov.uk/performance)

## Welcome from the Leader of the Council

I can scarcely believe that a year has gone by since my election as Leader of Carmarthenshire County Council in May 2015. Becoming the Leader of such a successful Council was undoubtedly a great honour.

It's very important that we self assess and evaluate our performance and governance as a Council before we set out our plans for the year ahead and we are very fortunate that we can include an independent source to sum up our performance.

In January of this year the Wales Audit Office undertook a Corporate Assessment of the Council and highly praised us for having:

*“.....a well established vision that is driven forward by a strong collective leadership from both Executive and Corporate Management Teams”*

The report stated that a clear framework of well-aligned plans and strategies has translated priorities into action.

This combined Annual Report and Improvement Plan is directly aligned to the *Integrated Community Strategy* that we have agreed with our partners. It's very important that we deliver our side of the agreement. For the five *outcomes* and 30 *goals* we signed up to, it outlines the Council's progress last year and its aims for the coming year.

The Wales Audit Office has consistently found that our public reporting of performance is *“fair and balanced”* and you will see that along with the good news, inconvenient news is also reported, although there is not much of it. *We are going to make the Council the most open and transparent Council in Wales to enable us to make continuous improvement.* The Constitutional Review Working Group's action plan to develop and improve the Council's governance and accountability arrangements will continue to be delivered.

Regenerating the local economy, creating jobs and keeping young people here to fulfil their potential is my main priority. We have strengthened the *Outcome - Carmarthenshire has a stronger and more prosperous economy.*

With severe budget reductions we have achieved much and plan to achieve more, despite less funding. We will continue to consult widely on budget reduction proposals and make sure we listen to the people of Carmarthenshire who we serve. We will make better use of resources, build a better council and make sure we embed the Council's core values in everything we do.

These are challenging and uncertain times, but with uncertainty come opportunities and we will face the challenges and deliver the best outcomes for social, economic, environmental and cultural well-being of the people of Carmarthenshire.

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

**Listening to You**, Carmarthenshire County Council, County Hall,  
Carmarthen SA31 1JP or email at [ListeningToYou@carmarthenshire.gov.uk](mailto:ListeningToYou@carmarthenshire.gov.uk)

**Cllr Emlyn Dole**  
Leader



**Mark James CBE**  
Chief Executive



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This plan will look at all the promises made above, in turn, and, try to judge where we are, look at the available evidence in customer satisfaction, regulatory findings or performance data, outline progress made in the past year, identify if anyone is better off and set out the improvements for the year ahead.

# Introduction

## Purpose:

This Annual Report and Improvement Plan (ARIP) is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing. The Council has set an ambition to be recognised as the most open and transparent Council in Wales.

Previous Annual Report and Improvement Plans have been recognised by our external regulators as providing comprehensive information in a fair and balanced way. In March 2016 the Wales Audit Office concluded:-

*'Public reporting of performance is fair and balanced. The ARIP is clearly laid out and presents a comprehensive picture of what the Council is aiming to achieve, the progress it is making and how its performance compares with other councils in Wales.'*

*Wales Audit Office – Annual Improvement Report March 2016*

## Legal Duty:

By law under the [Local Government \(Wales\) Measure](#) we must:

- Publish an Improvement Plan as soon as it is *reasonably* practicable after the start of the financial year i.e. April 1<sup>st</sup> and
- Publish an Annual Report on past performance by the end of October<sup>1</sup> each year.
- This document is a combined Annual Report and Improvement Plan.
- Combining these documents means that we can review what we did last year before deciding what we will do in the year ahead. We report our own results for 2015/16 and reflect on our year on year performance and assess any improvements needed.
- However, we will not be able, with the timing of this publication, to compare our 15/16 results to every other Council in Wales, until the All Wales results are published in September 2016.

## Duty to Improve:

Local Government, throughout the UK, is currently experiencing severe budgetary constraints. There is increasing demand and expectation, yet less resources are available. Under these conditions, we need to work even more efficiently and effectively, to maintain services and improve where we can, delivering 'more (or even the same) for less'.

## Working with Partners:

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We agreed a single [Integrated Community Strategy \(ICS\)](#) with our partners in Carmarthenshire in July 2011. Previously there had been separate partnership plans in Regeneration, Children and Young People, Health & Community Safety.

In its Corporate Assessment of the Council, January 2016, the Wales Audit Office concluded that *'The Council has a well established and effective approach to partnership working'*.

## Corporate Strategy

Our [Corporate Strategy 2015 - 2020](#) sets out the Council's strategic priorities and aspirations and how we will support the delivery of the Integrated Community Strategy outcomes and goals for the next five years.

<sup>1</sup> The report of 31<sup>st</sup> October is set to enable Councils to compare their performance to all other Welsh Councils results that are not available and audited until September.



## Equality and Diversity

[Strategic Equality Plans](#) (SEPs) are important documents that set out how public bodies will consider the needs of groups with 'protected characteristics', as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation. SEPs generally contain a set of equality objectives, together with an action plan, which aim to promote equality and fairness.

Consultation is an intrinsic part of developing a new [Strategic Equality Plan](#) and, as such, public opinion was sought to strengthen the Plan. During the year, we have worked closely with our partners across Dyfed Powys and with Equality Carmarthenshire to undertake detailed consultation. A mixed methods approach was employed to seek the views and experiences of stakeholders across Dyfed Powys.

It was agreed to produce one master survey (and sister versions) and hold local stakeholder events in each of the four regions. This approach increased the robustness of collected data and facilitated comparability of results. Furthermore, the consultation survey formed part of the September 2015 mail out to Citizens' Panel (c. 600) and 50+ Forum (c. 2400) members.

Feedback from the consultation was used to prepare the Strategic Equality Objectives and will also be key in preparing the action plan for the next period of implementation.

## Welsh Language

During 2015/16 the focus has been on the preparatory work of introducing the [Welsh Language Standards](#) within the Council. We have prepared a detailed action plan for the initial phase of implementation and this will be the basis of our [Annual Report](#) for this year.

The period of preparation has been a busy one and communication has been a key element in raising awareness of the changes amongst staff. Consequently, we have received a number of enquiries from departments. This has provided a good opportunity for us to look at our current situation with regard to compliance and in setting priorities for the future.

During the preparation work, it became clear that there would be increased pressure on the Translation Unit. In order to meet our responsibilities and support a bilingual workplace, there was additional investment in the Unit's budget in order to appoint more staff and invest in systems that will support their work. The Unit has a key role to play in facilitating the Standards and in supporting departments to increase the use of the Welsh language in our workplace as we build internal capacity.

## Self Assessment and Prioritising Improvement

To assess performance and to identify improvement priorities, we draw on evidence from a reasonable, balanced and rounded range of sources:

Through bringing together this broad range of information and viewpoints, we are able to examine evidence to decide what matters most and where our effort needs to be concentrated.

We identified the following Key Improvement Objective Priorities (KIOP) for 2016/17:-



Outcome	Our 2015/16 KIOP	KIOP for 2016/17
<b>Making Better Use of Resources</b>	<i>Deliver value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend</i>	<i>Deliver value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend - taking account of central government budget cuts and their impact</i>
<b>Building a Better Council</b>	<i>Improve Governance, decision making, openness and transparency</i>	<i>Continue to improve Governance, decision making, openness and transparency and keep under review by the Constitutional Review Working Group</i>
<b>Health</b>	<i>Support the growing numbers of older people to maintain dignity and independence in their later years</i>	<i>Promoting Independence and Well Being for Older People</i>
	<i>Improve the Council housing stock and assist local people to gain access to rented and affordable homes</i>	<i>Increase the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan</i>
<b>Learning</b>	<i>Improve School Attainment</i>	<i>Improve Learner Attainment</i>
		<b>New</b> - <i>To further reduce young people Not in Education, Employment or Training</i>
<b>Environment</b>		<b>New</b> - <i>Improving the highway infrastructure network to support further economic development and connectivity</i>
<b>Economy</b>	<i>Tackle Poverty</i>	<i>Tackle Poverty</i>
		<b>New</b> - <i>Creating jobs and growth throughout the County</i>

# Key overall performance news

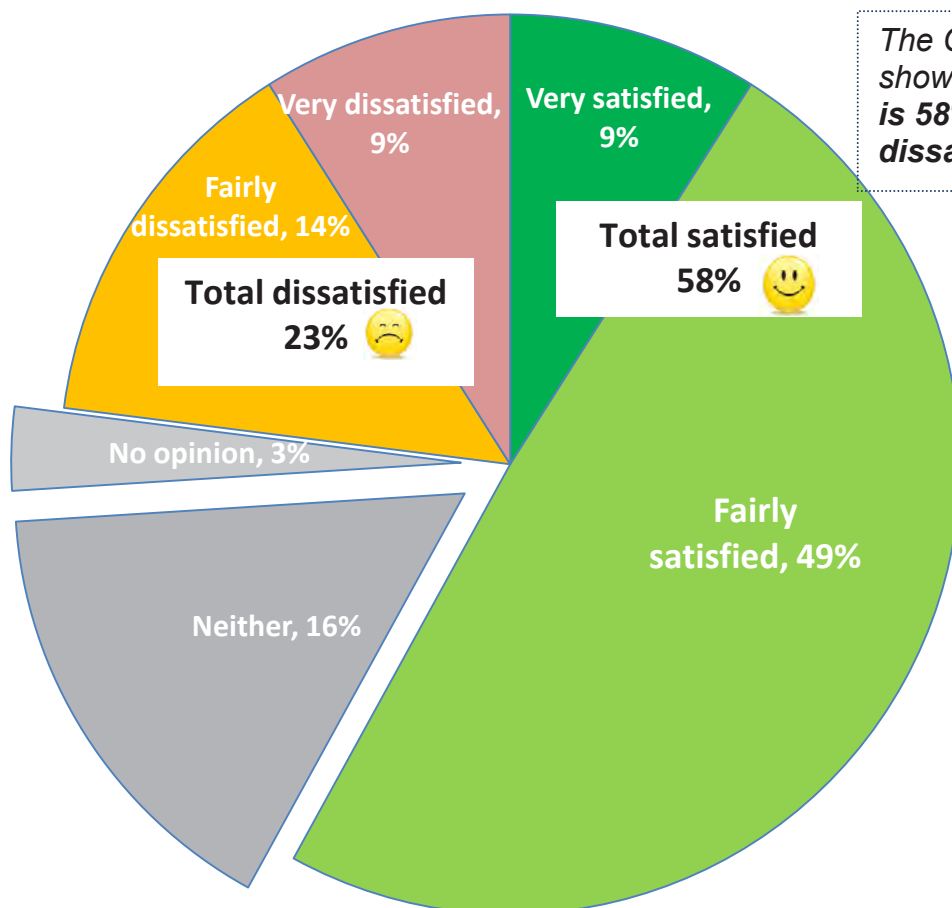
## Citizens' Verdict

In March 2014 the Citizens Panel was sent a questionnaire with the following question:-

*'Taking everything into account, how satisfied or dissatisfied are you with the services provided by Carmarthenshire County Council overall?'*

😊 **58% V 23%** 😞

March 2014 - Responses 376



The Citizens Panel Survey shows that **total satisfaction is 58%** and **total dissatisfaction is 23%**

✓ The Citizens' panel have been asked the same question previously and net satisfaction has improved this year compared to two years ago

	a	b	c	d	e	f	g	h	c-h
Citizens Panel	Very satisfied	Fairly satisfied	Total satisfied	Neither	No opinion	Fairly dissatisfied	Very dissatisfied	Total dissatisfied	Net Satisfaction#2
March 2014 376 responses	9%	49%	58%	16%	3%	14%	9%	23%	35%
April 2012 461 responses	7%	45%	52%	25%	4%	16%	3%	19%	33%
May 2010 538 responses	6%	52%	58%	19%	4%	14%	4%	18%	40%

#1 The Carmarthenshire Citizens' Panel was established in 2001 and is a joint initiative between Dyfed-Powys Police and the Council. As usual the Survey Data is analysed with the courtesy of Dyfed-Powys Police

#2 The use of net satisfaction is in line with normal market research practice and the National Survey of Wales approach

#3 Citizens Panel results may be more critical than Resident Survey results. The 2010 Residents Survey showed that 82% of residents were satisfied – the 2010 Citizens Panel results were 58% satisfied, a 24% difference.

## Regulators Verdict

Regulators provide an important independent assessment of Councils and their stewardship of public funds



## Wales Audit Office - [Corporate Assessment](#) - January 2016

In 2013-14 the Wales Audit Office began a four-year cycle of corporate assessments of improvement authorities in Wales. This means that, in addition to an annual programme of improvement studies and audits of councils' approaches to improvement planning and reporting, each authority receives an in-depth corporate assessment once during a four-year period. In the autumn of 2015 Carmarthenshire was examined and in January 2016 the Wales Audit Office Report was received.

The Auditor General concluded that:

*Carmarthenshire County Council, demonstrating ambition in its vision, with collective leadership and more robust and transparent governance, is delivering improved outcomes for its citizens although some out-dated approaches may limit the speed of progress.*

Overall the report was very favourable and made no recommendations for improvement. It did make six proposals for improvement and these are addressed in the *Making Better Use of Resources* and *Being a Better Council* sections of this plan.

## Wales Audit Office - [Annual Improvement Report](#) - March 2016

The Annual Improvement Report largely repeated the Corporate Assessment findings and added further comments on our Annual Report and Improvement Plan approach:

*The combined review of past performance with the actions the Council plans to take next within a single document allows the reader to form a balanced picture of how well the Council is performing. The ARIP is lengthy and detailed and there is also a useful summary, together they provide all the information the reader could need. The ARIP and summary are published in Welsh and English, with appropriate arrangements for publicity. The report is easy to find on the Council's website.*

Given this endorsement of our approach, we have decided to repeat the process for 2016/17 with some further improvements.

## How we Measure up

When we published the [Corporate Strategy 2015 - 2020](#) we set out the following outcome measures to judge our progress:-

Theme	Outcome Measures	Progress
Making Better Use of Resources	Improved public satisfaction levels with the services provided by the Council	✓
	Reduction in organisational 'running costs'	✓
	Increased on line activity to address public queries and transactions	✓
Building a Better Council	Increasing public communication, consultation and engagement	✓
	Improved staff satisfaction levels	✓
	Reduced staff sickness absence levels	✗
Healthier	Reduction in referrals to adult and children's social services	✓
	Increased availability of rented and affordable homes	✓
	Increased use of leisure facilities	✗
Learning	Improved educational attainment	✓
	Improved school attendance rates	✓
	Reduced number of young people Not in Education, Employment or Training	Year 11 ✗ Year 13 ✓
	Improved condition of schools	✓
Safe	Appropriate support provided to children, young people and families	✓
	Reduction in road casualties	Awaiting result
	Reduction in total recorded crime	✗
	Reduction in anti-social behaviour	✓
Environment	Increased rates of recycling	✓
	Improved digital access	✓
	Improved transport links	✓
	Increased use of renewable energy	✓
Economy	Increased employment	✓
	Reduction in working age population in receipt of out of work benefits	✓
	Increased economic activity and productivity	✓

There is also a **National suite of measures<sup>#</sup>** that all councils in Wales have to collect.

There are two main ways of measuring improvement:-

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

### Year on year improvement

During 2015/16, **56%** of our measures improved while **24%** have declined and **17%** remained the same; this builds on the improvement achieved in 2014/15 and still remains encouraging in the current climate of reduced budgets. The table below shows year on year results:

Year	Improved	Constant	Declined	Net Improvement (Improved - Declined)
2015/16 <sup>#</sup>	56% (23 measures)	17% (7 measures)	24% (10 measures)	32% <sup>#</sup>
2014/15	56% (24 measures)	14% (6 measures)	30% (13 measures)	26%
2013/14	59% (26 measures)	11% (5 measures)	30% (13 measures)	29%

<sup>#</sup> Please note that there is 1 result still outstanding therefore these figures will require updating

### How we compare with other Authorities in Wales

An established way of comparing results is to look at the proportion of indicators that an authority has in the upper quarter of results, the lower quarter and above and below the median result.

The table below shows how our results compare with other Councils in Wales in **2014/15**

****	Upper quartile results	15 Results 36%	60%
***	Upper middle results	10 Results 24%	
**	Lower middle results	7 Results 16%	40%
*	Lower quartile results	10 Results 24%	

For 2014/15 **60%** of our measures are in the upper two quartiles with **40%** in the lower two quartiles compared to approximately 50:50 split for 2013/14, an excellent achievement.

<sup>#</sup> Please see a **list of all measures** in the above tables showing the results and how they have improved, declined or whether they have remained the same in **Appendix A**. This also shows how we compare with other Authorities in Wales but mainly for 2014/15 since the 2015/16 results for all Welsh Authorities will be published by the Local Government Data Unit in September 2016.

**Appendix B** gives detailed information on each measure with an explanation of performance.

## New Legislation

### The Well-being of Future Generations (Wales) Act 2015

The Welsh Government has put in place the *Well-being of Future Generations (Wales) Act* as the latest step in the journey to embed sustainable development in the public sector in Wales. The United Nations has highlighted the Act as a groundbreaking piece of legislation and noted its potential in relation to the recently agreed sustainable development global goals.



The Well-being of Future Generations Act requires most public bodies in Wales to carry out sustainable development with the objective of improving the social, economic, environmental and cultural well-being of their area. It places a well-being duty on those public bodies to set and publish objectives designed to maximise their contribution to the seven national well-being goals. They are also required to take all reasonable steps to meet those objectives. This is intended to strengthen sustainable development in these bodies through effective governance. The Act identifies five ways of working which can support the well-being of future generations – integration, collaboration, long term, involvement and prevention.

## Public Services Board

The [Well-being of Future Generations Act](#) was passed with the intention of improving the well-being of the people of Wales. The Act outlines how public bodies must work, and work together, to achieve this.

A new Carmarthenshire Public Services Board (PSB) has been set up, (as is required in all the other counties in Wales), and its role is to effectively involve citizens and the local community in making decisions.

The aim is to make a difference to improving social, economic, environmental and cultural well-being in the county.

The new Public Services Board is made up of four statutory organisations:

- [Carmarthenshire County Council](#)
- [Hywel Dda University Health Board](#)
- [Mid and West Wales Fire and Rescue Service](#)
- [Natural Resources Wales](#)

There are also several invited participants including:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• <a href="#">Welsh Government</a></li> <li>• <a href="#">Dyfed Powys Police</a></li> <li>• <a href="#">Dyfed Powys Police and Crime Commissioner</a></li> <li>• <a href="#">CAVS</a></li> <li>• <a href="#">Department for Work and Pensions</a></li> <li>• <a href="#">Coleg Sir Gâr</a></li> </ul> | <ul style="list-style-type: none"> <li>• <a href="#">University of Wales Trinity Saint David</a></li> <li>• <a href="#">National Probation Service</a></li> <li>• <a href="#">Community Rehabilitation Company</a></li> <li>• <a href="#">Brecon Beacons National Park Authority</a></li> <li>• <a href="#">Arts Council of Wales</a></li> </ul> |
|--|--|

① [Carmarthenshire Public Services Board](#) newsletter

## Publication of the Council's Well-being Objectives

As required in the Well-being of Future Generations (Wales) Act, by March 2017 the Council will publish its *Well-being Objectives* for the year ahead.

## The Social Services and Well-being (Wales) Act

The Social Services and Well-being (Wales) Act comes into force from April 2016 and creates a new legal framework for social services. The Act imposes duties on local authorities, health boards and Welsh Ministers that require them to work to promote the well-being of those who need care and support (including carers). In addition to supporting well-being, the Act seeks to put people, partnership and prevention at the centre of service development. Local authorities, health boards and NHS trusts must work more closely together to integrate health and social care. Local authorities will be expected to use assessments of need, undertaken in partnership with health boards, to arrange appropriate preventative services that reduce the need for more formal support in their area.



## Outcome C: People in Carmarthenshire are healthier ...

Our way of life is changing. People are living longer with a higher quality of life but our care needs are becoming more complex. The challenge now facing us is to prevent ill-health in the first place.



**Goals:** (as agreed in the Integrated Community Strategy with partners)

- C1 - Ensuring each child has the best start in life
- C2 - Preventing ill health and encourage healthy and active living
- C3 - Improving the Emotional, Mental Health and Well-being of all people in the County
- C4 - Reducing inequities in health
- C5 - Improving housing conditions and reduce homelessness
- C6 - Increasing access to health and social care for all people including vulnerable groups
- C7 - Reducing drug and alcohol misuse

**Our Key Improvement Objective Priorities (KIOPs) are:**

- Promoting Independence and Well Being for Older People
- We shall increase the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan

**Progress at a glance:**

Outcome Measures (as set out in Corporate Strategy)	Progress
Reduction in referrals to adult and children's social services	✓
Increased availability of rented and affordable homes	✓
Increased use of leisure facilities	✗

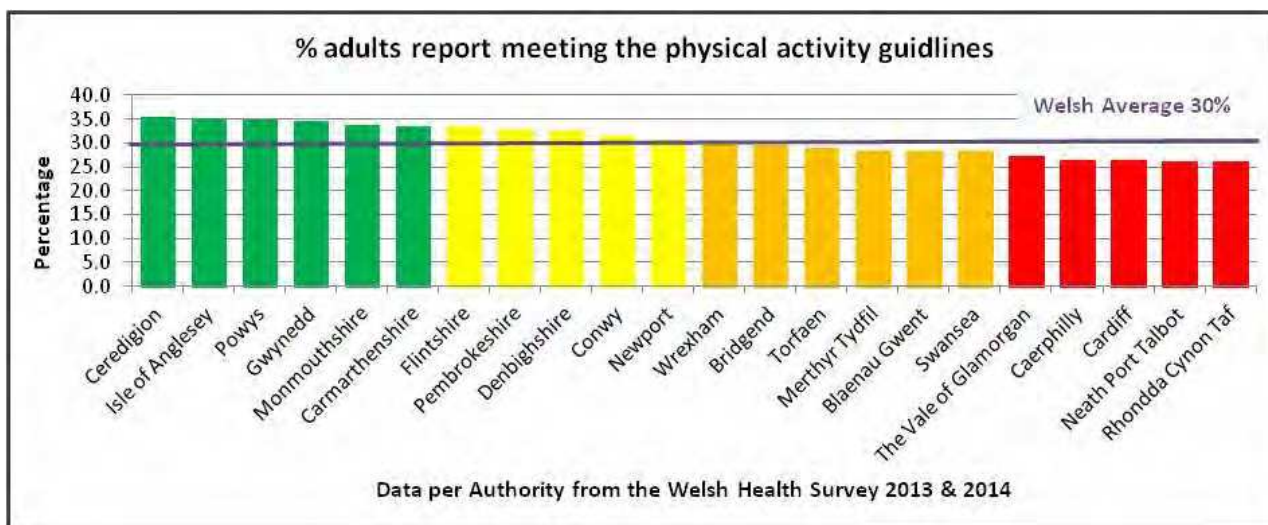
## Our Performance & Results for 15/16 / Improvement Planned for 16/17:

### Goal: C2 Preventing ill health and encourage healthy and active living

We aim to provide a range of health and well-being related facilities, activities and programmes, all aimed at getting, more people, more active more often in order to improve the health and well-being of our residents. We want Carmarthenshire to be a place that is the most active and healthy in the UK, where every person is an active participant at a 'Community Club' or 'Leisure / Cultural Facility' and where every child is hooked on Leisure / Cultural activity for life.

#### How did we perform during 2015/16?

- ✓ The % of adults that meet the physical activity guidelines (30 minutes on 5 or more days) in Carmarthenshire have improved to 33% in 2013&14 compared to 30% in 2012&13. This is above the Welsh average of 30%.



#### *This is a Well-being National Indicator*

- ✗ The number of GP referrals for the exercise programme during 2015/16 has seen a lower number of referrals (**1,129**) than our challenging target of 1,245; this has been mainly due sickness absence of the Activity Coordinator earlier in the year which has had a knock on affect for the end of year. Despite this, we have exceeded the target of 1,008 set by our funding body of Public Health Wales. (3.4.2.5)
- ✗ The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population has reduced from 7028 to 6905 =123 less -1.75% (LCS/002b)
- ✓ We have inspected **100%** of high risk premises for food hygiene and trading standards. (PPN/001i)
- ✓ We have exceeded our target of food establishments which are “broadly compliant” with food hygiene standards and have increased compliance from 93% to 94.98% for 2015/16. (PPN/009)
- ✗ Unfortunately, we have been unable to meet our target of 100% inspections for animal health premises and have completed 99%. (PPN/001iii)
- ✓ We have reviewed the Catering Service structure and have delivered the efficiencies agreed for 2015/16
- ✓ Almost 400,000 people have visited Pembrey Country Park during the year and over 70 people take part in Parkrun events staged every Saturday at Llyn Llech Owain

## How do we know we made a difference? / Is anyone better off?

Figures for 2015 released from [Sport Wales](#) show that nearly 47% of young people across the county are keeping active and taking part in sporting activities— an increase of 7 percentage points compared to 40% in 2013. There's been a huge increase in the number of girls taking part in sporting activity three or more times a week currently at 42.9% compared to 34.5% in 2013. Carmarthenshire is up on the national average of youngsters participating in extra curricular sporting activities by over one per cent. Sporting club memberships in youngsters is also higher than the national average by over two per cent.



### Improvements for 2016/17

1. We will ensure that at least 1,000 people are referred on to the "Vitality Scheme" (NERS – National Exercise Referral Scheme) during 2016/17. (3.4.2.5)
2. We will increase the number of % of people referred to the National Exercise Referral scheme that attend the 1st session of the programme from 49.7% to 56% (3.4.2.6)
3. We shall ensure that at least 50% of people referred to the National Exercise Referral scheme complete the 16 week programme. (3.4.2.7)
4. We will increase the % of schools achieving Phase 4 of the Healthy Schools Initiative from 59% to 60% (8.3.1.5)
5. We shall increase the number of visits to council sport and leisure centres from 6,905 to 7,251 per 1,000 population (LCS/0022b)
6. We will maintain 100% trading standards inspections for high risk businesses (PPN/001i)
7. Despite fewer resources, we will maintain 100% food hygiene inspections for high risk businesses (PPN/001ii)
8. We will maintain 100% animal health inspections for high risk businesses (PPN/001iii)
9. We will maintain the high percentage of food establishments which are broadly compliant with food hygiene standards at 93% or above (PPN/009)
10. We will develop plans for a new Llanelli Leisure Centre linked to wellness village and life sciences hub (12045)

## Outcome E: People who live, work and visit Carmarthenshire are safe and feel safer...

Carmarthenshire remains one of the safest areas in the UK. However, we must not become complacent and we need to continue to work together with partners to address problems identified by local communities.



### Goals: (as agreed in the Integrated Community Strategy with partners)

- E1 - Maintaining and striving to reduce further the levels of crime that are amongst the lowest in England and Wales
- E2 - Improving the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels
- E3 - Reducing anti-social behaviour by working in partnership to tackle local problems
- E4 - Reduce the incidences of alcohol-related violence
- E5 - Safeguarding all people from abuse, victimisation, neglect & exploitation
- E6 - Reducing speeding and the number of road traffic accidents

### Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Appropriate support provided to children, young people and families as required	✓
Reduction in road casualties	Awaiting results
Reduction in total recorded crime	✗
Reduction in anti-social behaviour	✓

## Outcome: People who live, work and visit Carmarthenshire are safe and feel safer...

Working in partnership continues to be the best way to sustain Carmarthenshire as being one of the safest places to live, work and visit and therefore our priorities and goals remain closely aligned to those of our partners and with the Integrated Community Strategy.

### Counter-Terrorism and the new Prevent Duty

We continue to work closely with partners to address counter-terrorism issues locally. Following the introduction of the 'Counter Terrorism and Security Act 2015', we are beginning to implement the new 'Prevent Duty' which requires us and other 'specified authorities' to have 'due regard to the need to prevent people from being drawn into terrorism.'

- An action plan is being developed to ensure we comply with the Duty and raising awareness, wider training for staff and referral processes are among the issues being considered.
- As required by the Act, we have established a multi-agency Channel panel.
- The local Council-led multi-agency panel is offering support to the small number of individuals identified as being at risk of radicalisation.

### Our Performance & Results for 15/16 / Improvement Planned for 16/17:

**Goal: E1 Maintaining and striving to reduce further the levels of crime that are amongst the lowest in England and Wales**

There has been an increase of 10.1% in recorded crime during the year, largely as a result of changes in recording data by the police to improve accuracy of recording.

In 2015/16 crime figures were as follows:-

Recorded crime	2014/15	2015/16	
	7,381	8,128	Increased by 10.1%

The most commonly committed types of crime in Carmarthenshire are as follows:-

Carmarthenshire	Fiscal Year 2014/15	Fiscal year 2015/16	Crimes Change	% Change	Increase/ Decrease
Arson and Criminal Damage	1,316	1,503	187	14.2%	↑
Domestic Burglary	227	262	35	15.4%	↑
Burglary Non dwellings	299	320	21	7.0%	↑
Drug Offences	1,092	949	-143	-13.1%	↓
Miscellaneous crimes against society	133	148	15	11.3%	↑
Possession of weapons	53	44	-9	-17.0%	↓
Public Order Offences	360	272	-88	-24.4%	↓
Robbery	13	9	-4	-30.8%	↓
Sexual Offences	276	328	52	18.8%	↑
Theft	1,553	1,779	226	14.6%	↑
Vehicle Crime	373	311	-62	-16.6%	↓
Violent Crime	1,686	2,203	517	30.7%	↑
<b>Total</b>	<b>7,381</b>	<b>8,128</b>	<b>747</b>	<b>10.1%</b>	<b>↑</b>

The increases seen in certain reported crimes continue to be in line with national trends and, it is believed, are as a result of the introduction of a new way of recording crime more accurately. There was a significant process change to crime recording practices within Dyfed-Powys, following recommendations from Her Majesty's Inspectorate of Constabulary. This administration / process change has had an impact on recorded crime figures in 2015, prompting an increase in recorded crime volumes therefore making any comparisons with 2014 less valid.

As a Council we work with our community safety partners to further reduce the levels of crime:-

- ✓ Trawsnewid/Transform - the Integrated Offender Management scheme, which deals with the offending behaviour of our most prolific offenders - has continued to perform well over the year. The latest performance data (12 month period ending in December 2015) shows that crimes have reduced by 89, with a cost of crime saving of over £800,000. Developments over the year have included:-
  - improved engagement by agencies including Housing and Social Services
  - links with the management of serious violent offenders and the adult substance misuse service.
  - Work experience placements
  - daily briefings are now being attended by the Youth Support Service
- ✓ The White Ribbon Campaign against domestic abuse has been supported, with councillors and officers signing a pledge not to commit or condone violence against women and girls

### Improvements for 2016/17

1. We will obtain 'White Ribbon Campaign' Town Award for the County which demonstrates the commitment of the Council and its partner organisations to tackle domestic abuse, particularly involving men and boys and working to end violence against women. (11724)
2. We will promote crime prevention projects, including scams and protecting vulnerable people and properties. (12099)

**Goal: E2 Improving the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels**

The Police Effectiveness, Efficiency and Legitimacy (PEEL) assessments, which have recently been conducted by Her Majesty's Inspectorate Constabulary (HMIC), commented favourably on partnership working:

*"Inspectors found evidence of a well-motivated and experienced police workforce working with partners to prevent crime and promote community safety. For example, joint work with the community mental health team means that those suffering from mental health problems have direct access to treatment pathways; this avoids them being detained in police cells while awaiting medical assessment."*

Progress for 2015/16 includes:-

- ✓ Police and Trading Standards officers have been visiting potential vulnerable victims subjected to scams received in the post, on the internet and from phone calls. The pilot was introduced in the Ammanford area and is now being set up in Llanelli. There are over 600 potential victims in Carmarthenshire.
- ✓ Trading Standards officers have issued tips and advice to help people avoid falling victim to cyber crime which is an increasing problem. Trading Standards also investigate cyber crimes through the Council's digital forensic unit – the only one in Wales.

- ✓ 'Holiday Watch` which is a pioneering security equipment loan scheme was established by the Police's Neighbourhood Development Team with the support of the Community Safety Partnership (CSP). The scheme is aimed at anyone who has poor security measures or people with a high level of fear of a crime happening when they are away on holiday.
- ✓ Neighbourhood Policing Teams have continued to promote various ways of engaging with local residents and these include:-
  - A new Community messaging system, which replaces Online Watch Link – OWL
  - Mobile police station van which is now operational and in use in different parts of the county which will help to increase engagement with local communities.
  - Social media which is used by local neighbourhood policing teams to highlight key crime prevention messages, what's going on locally and particular issues.

### Improvements for 2016/17

1. We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days *(THS/009)*
2. We will develop an action plan for the implementation of the 'Prevent Duty', which is the duty where we and partners have to give due regard to the need to *prevent* people from being drawn into terrorism. *(12100)*
3. We will continue to engage with local communities and publicise the partnership working which is helping to reduce crime and disorder. *(12101)*

### Goal: E3 Reducing anti-social behaviour by working in partnership to tackle local problems

**Anti-social behaviour (ASB) incidents** have reduced during 2015/16.

	2014/15	2015/16	Progress
<b>Total reported anti-social behaviour incidents</b>	<b>7,624</b>	<b>6,443</b>	<b>Reduced by 15.5%</b>

Improvements in the police process of identifying ASB, at the point contact in the communication centre, has resulted with less calls for service being categorised as ASB at that initial point of contact. Also the emphasis on accurate crime recording has seen a number of calls that previously may have been recorded as ASB, now being recorded as lower level crime, hence the uplift in crime figures and decrease in ASB volumes.

There is closer working now with Gwalia who deliver the service to address anti-social behaviour in partnership with organisations. The process of issuing warning letters has been continued by them and improved links with the Youth Support Service have been made to ensure their engagement in referrals which relate to young people. Developments in the scheme over the year have included:-

- An improvement in the sharing of information between the case management systems used by Gwalia and the Police.
- Gwalia has continued to attend the CSP's action group covering anti-social behaviour and gives regular updates regarding the service. Performance information is discussed by partners and improved links have been made.

### How did we perform during 2015/16?

- ✓ We conducted an evaluation of the **Designated Public Place Order (DPPO)** during the year. The evaluation found that the DPPO had been successful in tackling drinking in public places and was considered to be a useful tool which had been effectively enforced. There had been

no displacement of problems to other areas locally and there was no evidence to suggest that the boundaries of the DPPO needed to be reviewed.

- ✓ We have continued to work with partners to implement the **new Anti-Social Behaviour legislation** both at a local and regional level, regarding the legislation and best practice from other areas with information circulated to partner agencies. Specific discussions have now taken place at a local level regarding implementing certain of the new powers introduced by the legislation and processes have been finalised with police colleagues to ensure appropriate policies and procedures are in place.

**Improvement for 2016/17**

1. We will consider adopting a common Risk Assessment process for Anti Social Behaviour incidents to ensure that the level of risk is identified and appropriate action taken. (12102)

**Goal: E4 Reduce the incidences of alcohol-related violence**

**Figures for the incidences of alcohol-related violence are as follows:-**

	2013/14	2014/15	2015/16	
<b>Total alcohol-related violence in Carmarthenshire</b>	705	631	<b>630</b> NB - new way of recording data more accurately has had an impact on these figures	Alcohol related crime levels have remained stable during the year and partnership working continues to tackle the problem

Source Information and Intelligence Directorate – Heddlu Dyfed-Powys Police

The Council has continued to work with licensed premises and other partners to tackle incidents of alcohol related crime for example:-

- problems in Town Centres at night relating to alcohol and drug related crime and anti-social behaviour
- work is often undertaken with the licensee, brewery and door supervisors to tackle issues.
- joint visits have taken place during the year by the Council’s licensing team and police with proactive work undertaken at Christmas and during the Six Nations games.
- police continue to work closely with Trading Standards officers in relation to any issues with underage drinking and sales to young people.

**How did we perform during 2015/16?**

- ✓ The Paul’s Pledge **alcohol-related violence campaign** has continued to be promoted over the course of the year both in the local press and on social media:-
  - There was a re-launch of Paul’s Pledge around Christmas to remind people to be aware of the implications of alcohol-related violence on nights out.
  - In March, Paul Pugh visited Maes y Gwendraeth. Paul and officers spoke to around 900 pupils from Year 8 and above to demonstrate the consequences of violence and alcohol. This was very well-received by pupils.
  - A tweet about the Paul’s Pledge campaign, sent out by Cross Hands neighbourhood policing team, was re-tweeted 10 times, received 13 likes and reached 7,070 people.
  - The campaign has also received coverage on the TV with documentaries shown on ITV Wales and S4C
- ! Unfortunately efforts to extend the nightlight street pastor scheme, which is run in Carmarthen on Saturday nights to Llanelli, have not been successful. Church representatives met with police officers to discuss the scheme but then decided not to take the lead in arranging a similar initiative.



## Improvements for 2016/17

1. We will continue to promote further the 'Paul's Pledge' alcohol related violence campaign. (12103)
2. We will ensure that work continues with licensed premises, off licenses and other partners to tackle problems in communities and domestic settings at night, relating to alcohol and drug related crime and anti-social behaviour. (12104)

### Goal: E6 Reducing speeding and the number of road traffic accidents

#### Our Review and Evaluation for 2015/16

Road traffic injuries happen every day on Welsh roads, any death or serious injury on our roads would be avoidable. Nobody should assume that such incidents are an inevitable consequence of road transport. All members of society have a contribution to make to reduce the likelihood of road traffic collisions. Each collision can potentially have tragic consequences for those involved and their families.

We along with the Welsh Government are committed to improving road safety and reducing the number of people killed and seriously injured on our roads. We are working to improve road safety to deliver the targets set out in the Wales Government Road Safety Framework

The Road Safety Framework for Wales sets out a vision for *"A continued reduction in the number of people killed and seriously injured on Welsh roads, with the ultimate aspiration of no fatalities."*

The Road Safety Framework sets targets using a baseline which uses the average for Wales between 2004-2008. The key targets are:

- ✓ A 40% reduction in the total number of people killed and seriously injured on Welsh roads by 2020.
- ✓ A 25% reduction in the number of motorcyclists killed and seriously injured on Welsh roads by 2020.
- ✓ A 40% reduction in the number of young people killed and seriously injured on Welsh roads by 2020.

We have therefore developed our Road Safety Strategy to improve road safety by implementing a mix of educational, engineering or enforcement measures that can be monitored and measured for effectiveness.

To date we have continued to invest in road safety through funding of road safety education, road safety engineering and evaluation. We have continued to support enforcement action by the Police and Go Safe through our Speed Management Working Group.



We have continued work in partnership with the Police and other agencies to seek to build on our previous success in reducing the number of people killed and seriously injured on Carmarthenshire roads and to target high risk groups.

Generally, there has been a reduction in the number of casualties on the highway network in recent years. For example there were 557 casualties in 2014 compared to 619 in 2013.

There were certain groups of road users that were a concern. For example, the number of motorcyclists killed and seriously injured in Carmarthenshire was relatively

high at 24 deaths at the end of 2014, albeit it was reduction from 28 in the previous year. We have continued to focus on educating children and young people in road safety as early education make them safer road users in the future.

In helping to achieve the long terms targets we have continued work with high risk road user groups, particularly motorcyclists, older and younger drivers, to stimulate a culture of safer driving.

We have continued to focus on Road Safety Promotion to target the main behaviours and risks that lead to death and serious injury.

The performance across the year in comparison to 2014 has shown our interventions to have had an impact, as there has been reduction in some areas. This is set within an environment where traffic volumes have grown within the year to 1.95 billion vehicle kilometres per annum compared to 1.83 billion kilometres per annum in 2012

<b>The Road Safety Strategy 2020</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Progress</b>
Number of road accident casualties killed/seriously injured (5.5.2.21)	95	# TBC	#TBC
Number of motorcyclists killed and seriously injured (5.5.2.22)	24	#TBC	#TBC
Number of young people (aged 16-24) killed and seriously injured (5.5.2.23)	21	#TBC	#TBC

*# The 2015/16 figures marked TBC below will be available on the 28<sup>th</sup> June 2016*

### How did we perform during 2015/16?

- ✓ We have updated our Road Safety Plan, which covers the period from 2016 – 2020.
- ✓ We have continued to work in partnership with the Police, Go Safe, The Fire Service and other agencies to build on our previous success.
- ✓ We invested £439,000 in rural route treatment works to improve infrastructure on the A 485 Alltwalis to New Inn, the A 484 Kidwelly to Cwmffrwd, and the B 4306 Hendy to Cwmffrwd.
- ✓ We invested £138,000 in Road Safety training and engagement with vulnerable road users, including: - 196 older drivers, 1,165 young drivers, 104 motorcyclists, 713 young people trained in kerbside safety and cycle training delivered in 31 primary schools.
- ✓ We made further Infrastructure Improvements and changes to speed limits were completed at:
  - Seaside, Llanelli, safer routes to school, walking and cycling safety measures
  - A 484 Pibwrlwyd – Cwmffrwd, new footway
  - Llangadog village, new footways
  - A 484 Pembrey, new footway
  - Tycroes Road (Phase 1), new footway
  - Mynyddgarreg, traffic management / calming measures
  - New Road, Pantyffynnon, traffic calming
  - B4308, Trimsaran, southern gateway, traffic calming
  - Saron School, traffic calming and 20mph speed limit.
  - Picton Terrace, Carmarthen, pelican crossing
- ✓ We have updated our computer software to improve the quality of management information that we will use to target education, engineering or enforcement interventions.

- ✓ We have continued to develop and deliver the Carmarthenshire rural route treatment strategy. This approach to road safety involves improvement through the treatment of an entire route rather than individual sites. This includes the following interventions: - signing of junctions and bends, vehicle activated signs, edge and surface treatments to remove hazards, and reduced speed limits. Good road signs and markings along the whole route will assist drivers in avoiding making a mistake that could lead to a collision, in effect helping the driver to drive as safely as possible.
- ✓ We have continued to invest in new walking and cycling infrastructure as viable and safer travel modes and to improve health as funding is provided by the Wales Government.
- ✓ We have continued to provide cycle proficiency and roadside safety programmes for primary schools.
- ✓ We implemented a number the speed limit schemes identified through the review of speed limits on the upper tier (A and B class) rural county roads and liaised with the trunk road authority to ensure a coordinated approach is taken to change limits where the upper tier county roads join with the trunk road network.
- ✓ Enforceable 20mph speed limits have been introduced in urban areas with priority given to school sites and other pedestrian generator sites where there is a significant presence of vulnerable road users.
- ✓ We have run campaigns near schools involving schoolchildren to reduce instances of speeding. We have helped to deliver training schemes to improve road safety such as free `Dragon Rider Cymru` training for motorcyclists to help make them safer riders and encouraging young drivers to take part in `Pass Plus Cymru` training to help improve their driving skills and gain extra experience in different situations.
- ✓ In collaboration with the fire service we have provided information and advice on the Fatal 5 – Speeding, careless driving, driving while using a mobile, driving on drink/ drugs, and failing to wear a seatbelt.



## Improvements for 2016/17

1. We will continue to deliver the actions outlined in our Road Safety Strategy. (12116)
2. We will invest in computer software to improve the quality of management information that we will use to target education, engineering or enforcement interventions. (12117)
3. We will work to reduce the number of people killed and seriously injured on the roads to meet the 40% reduction by 2020 (5.5.2.21)
4. We will work to reduce the number of motorcyclists killed and seriously injured on roads to meet the 25% reduction by 2020 (5.5.2.22)
5. We will work reduce the number of young people (aged 16-24) killed and seriously injured on roads to meet the 40% reduction by 2020 (5.5.2.23)

**Outcome F: Carmarthenshire’s communities and environment are sustainable...**

Carmarthenshire is known for its diverse communities and wonderful natural environment and we want to ensure that we develop sustainably so that everyone in the county is able to enjoy a better quality of life now and for generations to come.



**Goals:** (as agreed in the Integrated Community Strategy with partners)

- F1: Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions
- F2: Reducing waste and moving towards becoming a zero-waste county
- F3: Supporting opportunities for the building of economically viable and sustainable communities
- F4: Protect, enhance & conserve our natural & built environment & champion biodiversity in the County
- F5: Developing resilient and sustainable communities
- F6: Developing sustainable transport options
- F7: Ensuring the promotion of the Welsh language and Welsh culture

**Our Key Improvement Objective Priority (KIOP) is:**

**Improving the highway infrastructure network to support further economic development and connectivity**

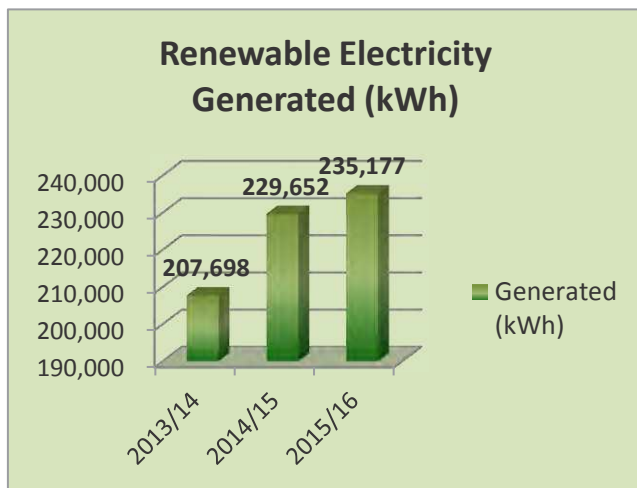
**Progress at a glance:**

Outcome Measures (as set out in Corporate Strategy)	Progress
Increased rates of recycling	✓
Improved digital access	✓
Improved transport links	✓
Increased use of renewable energy	✓

**Goal: F1 Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions**

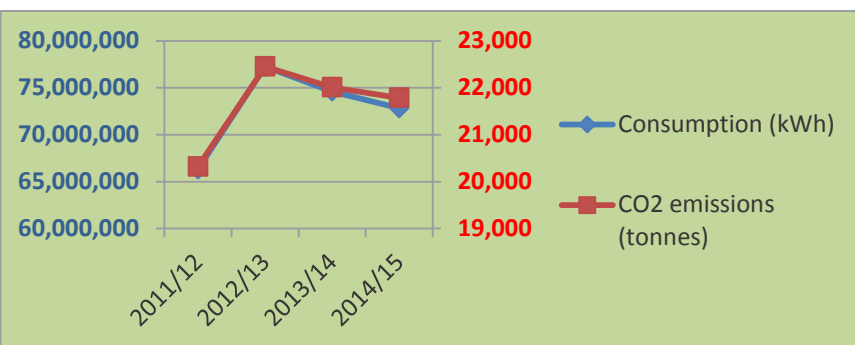
**Our Review and Evaluation for 2015/16**

We have continued to invest to reduce the level of emissions. The areas that have been focused on have been the reduction in the energy used in our building and offices, by investing in renewable energy schemes, like solar and biofuel boilers. This has led to an 11.3% increase overall since 2013/14 in the renewable electricity produced and 2.5+% from last year. We have also successfully reduced our fleet vehicles and invested in more efficient vehicles that produce emissions that are cleaner. We have also invested in more efficient LED lighting, through our "Invest to Save" fund, that provides more efficient output and last longer.



**How did we perform during 2015/16?**

Since 2010, we have been a participant under the mandatory UK-wide Carbon Reduction Commitment (CRC) Energy Efficiency Scheme. As a consequence, it is required to purchase non-refundable allowances for each qualifying tonne of CO<sub>2</sub> arising from its energy consumption. In 2015/16 the Authority paid £390,000 under this scheme based on its 2014/15 emissions. The level of 'tax' levied for each tonne CO<sub>2</sub> emitted has increased annually from £12 (2013/14) per tonne of CO<sub>2</sub> to £16.40 (2014/15) per tonne.. Therefore, it is important for us to work towards reducing our carbon emissions.



Increasing utility costs, plus associated penalties for carbon emissions, require delivery of ever more challenging energy efficiency programmes. To-date, we have invested £2m in some 200 energy efficiency projects under the SALIX programme. These projects are projected to save £7m+ / 41,000 tonnes CO<sub>2</sub> over the lifetime of the installed technologies.

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Key Measures of Success	2014/15	2015/16		
	Result	Result	Progress	% change
<b>Council's non domestic public building stock</b>				
Consumption (kWh)	72,821,595	Information is not available currently to ourselves (or other local Authorities), as it is dependent on our main energy supplier publishing the data		
Cost (£)	£4,228,683			
CO <sub>2</sub> (tonnes)	21,787			
<b>Street Lighting</b>				
Consumption (kWh)	6,686,418	Information is not available currently to ourselves (or other local Authorities), as it is dependent on our main energy supplier publishing the data		
Cost (£)	£770,839			
CO <sub>2</sub> (tonnes)	3,565			
<b>Fleet Mileage</b>				
Mileage (miles)	5,393,714	5,041,173	Improved	-6.54%
Cost (£)	£1,575,618	£1,268,768.64	Improved	-19.47%
CO <sub>2</sub> (tonnes)	4,076	3,799	Improved	-6.80%
<b>Business Mileage</b>				
Mileage (miles)	5,157,277	4,562,876	Improved	-11.5%
Cost (£)	£2,167,066	£1,917,083	Improved	-11.5%
CO <sub>2</sub> (tonnes)	1,541	1,363	Improved	-11.55%

Totals		
Consumption (kWh)	79,508,013	Information is not available currently to ourselves (or other local Authorities), as it is dependent on our main energy supplier publishing the data
Mileage	10,550,991	
CO <sub>2</sub> (tonnes)	30,969	

### Council's non domestic public building stock

- ✓ We have installed Pool Covers to reduce energy costs at Llanelli Leisure Centre, Amman Valley Leisure Centre, Llandovery Pool, Newcastle Emlyn Pool, and QE High school and Carmarthen Leisure Centre.
- ✓ We have invested in *SystemsLink* energy management software system in order to achieve better monitoring of energy consumption, a paperless billing systems and deliver efficiency savings.
- ✓ We have approved the inclusion of a £1.5m solar PV programme in the 2016/17 capital programme for completion by mid-year.
- ✓ We have opened the most *eco friendly school* in Wales that passes the stringent Passivhaus standard owing to its super energy efficiency features.
- ✓ We have used the Welsh Government's *Arbed* scheme to invest £3 million in making 320 homes in Carmarthenshire more energy efficient, by installing new boilers, external wall insulation to make homes more comfortable and cheaper to run.
- ✓ We reduced the percentage change in the average *Display Energy Certificate* (DEC) score within local authority public buildings over 1,000 square metres from TBC to TBC (CAM/037)
- ✓ We have continued to receive and determine applications for renewable energy projects, largely in the form of single wind turbines but also that of Brechfa West wind farm.
- ✓ We continued with our policy of integrating low and zero carbon technologies into major works projects , examples of which are the recently completed solar photovoltaics (PV) installations at Ysgol Bro Dinefwr , and Ysgol Carreg Hirfaen. Additionally we delivered the first fully accredited Passivhaus school building in Wales at Burry Port School.



### Fleet Mileage

- ✓ We have *reduced our fleet by 8.8%* over the last three years. We have *reduced our fuel consumption by 7.6%* in 2015/16, with our overall fuel consumption having been reduced by 26% over the last four years. We used 538,103 litres less in 2015/16 than we did in 2008/9. Our fleet mileage has fallen from 5,393,714 in 2014/15 to 5,041.173 miles in 2016 and staff travel has been reduced by 594,401 miles since 2014/15

✓ We have reduce our operational fleet by in excess of the 2% target and as predicted reduced the amount of fuel used by 7.6% over 2015/16

- ✓ We have made progress with our fleet investment programme to improve efficiency. We ordered new fleet to the value of £5.3 million in 2015/16. The new fleet will carry the latest emission reduction technology.
- ✓ We reviewed our procurement strategy for light commercial vehicles to deliver revenue savings of £120,000 per annum revenue over the next three years.

**How do we know we made a difference? / Is anyone better off?**



**Burry Port Community Primary School wins not just one, but three awards for its innovative, imaginative and eco-friendly design**

We have continued to investigate, develop and encourage the “fabric first” approach in order to realise the potential for *reduced energy consumption* and servicing related issues on new build and major refurbishment schemes.

We are taking this approach in order to reinforce and inform future projects, so as to make a positive difference to the operational ratings, costs and as part

of the contribution to our obligations in reducing CO2 emissions, particularly when combined with sustainably and locally sourced raw materials. This resulted in the first fully accredited school building in Wales being delivered at Burry Port School. We are now developing two further schemes adopting the *Passivhaus* principles alongside the BREEAM Excellence requirements to meet grant funders requirements with the view of persuading them to consider the fabric first approach as the more sustainable option.

**Improvements for 2016/17**

1. We shall aim to show a positive change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres (CAM/037)
2. We will identify and deliver energy efficiency projects under SALIX programme. (12118)
3. We will deliver solar photovoltaic (PV) programme on Council non-domestic buildings – installations to be completed by 31st August 2016. (12120)
4. We will explore new, innovative energy efficiency initiatives e.g. extend trial of Ion boiler following on-going positive trial at the Quayside Centre - Measured quarterly by savings/reductions. (12121)
5. We will continue to procure more fuel efficient vehicles through our fleet replacement programme and reduce the current operational fleet by 2% over the Year. (12122)
6. We will re-launch our staff *Travelwise Workwise* guide to stimulate a further reduction in staff travel. (12123)

**Goal: F2 Reducing waste and moving towards becoming a zero-waste county**

**Our Review and Evaluation for 2015/16**

**We currently meet our statutory 2019/20 landfill allowance targets**

The waste agenda is arguably amongst the toughest of challenges facing the Authority as a result of recycling and landfill targets set by European legislation and the Welsh Government.

The residents say *recycling is important to them* and without their support it would be difficult to meet the challenge. Building on the success of previous years, we continue to promote recycling through our recycling officer, recycling team and neighbourhood recycling campaigns

Key Measures of success	2014/15		2015/16	
	Actual	Wales Avg	Actual	Progress
% of municipal wastes sent to landfill (WMT/004b)	18.11% ***	29.38%	5.24%	Improved
% of municipal waste collected by local authorities & prepared for reuse &/or recycled, including source segregated bio wastes that are composted or treated biologically in another way (WMT/009b)	59.61% ****	56.23%	63.35%	Improved

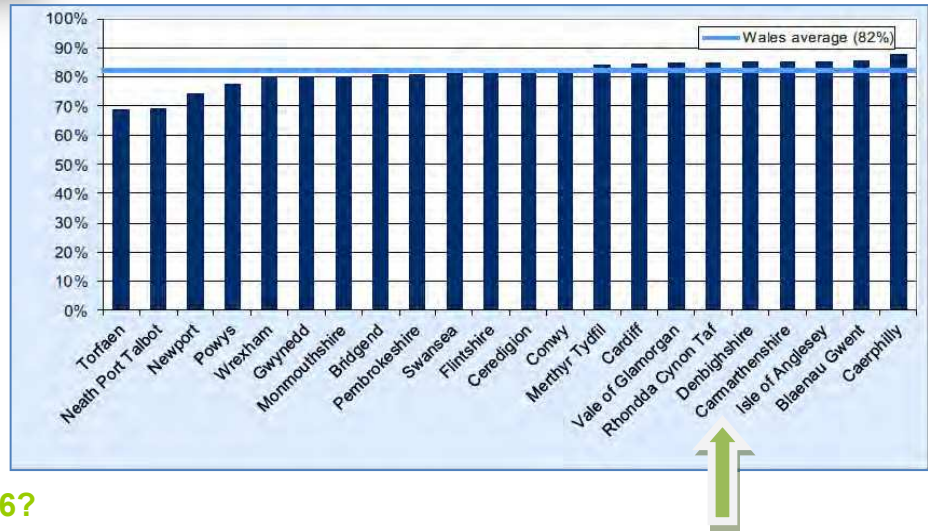
#1 There are 22 Councils in Wales (\*= worse quartile (i.e. bottom five result) \*\*\*\* = best quartile (top 5 result). Comparative All Wales data for 2015/16 will be available in September 2016



Since 2003 when just 9.4% of our household rubbish was being recycled, we are now recycling 60% plus of the 78,000 tonnes of waste collected every year. By meeting the challenging recycling targets we have avoided paying huge financial penalties (approximately £160,000 for every 1% below the target).

**Carmarthenshire citizens are satisfied with the recycling collection service.....**

According to the [National Survey for Wales study 2014-15](#) **85%** of Carmarthenshire citizens are **satisfied** with the **recycling collection service** provided by the Council, this is above the Welsh average and in joint 3<sup>rd</sup> place

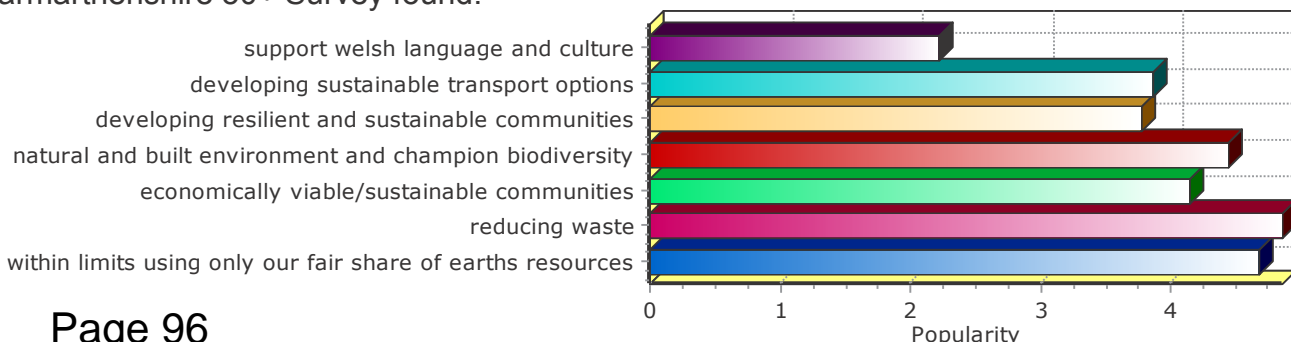


**How did we perform during 2015/16?**

- ✓ We have exceeded our target of 15% for the percentage of municipal wastes sent to landfill (WMT/004b) with a result of 5.24%
- ✓ We have significantly increased our performance for the diversion of waste from landfill, by the introduction of a residual waste treatment process in the previous year.
- ✓ We are reusing, recycling, composting or biologically treating more waste this year. 63% of waste is now being used in this way. (WMT/009b)
- ✓ We have arranged neighbourhood advice days throughout the year to answer residents questions on recycling. Residents could also take the opportunity to pick up Blue bags and new or replacement food bins from the recycling team.
- ✓ The 2014/15 Landfill Allowances Scheme (LAS) report has been released by Natural Resources Wales last October, which shows the county has also significantly reduced the amount of biodegradable municipal waste sent to landfill.
- ✓ The household participation rates still remain at approximately 80% for the blue bag recycling scheme and 40% for the food recycling scheme. A programme of door-step engagement activity has been successfully delivered throughout the year, with particular focus on the food waste recycling in terms of undertaking a bin liner trial involving 15,000 properties.
- ✓ We are investing in 28 refuse lorries that will provide a more efficient service and help us achieve our recycling targets.

**How do we know we made a difference? / Is anyone better off?**

Carmarthenshire 50+ Survey found:-





## Improvements for 2016/17

1. We will aim to achieve 62% for the percentage of municipal waste collected and prepared for reuse and/or recycling, including source segregated biowastes that are composted or treated biologically in another way (WMT/009b)
2. We will retain a low level of municipal wastes sent to landfill at 10% or lower (WMT/004b)
3. We will maintain the percentage of local authority collected municipal waste prepared for reuse at 0.50% (WMT/010i)
4. We will aim to Recycle at least 43.50% of local authority collected municipal waste (WMT/010ii)
5. We will increase the percentage of municipal waste collected as source segregated biowastes and composted or treated biologically in another way from 17.67% to 18% (WMT/010iii)
6. We will continue to review existing household recycling participation rates to maximise landfill diversion and increase recycling. (12124)
7. We shall undertake a programme of door-stepping to advise and encourage householders to participate in our food and dry recycle schemes. (12125)

### Goal: F4 Protect, enhance & conserve our natural & built environment & champion biodiversity in the County

#### Our Review and Evaluation for 2015/16

A healthy natural environment is a vital part of a sustainable, resilient and distinct Carmarthenshire.

#### How did we perform during 2015/16?

- ✓ A Council led partnership has received £43,000 from the Heritage Lottery Fund for a project that continues work on five bogs on commons near Brechfa and Llanfynydd. It will seek to explore the botanical history of the peat bogs, raise awareness of the important bog habitats and species, look at how humans used the sites in the past and take action to conserve these important habitats for the future.



**Mynydd Mawr Marsh Fritillary Project** - Work continues on a project developed to offset the impacts of development in the Cross Hands area on the habitat of the protected marsh fritillary butterfly. Contributions from planning applications are used to purchase or manage land within the butterfly's range. This year grazing has been established at sites and vital fencing and water supplies installed. At other sites habitat management has taken place so that grazing can start next year.

- ✓ **Coed Cymru** - Coed Cymru (CC) officers continue to give help and advice at a wide range of woodland sites including Glastir Woodlands schemes and sites with *Chalara* ash disease or *Phytophthora* larch disease. The WG's Nature Fund provided over £62,000 for work on 30 Soil and Water Management schemes across Carmarthenshire. We have created plans for this work, including for shelterbelts, hedgerow restoration, fencing riparian zones and improvement to farm buildings and yards to prevent dirty water polluting watercourses.
- ✓ Working with local ecologists, we have run or contributed to a series of training sessions on protected species. Officers and contractors had a session on the value of roadside verges habitats. Officers working on housing projects learnt about bats, and bridge engineers learnt about otters and bats in sessions that discussed developing new protocols for working. A local ecologist ran a session on dormice for other ecologists & land managers



## How do we know we made a difference? / Is anyone better off?



HIS Royal Highness, The Prince of Wales visited Llanelli's Stebonheath Primary School to see how pupils are benefitting from **Dŵr Cymru's RainScape scheme**, which has been supported by ourselves.

Stebonheath Primary School has played a big part in the RainScape scheme, chosen as it is located at the heart of the £15million project. RainScape is the first scheme of its kind in the UK and has been designed to reduce the amount of rainwater entering public drainage systems by around 20 per cent, helping to reduce the risk of sewer flooding and pollution.

- ✓ Figures show that Carmarthenshire is in the top five performing local authorities in Wales for fly-tipping enforcement. The number of recorded fly-tipping incidents in the county fell from 1,438 in 2013/14 to 1,306 in 2014/15. Environmental enforcement officers carried out a total of 1208 investigations last year as well as 101 'duty of care' related inspections.

A number of projects have been delivered in Llanelli and Gowerton since 2014

- The school's playground was transformed with a £500,000 investment to provide a pond, a swale, trees and plants, planters, an outdoor educational area and water-saving water butts.
- The school used to generate 10,000m<sup>3</sup> of storm water annually but the new playground removes around 3,000m<sup>3</sup> from the sewer network, putting the water back into the natural water cycle through the new plants and trees.
- Addressing His Royal Highness and dignitaries, Mr Littler said: *"The impact the RainScape scheme has had on the school in particular has been significant. The children have benefitted from this greatly."*

## Improvements for 2016/17

1. We will maintain the average time (calendar days) taken to remove dog fouling at 1.40 days or below (5.2.2.19)
2. We will maintain a high level of reported fly tipping incidents cleared within 5 working days to at least 98.63% (STS/006)
3. We will maintain a high level of highways and relevant land inspected of a high or acceptable standard of cleanliness at 92% (STS/005b)
4. We shall maintain a high level of cleanliness of our highways based on the Keep Wales Tidy and Cleanliness Index inspections to at least 67% (STS/005a)
5. We will work toward providing and managing through agreement, and where appropriate land acquisition, of suitable habitat for marsh fritillary butterfly through the Caeau Mynydd Mawr Special Area of Conservation project. (12126)

## Goal: F6 Developing sustainable transport options

### Our Review and Evaluation for 2015/16

In facilitating the safe movement of goods and people, we have delivered a mix of transport interventions. Our [Local Transport Plan](#) reinforces our commitment to sustainable travel and road safety.

We continue to encourage and support sustainable methods of transport in the county to help stimulate a reduction in carbon emissions associated with private car use. We are investing in the *highway infrastructure* to reduce congestion including the construction of key link roads and the improvement of *cycling and walking paths* to encourage a healthier lifestyle and to stimulate a reduction in the number of short car journeys.



We also continue to invest in the *public transport* system. The public transport system supports journeys for those without access to a car and also provides an option to the motorcar for day time travel. The public transport network also assists town centre economies as people travel into town for employment, retail, leisure and social need. It is part of the mix of transport options required in all town centres to help minimise congestion and reduce emissions.

### How did we perform during 2015/16?

#### Highway Infrastructure Development

- ✓ We have and continue to develop transport links that support economic development and sustainability. During 2015/16 construction of the Carmarthen west link road commenced with a target date for completion by early 2017. Phase 1b of the Cross Hands Economic Link Road to improve access at the Strategic Employment site was completed and a planning application has been submitted for Phase 2 of the scheme.
- ✓ We have constructed new shared use footways/cycleways at: Llangennech to Dafen to promote access to employment sites, and the Pembrey canal route through to Kidwelly was extended to support tourism and leisure trips. We have also completed the long standing Amman Valley Cycleway scheme in Carmarthenshire along with the Cwmffrwd to Pibwrlwyd scheme in Carmarthen
- ✓ We resurfaced 27.98 Kilometres of highway carriageway, refurbished 9 bridges and culverts during the year and we continue to maintain 3,417 km of local highway network against a backdrop of a reducing resource.
- ✗ Carmarthenshire's comparative Local Authority Performance results on the % of A+B+C roads that are in poor condition are amongst the worst in Wales, although currently improving

#### Road Safety Parking and Traffic Management

Also see [Outcome: People who live work and visit Carmarthenshire are safe and feel safer / Goal E6: Reducing speeding and road traffic accidents](#)

#### Passenger Transport

- ✓ We secured funding to extend the Bwcabus demand responsive bus service. Bwcabus continues to reverse the trend on declining bus patronage. We have worked together with the bus operators and the Wales Government to provide and sustain the network.

For example, we have designed and implemented the new Carmarthen to Aberystwyth Traws Cymru strategic service and secured funding to deliver it.

- ✓ We have and continue to work with the Hywel Dda University Health Board to develop public and community transport services to assist with pressure on non emergency patient transport. A pilot scheme was introduced to link the Bwcabus service to provide journeys to surgeries; our SA48 project has begun to channel more journeys onto public transport. We are also working with the Royal Volunteer Service to develop the Country Cars service.
- ✓ We have continued to support the delivery of the Modernising Education Programme. In 2015/16 our school transport network was successfully redesigned to support the reorganisation of secondary education in the former Dinefwr area as the new Ysgol Bro Dinefwr campus opened.

### Fleet

Also see **Goal F1: Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions**

### Consultation

We have undertaken extensive consultation with the public on how we should prioritise service delivery as revenue budgets are reduced. People place a high value on Transportation and Highway Services and expressed high levels of support for the County Council to provide those services. People identified the correlation between a functioning transport network and the local economy. Where service reductions were proposed people were concerned about the extent and impact of revenue reductions; for example:

*There were concerns about how reductions in budgets combined with a growth in traffic and more adverse weather could impact on public safety, particularly in rural areas. The feedback suggested that there is a need to retain an emphasis on prevention, as reactive interventions will cost more. Some Community Councils suggested they could assist by prioritising local works. The wider range of stakeholders suggested some changes to the level of signage, traffic calming, grass cutting and the need to incentivise public transport.*

The Carmarthenshire Rural Poverty Study identified Transport as the artery of rural Carmarthenshire: there was recognition from survey respondents and organisations that improvements in transport would bring about social and economic opportunities.

There have been a number of budget reductions for the highways over the past few years. Further proposals to make the required overall Council savings were proposed but were strongly opposed in budget consultation with the public and elected members. In addition, one of the **Key themes** from the public consultation was the “*correlation between functioning transport network and the local economy*”

In our 2014 survey on satisfaction with services and the importance of services - *Road Maintenance and Repairs* were identified as one of the highest importance with low satisfaction.

### Importance and Satisfaction with Services Survey

Importance ↑	<b>High Importance/Low Satisfaction</b> <ul style="list-style-type: none"> <li>• <b>Road Maintenance and Repairs</b></li> <li>• Public Conveniences</li> <li>• Clubs and facilities for young people</li> </ul>	<b>High Importance/High Satisfaction</b> <ul style="list-style-type: none"> <li>• Refuse collection</li> <li>• Recycling</li> <li>• Primary and secondary education</li> </ul>
	<b>Low importance/Low Satisfaction</b> <ul style="list-style-type: none"> <li>• Planning services</li> <li>• Playgrounds</li> <li>• Adult education</li> </ul>	<b>Low Importance/High Satisfaction</b> <ul style="list-style-type: none"> <li>• Countryside access</li> <li>• Theatres, art galleries</li> <li>• Festivals and events</li> </ul>
Satisfaction →		

Improving the highway infrastructure network to support further economic development and connectivity has been identified as a Key Improvement Objective Priority for 2016/17, because:-

- A functioning transport and highway network is fundamental to the safe and sustainable movement of goods and people in a modern successful economy.
- In delivering this goal we will deliver a number of interventions to support economic development



## KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)

*We will improve the highway infrastructure network to support further economic development and connectivity*

### Transportation and Highways play a key role in sustaining our communities

Our *Transportation and Highway* related services facilitate the safe movement of goods and people. Enabling access to raw commodities and markets as well as providing opportunities for people to gain access to employment, education, health, leisure and social activities.

Our highway network is the second largest in Wales covering 3,343 Kilometres, more than double the Welsh average of 1,566 Kilometres. It covers 16 million square metres of carriageway. It also has the second largest length of Class 1 roads in Wales, second only to Gwynedd.

In facilitating the safe movement of goods and people, we work with a range of key stakeholders to deliver the priorities set out in the Local Transport Plan and our Capital Investment Plan. We will move forward with the development of new highway infrastructure at Carmarthen West, Cross Hands and Ammanford and continue to develop key walking and cycling linkages at Llanelli, the Towy Valley and Carmarthen.

The Highway Services revenue budget for 2015-16 is circa £8.1million and the Capital budget for highways, bridges and culverts is £2.15 million. The investment will help us improve the overall condition of the highway and deliver a reduction in the overall percentage of roads in a poor condition.

Our performance over the last two years is set out below:

Key Measures of Success	2014/15		2015/16	
	Actual	Welsh Average	Actual	Actual Progress
Percentage of Condition of Principal (A) roads that are in overall poor condition (THS/011a)	4.3%	4.1%	4.6%	Declined
Percentage of Non-principal/classified (B) roads that are in overall poor condition (THS/011b)	3.6%	5.0%	4.0%	Declined
Percentage of Non-principal/classified (C) roads that are in overall poor condition (THS/011c)	15.6%	17.2%	13.7%	Improved
<b>NB</b> Huge percentage of C class roads means that.....				
The percentage of principal (A) roads , non-principal (B) roads and non-principal (C) roads that are in overall poor condition (THS/012)	11.9%	11.9%	10.7%	Improved
The percentage of adults aged 60+ who hold a concessionary travel pass (THS/007)	81.5%	86.8%	80.6%	Declined

## Why this is important

The provision of transportation and highway infrastructure plays an important role in supporting our national and local economy, facilitating the expeditious movement of traffic supports competitiveness of the economy and with the mix of infrastructure developments helps deliver improvements in health and well being.

Transportation and highway services have a key role to play in linking people to services, access to employment opportunities, health and education, retail and leisure.

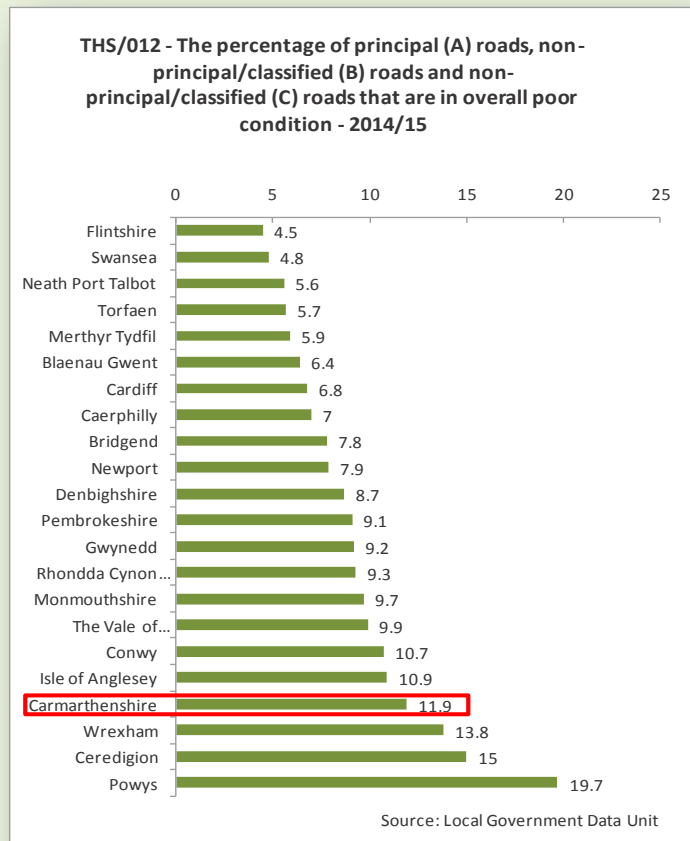
## How do we compare with others

Carmarthenshire has the 4<sup>th</sup> worst roads in poor condition.

(Source: Local Authority Service Performance 2014/15)

The condition of our roads was ranked 19th out of 22 across Wales in 2014/15. The overall performance has improved in 2015/16.

The 2015/16 all Wales comparative data will be available in September 2016.



## Is anyone better off?

### Transport Infrastructure

#### Highways

- Our investment into the infrastructure has facilitated economic development at Cross Hands, the commencement of Carmarthen West Link Road will deliver mixed development and bring S4C to Carmarthen in 2018, bringing additional employment opportunities. During 2015/16 we resurfaced 27.98 kilometres of highway.

#### Passenger Transport

- The uptake of concessionary bus passes is still seeing a high uptake at 80.6% of the 60+ population of Carmarthenshire, against a backdrop of a reduction in funding and consequently services. We continue to work together with the bus operators, our neighbouring authorities and the Wales Government to provide and sustain the public network as much as possible.
- We have continued to support the delivery of the Modernising Education Programme. In 2015/16 our school transport network was successfully redesigned to support the reorganisation of secondary education in the former Dinefwr area as the new Ysgol Bro Dinefwr campus opened.

**You said**

**We did**

You wanted more reassurances when sending your children to school with Passenger Assistants.

The Passenger Transport section has reminded all transport contractors of the need to inform parents or guardians of any changes to travel arrangements and reminded all Passenger Assistants that personal identification must be worn at all times and shown upon request.

### How we plan to achieve the KIOP this Year

What we will improve & how we will measure success	2016/17
	Targets
<b>Road Maintenance &amp; Infrastructure</b>	
We will develop and implement a highway network hierarchy consistent with the National Code of Practice for Highways to improve our management of the highway asset. (12127)	March 2017
We will invest £2.125 million of capital to improve the condition of our highways, bridges and culverts. (12128)	March 2017
We will reduce the % of Principal (A) roads that are in overall poor condition ( THS/011a) (2015/16 Result -4.6%)	4.0%
We will minimise the % of Non-principal/classified (B) roads that are in overall poor condition ( THS/011b) (2015/16 Result -4.0%)	4.0%
We will reduce the % of Non-principal/classified (C) roads that are in overall poor condition ( THS/011c) (2015/16 Result -13.7%)	12.0%
Percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition (THS/012) - From 10.7% for 2015/16	9.5%
We will continue to invest in strategic transport infrastructure links to support economic development, by: <ul style="list-style-type: none"> <li>Continuing with the construction of the Carmarthen West Link Road to support the relocation of S4C and facilitate mixed development. (12129)</li> <li>Taking forward Phase 2 of the Cross Hands Economic Link Road and secure planning permission for the scheme in 2016/17. (12130)</li> <li>Commencing work on improving the highway infrastructure at Ammanford to improve traffic flow and reduce congestion. (12131)</li> </ul>	March 2017 March 2017 March 2017
We will continue to press the Wales Government to deliver the Llandeilo By Pass road scheme. (12132)	March 2017
<b>Cycleways</b>	
We will complete the Llangennech to Dafen footway and cyclepath and commence work on our flagship Towy Valley Cycleway project to improve connectivity and to encourage more sustainable forms of travel. (12133)	March 2017
<b>Passenger Transport</b>	
We will continue to support the delivery of the Modernising Education Programme - redesigning networks to facilitate the movement of pupils as set out in our home to school transport policy. (12134)	March 2017
We will aim for at least 79% of adults aged 60+ to hold a concessionary travel pass (THS/007)	79%

### How do we know we made a difference? / Is anyone better off?

We have started to improve over 20kms of footpaths across the country as part of *The Rights of Way Improvement Plan Funding Programme*. The investment of £55 thousand will make paths more accessible to walkers and will include new signage, bridging and surfacing with links to the Wales Coast path in Llangain. The Welsh Government project is managed by Natural Resources Wales and implemented by our countryside team. The project has also included the revision and updating of 5 County Walk leaflets covering Llwynwormwood, Llansteffan, Drefach Velindre, Cwmdru and Llandoverly.



## Goal: F7 Ensuring the promotion of the Welsh language and Welsh culture

### Our Review and Evaluation for 2015/16

Our Leisure Services play a key role in providing opportunities for people to take part in physical activity. They also play a key role in mainstreaming the Welsh language and ensuring that people can take part in a naturally bilingual environment.

Safonau Iaith Cyngor Sir Gâr  
Carmarthenshire County Council  
Welsh Language Standards



Following feedback from our customers and with the implementation of the Welsh language Standards, the Leisure and Culture division followed a series of Language & Customer Care Awareness sessions,

which provided staff with an opportunity to look at current practices and to set goals for future provision.

Below is the initial feedback from staff members who took part:

- *Think very differently - not in a 'policy' way but in a practical customer focussed way.*
- *It has made me more relaxed about Welsh. Also to practice my Welsh.*
- *The basic need to consider and evaluate our current customer service provision in Carmarthenshire and perhaps our customer demographic and the importance of communicating & supporting their values through the medium of Welsh.*
- *It's made me realise that any level of Welsh spoken is very important to how people in Wales perceive the business/organisation.*
- *Realisation that Welsh speaking staff can improve the customer experience. Integral part of good customer service.*
- *True bilingualism & how that might be embedded within service delivery.*

### How did we perform during 2015/16?

- ✓ Every student who sat the Welsh for Adults examinations in Carmarthenshire this year was successful. A 100% pass rate has been announced for all three levels - Mynediad, Sylfaen and Canolradd.
- ✓ We will continue to monitor identified considerations in relation to the implementation of policy in respect of the Welsh language and culture and the implications of the emerging Planning Bill and any subsequent secondary legislation. The service contributes to the Welsh Language Members Advisory Panel in considering the role of Planning in the Welsh language.
- ✓ The Planning (Wales) Act 2015 received Royal Assent in July 2015, with secondary legislation and guidance released by Welsh Government for consultation (specifically Technical Advice Note 20 on Planning and the Welsh Language). Further guidance is expected next year once results of the TAN 20 consultation have been processed by Welsh Government.



### Improvements for 2016/17

1. We will develop and publish a Welsh Language Promotion Strategy (12135)
2. We will monitor identified considerations in relation of policy in respect of the Welsh language and culture, and the implications of the Planning Wales Act 2015, and any subsequent secondary legislation. (12136)



## Appendix A

# This report only shows the measures relevant to Environment & Public Protection Scrutiny

There is a suite of **National measures** for all council's in Wales, where we are required to collect them, to set performance targets and publish both our target and performance in our Annual Report/Improvement Plan

There are two main ways of measuring improvement:-

- Year on year improvement – shown under 'A' in the table below
- How we compare with other Authorities in Wales – shown under 'B' in the table below – the majority of the comparative data is for 2014/15 other than some of the Education data which is for 2015/16 and marked with #. All 2015/16 results for all Welsh Authorities, will be published by the Local Government Data Unit in September 2016.

A			B																							
The 41 measures published by all councils in Wales and our results for 2015/16 and whether they have improved on 2014/15			How our results rank compared to 21 authorities in Wales and our change in position																							
	Our 2015/16 result and change		22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
			Worst results										Best Results													
			Arrows start from our 2013/14 position to our 2014/15 position																							
<b>People in Carmarthenshire are healthier</b>																										
3	% Food premises broadly compliant with standards (PPN/009)	94.98 ↑																								←●
<b>Carmarthenshire's communities and environment are sustainable</b>																										
35	% Change in average Display Energy Certificate score (CAM/037)	TBC	New measure for 2015/16 therefore no comparative data available																							
36	% Highways inspected for high/acceptable standard (STS/005b)	98.9 ↓																								●→
37	% Municipal wastes sent to landfill (WMT/004b)	5.24 ↑																								●→
38	% Municipal waste reused, recycled or composted (WMT/009b)	63.35 ↑																								●→
39	% Reported fly tipping cleared in 5 working days (STS/006)	87.24 ↓																								●→
40	% Adults aged 60+ with a concessionary travel pass (THS/007)	80.6 ↓																								←●
41	% (A) (B) & (C) roads that are in poor condition (THS/012)	10.7 ↑																								●→

# Appendix B

The following tables provide detailed measure by measure profiles for performance measures that are measured by all Councils in Wales

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**Reference Number:**  
3 letters = Nationally set measure (e.g. SCA/001)  
**Definition:** What we are measuring?  
A brief description of the performance measure

How did we perform during 2014/15?

The minimum performance level required to be amongst the top 5 Welsh councils

Is the 2016/17 performance target set to improve on the 2015/16 result?  
✓ (Yes) or ✗ (No)

Our final result for 2015/16

A comparison between our 2014/15 result, and our 2015/16 performance. Did we improve?  
▲(Yes) or ▼(No)

How does our result compare with other Local Authorities?  
\* Worst Quartile to  
\*\*\*\* Best Quartile

Our Key Measures of success – 2015/16 results and targets for 2016/17										
Definition / Measure Reference	How well have we done? 2014/15	How well are we doing?							Improvement	
		See explanation of performance				All Wales Comparative Info.				
	2015/16	2015/16		2015/16			2016/17			
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	Target Set	Target Set to improve against Actual Result ✓ or ✗
<b>Key measure(s)</b>	6.18	5.77	4.69	☺	▲	TBC	TBC	TBC	4.51	✓
<b>SCA/001</b> The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	An explanation of performance is provided here when off target, poor comparative performance and/or future target has not been set to improve.									

Our target set for 2015/16

Did we meet our 2015/16 Target?  
☺ (Yes) or ☹ (No)

The mid range performance within Wales (only applies to National measures) **these will be available in September 2016**

Our 2016/17 performance target

APPENDIX B

Performance measures that are measured by all Councils in Wales for 2015/16

2015/16 results and targets for 2016/17

	How well have we done?	How well are we doing?							Improvement		
		See explanation of performance				All Wales Comparative Info.					
Definition / Measure Reference	2014/15	2015/16							2016/17		Improvement Plan Theme
	Our Result	Target	Final Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	Target Set	Target Set to improve against Actual Result ✓ or ✗	
<b>3</b> PPN/009 (PAM) The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.16%	93.00%	94.98%	😊	▲	TBC	TBC	TBC	93.00%	✗	People in Carmarthenshire are Healthier
	Despite being on target and showing an improvement for 2015/16 the target for 2016/17 of 93% has not been set to improve and is deemed to be reflective of a transient business sector. Compliance level is based on individual business performance and as such is not reflective of Local Authority input. A 7% non broadly compliant figure is set aside to account for failing premises, which will become a primary focus for Local Authority intervention with a main aim of ensuring future progressive compliance, which can only be assessed and reflected at the next programmed inspection. (normally spanning a separate financial year). Regular monitoring of performance will continue throughout the year, working with Food Business Operators to achieve as high a standard as possible.										
<b>35</b> CAM/037 (PAM) The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	7.2%	1.1%	TBC			TBC	TBC	TBC	TBC		Carmarthenshire's communities and environment are sustainable
	Awaiting result - should be available early June										
<b>36</b> STS/005b (PAM) The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	99.2%	92.0%	98.9%	😊	▼	TBC	TBC	TBC	92.0%	✗	Carmarthenshire's communities and environment are sustainable
	Despite the 2015/16 being well above the target it has shown a reduction in performance therefore the 2016/17 target has been set to reduce as the service has to make further significant savings.										
<b>37</b> WMT/004b (NSI) & (PAM) % of municipal wastes sent to landfill	18.11%	15.00%	5.24%	😊	▲	TBC	TBC	TBC	10.00%	✗	Carmarthenshire's communities and environment are sustainable
	The 2016/17 target reflects the fact that we are current meeting our 2019/20 statutory target and the fact that the cost of residual waste treatment in future could be prohibitive. We will endeavour to meet our statutory target, whilst remaining within budget.										
<b>38</b> WMT/009b (NSI) & (PAM) % of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	59.61%	60.00%	63.35%	😊	▲	TBC	TBC	TBC	62.00%	✗	Carmarthenshire's communities and environment are sustainable
	The significant increase in performance for the diversion of waste from landfill during 2015/16 was achieved through the introduction of a residual waste treatment process in the previous year. We currently meet our statutory 2019/20 landfill allowance targets. The overall recycling target of 62% reflects the phased waste strategy target plan for achieving the 70% statutory recycling target by 2025. We will endeavour to work towards targets set in our waste strategy, whilst remaining within budget.										

**APPENDIX B**

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Definition / Measure Reference	2014/15	2015/16							2016/17		Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	Target Set	Target Set to improve against Actual Result ✓ or ✗	
<b>TS/006 (NSI)</b> The percentage of reported fly tipping incidents cleared within 5 working days	98.70%	98.63%	87.24%	☹	▼	TBC	TBC	TBC	98.63%	✓	Carmarthenshire's communities and environment are sustainable
	Vehicle breakdowns and staff shortages due to sickness in the last quarter of the year has made it challenging to provide the resources to remove fly tipping. This has caused a backlog of around 2 weeks before the materials were removed, therefore, impacting on the end of year result.										
<b>THS/007 (NSI)</b> The percentage of adults aged 60+ who hold a concessionary travel pass	81.5%	79.0%	80.6%	☺	▼	TBC	TBC	TBC	79.0%	✗	Carmarthenshire's communities and environment are sustainable
	The 2016/17 target as been set lower than 2015/16 result as ongoing reduction of bus services offered will impact on the likely 2016/17 take up of concessionary pass.										
<b>THS/012 (PAM)</b> The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	11.9%	11.9%	10.7%	☺	▲	TBC	TBC	TBC	9.5%	✓	Carmarthenshire's communities and environment are sustainable
	The additional Local Government Borrowing Initiative (LGBI) funding over recent years can be seen to make a direct impact on improving condition of our A,B,C road network. Whilst the combined figure at 10.7% is still above the 2008 level of 7.1%, the latest figures are below the peak in 2012/13 at 17.2% showing a reversal of the general trend i.e. a decrease in the overall % (red) in poor condition. The LGBI investment in Carmarthenshire was primarily targeted at A&B roads however recent investment in Class C roads would appear to have assisted with a recovery from 21.8% in 2012-13 to 13.7% in 2015-16. However this figure is significantly higher than target level of around 9.7% and significant investment is required to make further improvement. There has also been a corresponding marginal decline in the combined figure for Class A/B from 3.9% (2014-15) to 4.25% (2015-16).										

**ENVIRONMENTAL & PUBLIC PROTECTION  
SCRUTINY COMMITTEE  
24<sup>th</sup> JUNE 2016**

**End of Year Performance Management Report –  
1st April 2015 to 31st March 2016**

**To consider and comment on the following issues:**

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

**To be referred to the Executive Board for decision: NO**

**Executive Board Member Portfolio Holders:**

- Cllr. Hazel Evans (Technical Services)
- Cllr. Jim Jones (Environmental & Public Protection)
- Cllr. Pam Palmer (Communities – including Community Safety / Social Justice / Crime & Disorder)

<b>Directorates:</b> Communities / Environment / Chief Executive's	<b>Designations:</b>	<b>Tel Nos. / E-Mail Addresses:</b>
<b>Names of Heads of Service:</b> Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224898 <a href="mailto:wswalters@cararthenshire.gov.uk">wswalters@cararthenshire.gov.uk</a>
Steve Pilliner	Head of Transport & Engineering	01267 228150 <a href="mailto:sgpilliner@cararthenshire.gov.uk">sgpilliner@cararthenshire.gov.uk</a>
Robin Staines	Head of Housing & Public Protection	01267 228960 <a href="mailto:rstaines@cararthenshire.gov.uk">rstaines@cararthenshire.gov.uk</a>
<b>Report Author:</b> Jackie Edwards	Principal Business & Development Officer	01267 228142 <a href="mailto:jmedwards@cararthenshire.gov.uk">jmedwards@cararthenshire.gov.uk</a>

## EXECUTIVE SUMMARY

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24<sup>th</sup> JUNE 2016

## End of Year Performance Management Report – 1st April 2015 to 31st March 2016

The attached report provides members with an overview of how the services within the Committee's remit 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 Monitoring (Report C)

Please note that the Crime Statistics for Carmarthenshire (normally included as Report D), are currently not available. Once it has been received by the Authority from Dyfed-Powys Police, the information will be forwarded to members.

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.**

<b>Signed:</b>	<b>Wendy Walters</b>	<b>Assistant Chief Executive (Regeneration &amp; Policy)</b>
	<b>Steve Pilliner</b>	<b>Head of Transport &amp; Engineering</b>
	<b>Robin Staines</b>	<b>Head of Housing &amp; Public Protection</b>

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

**1. Policy, Crime & Disorder and Equalities** – Performance Indicators are set to monitor the performance of services and targets set. If the Authority is to deliver its promises to citizens and stakeholders, then indicators underachieving need to be addressed.

**2. Legal** – Performance Indicators are set to monitor the performance of services and targets set. If the Authority is to deliver its promises to citizens and stakeholders, then indicators underachieving need to be addressed.

**5. Risk Management Issues** – This report refers to actions and measures in the 2014/15 Annual Report and 2015/16 Improvement Plan relevant to Community Scrutiny, potential risks addressed are:

- addressing regulatory report recommendations
- comments on not meeting our own goals – actions and measures
- meeting statutory targets (i.e. Waste)
- 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:

<b>Signed:</b> Wendy Walters	Assistant Chief Executive (Regeneration & Policy)
Steve Pilliner	Head of Transport & Engineering
Robin Staines	Head of Housing & Public Protection

**1. Local Member(s) – N/A**

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

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## Report A

### Heads of Service Overview

## **This is a brief overview of performance from each Head of Service who reports data to this Scrutiny**

### Wendy Walters –Assistant Chief Executive (Regeneration and Policy)

#### Crime statistics

Crime levels have increased overall this year compared to last year. Levels of recorded crime went up by 10.8% amounting to a rise of 794 crimes from 7,334 to 8,128. Increases were seen across Dyfed Powys, with the change in Carmarthenshire being the second lowest percentage increase across the Force area. It is important to note, however, that crime rates continue to be significantly lower in Carmarthenshire compared to the national average and in comparative terms Carmarthenshire continues to be one of the safest areas in the UK.

Reductions have been seen in vehicle crime (down 16.6% and 62, to 311) and drug offences (13% fall and down 143 to 949). Increases have been seen in domestic burglary levels (up 15.45% to 262, an increase of 35), burglary non dwellings (up 3 to 302, an increase of 1%), sexual offences (up 52 to 328, an increase of 18.8%), arson and criminal damage (up 187 and 14.2% to 1,503) and violence against the person (up 517 crimes and 30.6% to 2,203) and miscellaneous crimes against society (up 11.2% to 148, an increase of 15).

Increases seen in certain reported crimes continue to be in line with national trends and, it is believed, are as a result of the introduction of a new way of recording crime more accurately from January. There was a significant process change to crime recording practices within Dyfed-Powys, following recommendations from Her Majesty's Inspectorate of Constabulary. This administration / process change has had an impact on recorded crime figures in 2015, prompting an increase in recorded crime volumes therefore making any comparisons with 2014 less valid.

Anti-social behaviour (ASB) incidents have continued to fall. There were 6,443 incidents reported, a fall of 15.5% and over 1,000 incidents (1,181) compared to last year. Improvements in the police process of identifying ASB, at the point contact in the communication centre, has resulted with less calls for service being categorised as ASB at that initial point of contact. Also the emphasis on accurate crime recording has seen a number of calls that previously may have been recorded as ASB now being recorded as lower level crime, hence the uplift in crime figures and decrease in ASB volumes.

#### Progress over the year on Community Safety Partnership (CSP) initiatives

CSP multi-agency action groups continue to be proactive tackling key priorities and progress made in relation to some of these include:

- Tackling reducing reoffending which remains a key priority, with collaborative work across agencies continuing to improve as a result of the co-located police and probation Integrated Offender Management (IOM) team. `Trawsnewid/Transform` - the Integrated

## Report A

Offender Management scheme to deal with the offending behaviour of our most prolific offenders - has continued to perform well over the year. Positive results have been seen by the continued targeting of an identified cohort of offenders by a co-located team of Police and Probation officers working with a number of partner agencies. Developments over the year have included improved engagement by agencies including Housing and Social Services, links with the management of serious violent offenders and the adult substance misuse service. There has been good engagement with the Youth Offending and Prevention Service attending daily briefings, work experience placements identified, and a refresh of the cohort to ensure the correct people are being worked with. The latest performance data (12 month period ending in December 2015) for Carmarthenshire show that crimes have reduced by 89, with a cost of crime saving of over £800,000.

- Working closely with partners to address counter-terrorism issues locally. Following the introduction of the 'Counter Terrorism and Security Act 2015', we are beginning to implement the new 'Prevent Duty' which requires us and other 'specified authorities' to have '*due regard to the need to prevent people from being drawn into terrorism.*' An action plan is being developed to ensure the Council complies with the Duty and raising awareness, wider training for staff and referral processes are among the issues being considered. As required by the Act, the Council has established a multi-agency Channel panel. This local authority led multi-agency Panel is offering support to the small number of individuals identified as being at risk of radicalisation.
- Closer working with Gwalia who deliver the service to address ASB in partnership with organisations. The issuing of warning letters continues and improved links with the Youth Support Service ensures their engagement in referrals which relate to young people. Developments over the year have included an improvement in information sharing between the case management systems used by Gwalia and the Police and mediation training provided to Gwalia and police staff with mediation offered to a small number of cases to try to resolve issues between the parties. Gwalia has continued to attend the CSP's action group covering ASB and gives regular updates regarding the service and performance information is discussed by partners.
- Work with vulnerable people has been extended to try to prevent them being a victim of scams. Police and Trading Standards officers have been visiting potential vulnerable victims subjected to scams received in the post, on the internet and from phone calls. The pilot was introduced in the Ammanford area and is now being set up in Llanelli. There are over 600 potential victims in Carmarthenshire.
- Trading Standards officers tackling cyber crime by issuing tips to avoid falling victim to this increasing crime. The officers have been offering advice and also investigate cyber crimes through the Council's digital forensic unit – the only one in Wales. Advice has included using secure websites, not clicking on links you are not sure of and not providing personal data on websites.
- Support for the White Ribbon Campaign against domestic abuse with councillors and officers signing a pledge not to commit or condone violence against women and girls,
- Partnership work to reduce alcohol-related violence has included a review of the Designated Public Place Order (DPPO), promotion of the Paul's Pledge campaign and work with licensed premises and other partners to tackle problems in Town Centres at night relating to alcohol and drug related crime and ASB:

## Report A

- Evaluating the Designated Public Place Order (DPPO), introduced in an area in Llanelli town centre to tackle alcohol-related crime and ASB. It was found that the Order had successfully addressed alcohol-related ASB and disorder in public places, was considered to be a useful tool and had been effectively enforced. There had been no displacement of problems to other areas or evidence to suggest the boundaries of the DPPO should be reviewed.
- Promoting the 'Paul's Pledge' alcohol related violence campaign. #PaulsPledge, launched in December 2014, is led by Paul Pugh who is still suffering the effects of a vicious, unprovoked attack that happened on a night out in 2007. The initiative encourages you to think about the consequences of violence for the victim and offender. You can pledge online to 'never commit or condone alcohol-fuelled violence or aggression, or any violence full stop.' Paul has continued to give talks to schools and colleges supported by the neighbourhood policing team. The campaign has had TV coverage with documentaries shown on ITV Wales and S4C and was re-launched before Christmas. In Llanelli, the new mobile police station was used at the Carnival, supermarket roadshows were held, the campaign was promoted at Parc y Scarlets and wristbands were handed out to shoppers and revellers.
- Joint licensing visits have taken place by the Council's licensing team and police with proactive work undertaken at Christmas and during the Six Nations games. Police continue to work closely with Trading Standards officers in relation to any issues with underage drinking and sales to young people.

The well-established local partnership working effectively targets resources to help keep Carmarthenshire one of the safest areas in the UK. This collaborative approach continues to bring our partner agencies together to tackle the crime and disorder problems which most concern our local communities.

Following a partnership review requested by the Local Service Board in preparation for Well-being of Future Generations Act requirements, the work of the Community Safety Partnership will now be taken forward through a 'Fair and Safe Communities' Thematic Group. The remit of this new group will also include community cohesion and equalities issues relating to crime and disorder.

# Report A

## **Stephen Pilliner – Head of Transport & Engineering**

The Transport and Engineering Division has continued to focus its work to facilitate the expeditious, safe movement of goods and people on the highway network. Progress has been made with actions outlined in the improvement plan relating to road safety, infrastructure development and sustainable transport developments.

The progress of a number of actions is dependent on influencing behavioural change with road users. We work with partners and stakeholders to deliver improvements on a highway network that is the second highest length of county network in Wales and where traffic volumes are the third highest in Wales.

Achieving success across the key themes is challenging. Nevertheless, the teams continue to strive to:

- make a reducing resource base go further
- secure external funding wherever possible by submitting quality bids that are based on effective use of research, innovation and engagement with communities.
- work in collaboration with neighbouring authorities through the Local Transport Forum and other organisations such as the Dyfed Powys Police, Go Safe Wales and the Mid & West Wales Fire Service.

The 2015/16 Improvement Plan included a mix of engineering and behavioural change measures, and incentives to facilitate the safe movement of goods and people. A summary of the interventions are set out below for members.

### **1. Road Safety.**

The Wales Government has established an All Wales Strategic Road Safety Group to support partnership working to deliver the Road Safety Framework for Wales, which was published in 2013. The group brings all partners together to develop a strategic approach to improving road safety by targeting and measuring educational, engineering or enforcement measures that can be monitored and measured for effectiveness.

The Authority has developed a Road Safety Plan which reflects the national casualty reduction targets, as set out in the Road Safety Framework Wales.

Our work in partnership with the Police and other agencies has continued. We have sought to build on our previous success in reducing the number of people killed and seriously injured on Carmarthenshire roads. We have invested in computer software to improve the quality of management information that we will use to target education, engineering or enforcement interventions. Provisional results for 2015 indicate there has been a reduction in the number of casualties on the highway network for two of the key targets in 2015.

The performance targets to 2020 for road casualty reduction are set by the All Wales Road Safety Framework. The targets are set against the baseline figure for the period from 2004-2008 are set out below:

- A 40% reduction in the total number of people killed and seriously injured on the roads

Baseline Figure 116 - Target 70

## Report A

- A 40% reduction in the number of killed and seriously injured for young adults

Baseline Figure 33 - Target 20

- A 25% reduction in the number of killed and seriously injured for motorcyclists.

Baseline Figure 18 - Target 14

Based on provisional figures, the performance at the end of 2015 against the 2020 targets was\*:

- A 12% reduction in the total number of people killed and seriously injured on the roads
- A 34% reduction in the number of killed and seriously injured for young adults
- A 6% reduction in the number of killed and seriously injured for motorcyclists.

Performance against the targets is mixed and needs to be set in some context where a small change in the numbers can have a significant impact of the percentage change. Table One below helps illustrate this and also provides a comparative indicator of performance over the last three years.

Indicator	2013	2014	% Change 2013-2014	2015*	% Change 2014-2015	% Change 2013-2015
Number of people killed and seriously Injured on the roads	100	94	6%	102	↑8.5%	↑2%
Number of young adults killed and seriously injured	38	21	45%	22	↑4.76%	↓42%
Number of motorcyclists killed and seriously injured	28	24	14%	17	↓29%	↓39%

\*Provisional Figures

The Authority continues to strive to make further improvements through partnership working with the respective agencies and undertaking a mix of interventions that include engineering measures, education and enforcement.

### 2. Infrastructure Investment.

Working with the former SWWITCH partners, moneys secured through the Local Transport Fund, Safe Routes in the Communities, Local Road Safety Grant has enabled the Authority to make investment in infrastructure. The investment has improved transport infrastructure to provide access e.g.

- Carmarthen West Link Road
- Public transport infrastructure
- Walking and Cycling Infrastructure
- Phase 2 of The Cross Hands Economic Link Road

## Report A

### 3. Passenger Transport

Despite significant reductions in funding for public transport, the uptake of concessionary bus passes is still seeing a high uptake. The performance for the year of 80.6% is above anticipated target of 79%. The ongoing challenges relating to public transport, is likely to have a negative impact on this sector of users in the future.

To date, the authority has worked together with the bus operators, our neighbouring authorities and the Wales Government to provide and sustain the network as much as possible.

### 4. Internal Interventions

The Division continues to use a number of internal measures in promoting and developing sustainable travel options. Collaboration on the fleet replacement programme between our fleet section and service users has helped reduce the operational fleet by a further 2% at the end of the year, the fleet has reduced by 8.8% since 2013/14. The replacement programme has been implemented and new vehicles are currently being delivered with the more specialist vehicles in Refuse and Highway Maintenance due for delivery by Autumn. The new vehicles ordered are more fuel efficient and will produce less emissions.

## Street Scene – Street Scene Managers

### Waste Management

Our performance in overall recycling continues to improve with an actual performance of 63.35% against a statutory target of 58%. Our aim is to stay ahead of the statutory targets by at least two percentage points in any given year. Our actual recycling performance for the year has surpassed the internal target. This is testimony to the determination of our Waste Services and Environmental Enforcement teams' to continue to work on improving performance, as well as CWM Environmental's processing capability and of course, the enthusiasm and willingness of our public to participate. The Authority also reduced the percentage of waste sent to landfill from 18.11% in 14/15 to 5.24% in 15/16, which places us comfortably well within our statutory landfill allowance.

Following on from the food recycling participation surveys undertaken on about 15,000 properties in 2013/14 and 2014/15, further work has been undertaken by our Community Recycling Advice team by targeting certain areas and advising households about our range of recycling schemes in an attempt to increase participation, particularly in the recycling of food waste. Participation in our food recycling scheme is estimated to be about 40% of those households surveyed. Some trials using food bin liners were undertaken towards the latter end of the year, but only marginal gains were realised, although this data has yet to be fully analysed.

A high level preliminary assessment of our current co-mingled collection system has been completed. A first draft report has been compiled and is currently under review. The conclusions allows us to continue with the planned roll out of new refuse collection routes from Autumn 2016, with the procurement of new vehicles well under way.



# Report A

## Street Cleansing and Enforcement

The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness reported at 98.9% against a target of 92%. The Cleanliness Index (LEAMS independent Keep Wales Tidy survey) indicator is at 72.4% compared to a target of 67%. Both sets of figures are slightly lower than last year's performance. However, given the resourcing difficulties within the Waste and Cleansing Operational Units, the results demonstrate that the service continues to perform to a high standard, although the period taken to remove fly-tipping is off target with for reasons related to resourcing.

The Waste Strategy and Environmental Enforcement Units have continued to take a proactive role in terms of leading on education and awareness initiatives to reinforce messages relating to continued recycling and keeping our local environment clean. Extensive work has been done to allow us to introduce a public space protection order in relation to dog control and dog fouling; the order will be effective from early summer 2016. Our Environmental Enforcement team continue to take a zero tolerance approach towards offenders with regard to littering, dog fouling, fly-tipping and general environmental blight

## Highway Infrastructure, Bridges & Public Lighting

The condition of our highway infrastructure showed a slight improvement during 2015-16, with the combined highway condition of the A, B and C class roads that are in overall poor condition showing an improvement from a 2014/15 figure of 11.9% against a performance of 10.7% in 2015/16. This improvement is mainly due to capital funding that has allowed us to undertake condition improvement work to the network. Our intention is to continue this trend with a view to ultimately achieving a network indicator of below 8%, but this will obviously depend on continued investment.

Three bridges were strengthened in 2015/16 as follows:

- Ammanford College Bridge, Tirydail – Route C2130
- Gorsddu Bridge, Llanddeusant – Route U4315
- Cwmdy Bridge, Llanddeusant – Route U4316

These schemes were completed as part of our bridge replacement and rehabilitation programme, thereby removing traffic restrictions from the highway network.

The Highway Lighting section is continuing with its programme of converting sodium lanterns to light emitting diode, LED, incorporating dimmable technology enabling part night dimming regimes to be introduced. The £2.9 million project is funded from a combination of sources including central reserves and a £1.4 million interest free loan from the Welsh Government's Invest to Save initiative. The resultant reduction in energy costs, carbon tax and maintenance will yield an annual saving of £410,00- upon completion of the 4 year programme.

The section's PI for repairing faulty lights is slightly off-target at 5.44 days against a target of 4 days, although this measure shows a slight improvement from that of the previous quarter, it continues to be off target due to the backlog of work brought forward from Q2. Work in Q3 was further hampered by adverse weather conditions resulting in works (especially work at height) being postponed. The degree of flexibility in rearranging work at short notice is restricted as a result of stringent traffic control measures associated with repair works on heavily trafficked carriageways.

## Report A

### **Robin Staines – Head of Housing & Public Protection**

Public Protection services aim to improve public health, animal health and fair trading.

### **Ensuring the safety and quality of the food chain to minimise risk to human and animal health**

### **Promoting a fair trading environment for citizens and business**

#### **FESS Financial Exploitation Safeguarding Scheme (FESS)**

Is a multi-agency initiative launched with our partners Dyfed Powys Police in 2014 and facilitates for the early detection, intervention and prevention of financial abuse against vulnerable people. Additionally it implements a support package that brings together the full range of protective/preventative measures to protect residents from further exploitation.

These scheme utilises the following functional areas:

- Scams Hub intelligence-led visits
- True-call telephone call blocking and monitoring
- Banking/Financial Services Protocol
- Royal Mail staff training programme
- No Cold Calling Zones
- Doorstep Protection Zones
- Registered Handypersons/Gardeners Scheme
- Education/awareness campaigns
- Vulnerable consumer advice interventions
- Debt and mental health interventions
- Intelligence led mapping

FESS takes these measures one step further by creating working relationships with other social care departments and the private sector to extend the reach of the service beyond the traditional Trading Standards service role.

#### **Case Study of how scheme works**

Mr S is 75 years old and is visually impaired and has general Poor Health. Mr S lost over £75,000 to Investment Fraud/Boiler Room Scams. He was referred to us by Halifax Bank under the FESS scheme. Trading standards have intervened on the scam and are now supporting Mr S, further support from Housing, Social Services, and CAB & Banks has been arranged. A Truecall device has been installed on Mr S's phone line to filter out rouge calls.

Support received from services has helped get Mr S out of debt and no longer engages with fraudulent businesses

Funding for this project was obtained from proceeds seized from criminals.

FESS for has been shortlisted for 2 prestigious Municipal Journal Awards. The winner will be announced in June 2016.

## Report A

### Truecall

Truecall is a device which is attached to telephone lines and blocks nuisance telephone calls to vulnerable clients, and we continue to expand and market this scheme. Truecall is offered to consumers that have been victims of telephone scams and/or are vulnerable.

Carmarthenshire became the first authority in Wales to pilot this initiative. The scheme continues to prove successful as more and more nuisance calls get blocked. (99% of Nuisance calls since scheme started in 2013, 24,975 nuisance calls blocked in total.)

We currently have 48 devices installed in consumers' homes at present and we plan to install a further 172 devices. Figures from Ofcom indicate that each nuisance call costs consumers 46 pence as proportion of national consumer detriment.

Money Wise Online is a series of interactive personal finance lessons designed for Key Stage 2

Our online financial education resource [moneywise.carmarthenshire.gov.uk](http://moneywise.carmarthenshire.gov.uk), continues to grow 84 users registering over 69 out of 106 primary schools in the county, and one school. In addition, Ysgol Maes Y Morfa in Llanelli are inviting parents to join their children for Money Wise sessions.

As a result of exhibiting the website at the Chartered Trading Standards Institute (CTSI) annual conference in July 2015 we were visited by Chief Executive of CTSI, Leon Livermore and Regional Policy Officer from WLGA, Simon Wilkinson in November 2015, who saw the website in use at a local school.

Money Wise has been shortlisted for a prestigious Municipal Journal Award in the Trading Standards and Environmental Health category. The winner will be announced in June.

The service continues to work closely with the citizen's advice bureau through funding and performance management and by providing a range of advice services to clients.

### **Improving the local environment to positively influence quality of life and promote sustainability**

In order to improve and maintain Air Quality the team has designated two Air Quality Management Areas, 1 is in Llanelli and 1 is in Carmarthen. This will lead to an action plan which will aim to improve Air Quality in places where people live and work thereby protecting health and wellbeing.

The team are Continuing to work pro-actively with police to licence and visit scrap metal dealers in the area. This approach aims to have a positive effect on the community in tackling metal thefts and reducing the illegal dumping of waste.

A carbon monoxide awareness campaign was undertaken during the winter of 2015 which helped highlight the symptoms of and causes of carbon monoxide poisoning. Through working with public health Wales a number of Carbon monoxide alarms were provided to potentially vulnerable people who could be at greater risk of carbon monoxide poisoning. Information leaflets were distributed and pro-active monitoring was carried out.

## Report A

### Protecting individuals from harm and promoting health improvement

The Food hygiene section has successfully obtained funding for the delivery of a day's training seminar in relation to Haccp (Hazard analysis and critical control points is a systematic preventive approach to food safety) Validation and verification, effectively working with some of our well known producers, striving to further improve food safety procedures. The day took place in November and proved to be beneficial for officers and food producers alike. The team have also been involved in a National risk based consistency exercise.

#### **Performance data for 2015-16**

#### **Environmental Health and Licensing Services**

##### **Pollution and Public Health**

There have been 5837 Service requests received dealing with Pollution and Public Health teams (including complaints regarding odours, drainage, noise, fly tipping on private land, stray dogs etc.); an increase of approximately 250 from the previous year. Officers have been flexible in approach to their work and have been undertaking training to enable them to utilise additional legislation as appropriate for anti-social behaviour.

In addition to the response to service requests, officers are continuing with ongoing programmes of work such as the compliance checks for individuals and businesses requiring air pollution permits, private drinking water, bathing water and shellfish sampling.

Officers have found that there has been an increase in enquires for screening and scoping prior to planning applications for highly technical and complex businesses such as wind turbines or larger scale developments. We had received 290 planning consultations and increase of 100 from the previous year), plus pre-planning consultations and screening and scoping assessments. Each consultation and assessment takes considerable resources to ensure that the information is correct to avoid any future complications or issues.

The Contaminated Land Strategy was approved by full Council earlier this year.

##### **Food Safety and Health**

The team have completed 100% of all due programmed food hygiene inspections.

In terms of Food Hygiene Ratings, Carmarthenshire stands firmly with 98% achieving a rating of 3 (generally satisfactory) or greater with only 37 premises scoring 0,1 or 2, all of whom have been subject to multiple visits by enforcement officers and enforcement action where appropriate in securing broadly compliant standards.

Working in conjunction with Leisure, over 62 information packs have been issued to local sporting clubs regarding goal post safety. The main aim being that to assist clubs in implementing risk based maintenance programmes, in order to safeguard those accessing such facilities.

Investigations have commenced and continue into allegations of shellfish poaching, particularly in the Three Rivers area of the County. This in turn has seen the division partake in a Welsh Government Joint Working Task Group. Commercial shellfish beds and shellfish waters continue to be sampled on a monthly basis and has recently been expanded to include dived hand gathered razor clams undertaken as part of a sanitary survey application in conjunction with CEFAS, FSA and Pembrokeshire.

## Report A

The section has also made inroads into the investigation of 2 alleged illegal tattooists operating within the County, in addition to entertaining additional applications for both new tattoo and piercing premises and operators.

Officers have investigated 324 notifications of infectious diseases.

### **Licensing**

The section have completed consultation exercises for both the Licensing Act Policy and the Gambling Policy. The reviewed documents have been approved through the political process.

#### **Licensing Act**

Between April and March 2016, we have processed 254 applications under the Licensing Act 2003 in relation to Premises and Clubs, 405 Temporary Event Notices and 103 applications for personal licences. We continue to hold regular Licensing Action Group meetings at which the Police, Licensing Officers and representatives of Public Health agree actions to tackle problems associated with licensed premises.

#### **Taxi Licensing**

Since April 2015 we have processed and issued 589 Dual Drivers Licences, 369 Hackney Carriage Licences, 101 Private Hire Vehicle Licences and 34 Private Hire Operators Licences. We have undertaken 245 spot checks on vehicles.

#### **Gambling Act**

Administer 303 Lotteries. 56 new applications processed, we Administer 84 Gambling related Premises Licenses. 243 annual fees processed.

### **Street and House to House collections**

Since April 2015 the section has processed and issued 143 Street and House to House Collection licenses and Permits.

There have been exercises in implementing the licensing toolkit to calculate fees for services with locally set fees and a report with the reviewed fees is being prepared.

### **Trading Standards and Animal Health**

Our routine and day-to-day service will involve direct liaison with businesses in a regulatory and advice capacity and to that end. Trading Standards have successfully completed 100% (159 visits) of high risk enforcement programme visits over the period; this is on the scheduled target. A further 412 medium risk visits were completed as programmed inspection or alternative inspection activity to the inspection regime.

We are also pro-actively promoting fair trading and Consumer Safety via our "e"-commerce monitoring strategy. We made 1459 campaign and project based visits. This is mostly proactive work designed to supplement our routine inspection strategy and comprises internet site monitoring and intelligence based 'e-visits' (831 E-visits have been completed) which have resulted in a number of entry warrants being executed. Investigations carried out involve fraud, unsafe consumer goods, counterfeit goods, illegal dog breeding.

Significant criminal investigations are underway in the following areas of Consumer protection namely: Product Safety, Financial exploitation and scams and Unfair Trading, unlicensed dog breeding and illegal movement of animals which will result in court proceedings.

## Report A

A total of 3,297 complaints and service requests were also made by members of the public to Trading Standards and Animal Health and acted upon within the Division's standard response time of 10 working days. 95.7% of these complaints and service requests were responded to within 10 working days.

The Animal Health section has successfully completed 99% (181 visits) of high risk enforcement programme visits over the period; this is on the scheduled target.

There were 259 livestock mart visits completed, and this work continues to be a priority.

A total of 156/167 animal welfare licences were determined in the standard response time of 8 weeks, representing 93.4% success and 100% (31) complaints of animal suffering were dealt within 1 working day.

A total of 288 service requests for Animal Health were made by members of the public, 280 of which were acted upon within 10 working days.

The Animal Licensing section processed 35,139 Animal Movement Licensing forms between April and March 2015/16, this function has now ceased for 2016/7.

Staff of the Animal Health section has worked diligently in developing a new Licensing Fee structure for all licensed premises and approval is going through the political process at the moment. The intention is this will result in the recovery of all our costs in relation to the Licensing process.

246 critical interventions have been completed, where an immediate response is required to ensure public protection. These interventions are mainly focused on incidents where itinerant traders were exploiting vulnerable and elderly residents and where there is immediate danger to the public and /or animals e.g. stray horses.

Trading Standards continues to conduct numerous other initiatives outside the scope of the performance indicators and has led many projects.

These include Money wise on- line, a Financial Literacy in schools, Door Step Crime / No Cold Calling Zones, second hand car safety project. It also continues to administer the service level agreement between the Authority and the Citizens Advice Bureaux.



# Report B



## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

Filtered by:

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
C. People in Carmarthenshire are healthier	Measures	5	4	1	0	0	0	80%	80%
E. People who live, work and visit Carmarthenshire	Actions	14	13	1	0	N/A	0	93%	72%

Performance against Target

are safe and feel safer	Measures	4	0	1	0	3	0	0%		
F. Carmarthenshire's communities and environment are sustainable	Actions	10	10	0	0	N/A	0	100%	90%	
	Measures	11	9	2	0	0	0	82%		
<b>Overall Performance</b>	<b>Actions and Measures</b>	<b>44</b>	<b>36</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>82%</b>		



 **On target**
 **Off target**
 **Not available**





# Report B



## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>Theme: C. People in Carmarthenshire are healthier</b>							
<b>Sub-theme: C2 Preventing ill health and encourage healthy living</b>							
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 high risk businesses that were liable to a programmed inspection that were inspected, for: i) Trading Standards  PPN/001i	Not applicable		End Of Year: <b>100</b>	Target: <b>5</b>  Result: <b>27</b>	Target: <b>25</b>  Result: <b>38</b>	Target: <b>50</b>  Result: <b>47</b>	Target: <b>100</b>  Result: <b>100</b>  Calculation: (159÷159) × 100
<b>Service Head:</b> Robin Staines				<b>Performance status:</b> 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 high risk businesses that were liable to a programmed	Not applicable		End Of Year: <b>100</b>	Target: <b>15</b>	Target: <b>35</b>	Target: <b>60</b>	Target: <b>100</b>

inspection that were inspected, for: ii) Food Hygiene PPN/001ii				Result: <b>22</b>	Result: <b>48</b>	Result: <b>70</b>	Result: <b>100</b>  Calculation: <b>(645÷645) × 100</b>	
<b>Service Head:</b> Robin Staines				<b>Performance status:</b> 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 high risk businesses that were liable to a programmed inspection that were inspected, for: iii) Animal Health PPN/001iii	Not applicable		End Of Year: <b>98</b>	Target: <b>10</b>  Result: <b>17</b>	Target: <b>28</b>  Result: <b>35</b>	Target: <b>55</b>  Result: <b>77</b>	Target: <b>100</b>  Result: <b>99</b>  Calculation: <b>(181÷183) × 100</b>	
<b>Comment</b>	Unfortunaley 2 premises were not inspected by the 31/03/16. 1 of the 2 premises was inspected on the 01/04/16 the other is in relation to a Zoo based inspection. Such inspection needs to be carried out with a specialist vet. Unfortunately the Vet was not able to attend prior to end of the financial year, again this premises is to e inspected during Qtr 1 of 2016/17.							
<b>Remedial Action</b>	None required, 2 anomaly situations have occurred during 15/16, fully expect to achieve 100% target during 2016/17.							
<b>Service Head:</b> Robin Staines				<b>Performance status:</b> 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 food establishments which are 'broadly compliant' with food	96.03	94.05	End Of Year: <b>94.16</b>	Target: <b>93.00</b>	Target: <b>93.00</b>	Target: <b>93.00</b>	Target: <b>93.00</b>	

hygiene standards PPN/009				Result: <b>94.55</b>	Result: <b>95.57</b>	Result: <b>95.59</b>	Result: <b>94.98</b>  Calculation: <b>(1894÷1994) × 100</b>
<b>Service Head:</b> Robin Staines				<b>Performance status:</b> On target			

# Report B

## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>Theme: C. People in Carmarthenshire are healthier</b> <b>Sub-theme: C7 Reducing drug and alcohol misuse</b>							
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 premises that declined to sell during an under age test purchase  7.4.3.5	Not applicable		End Of Year: <b>94</b>	--	--	--	Target: <b>95</b>  Result: <b>100</b>  Calculation: (12÷12) × 100
<b>Service Head:</b> Robin Staines			<b>Performance status:</b> On target				



# Report B



## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer</b> <b>Sub-theme: E1 Maintaining &amp; striving to reduce further the low levels levels of crime (lowest England &amp; Wales)</b>			
<b>Action</b>	11722	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will continue to ensure effective partnership working in relation to the ‘Transform’ Integrated Offender Management (IOM) scheme to reduce reoffending		
<b>Comment</b>	<p>Transform / Trawsnewid has continued to provide positive results in terms of dealing with the offending behaviour of our most prolific offenders. Attendance at the monthly meetings and tactical meetings remains stable, with improved attendance by Housing and Social Services, and communication links are also working well between agencies. The 2016 IOM Refresh meeting was held on 10th March in Llanelli. This meeting is held on an annual basis and serves as an exercise to “refresh” the cohort and ensure that the correct people are included on the cohort. It is informed by the Carmarthenshire Crime, Reoffending and Needs Profile which is prepared by the IOM Analyst. It looks at the crimes and re-offending within Carmarthenshire over a 2 year period (December 2013 – November 2015) in an attempt to identify the serial re-offenders. These individuals were scored and then discussed by the IOM Sergeant and the Probation Team Managers. 3 individuals were added to the scheme and 11 were removed as a result of positive progress made.</p> <p>The latest performance data (12 month period ending in December 2015) for Dyfed Powys show that crimes have reduced by 220, with an associated cost of crime saving of over £1.8 million. The figures for the Carmarthenshire cohort alone show that crimes have reduced by 89, with a cost of crime saving of over £800,000. This data looks at the 12 month period prior to commencement (at liberty) and the whole period since joining the scheme, so this can range from 1 month to 30 months depending on when the scheme started (November 2013 in the case of Transform) and when the offender joined IOM.</p>		

<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target	
<b>Action</b>	11723	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will promote crime prevention projects and in particular those relating to vulnerable people		
<b>Comment</b>	<p>Work has been ongoing throughout the year by partner organisations to promote projects to help prevent crime, with a particular focus on vulnerable people. Work with vulnerable people has been extended to try to prevent them being a victim of scams. Police and Trading Standards officers have been visiting potential vulnerable victims subjected to scams received in the post, on the internet and from phone calls. The pilot was introduced in the Ammanford area and is now being set up in Llanelli. There are over 600 potential victims in Carmarthenshire.</p> <p>Initiatives have continued to be promoted in the press to increase awareness about action that can be taken by residents to help prevent themselves from becoming a victim. Crime prevention advice has included security advice to avoid being a victim over the Christmas period and also when on holiday by borrowing home security equipment from the police. All efforts are made to increase awareness of crime prevention advice, including general home and vehicle security.</p>		
<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target	
<b>Action</b>	11724	<b>Target date</b>	31/03/2017 (original target 31/03/2016)
<b>Action promised</b>	We will develop an action plan for the county to achieve the White Ribbon Campaign Town Award, which will demonstrate the commitment of the Council and its partner organisation to tackle domestic abuse, particularly involving men and boys and working to end violence against women		
<b>Comment</b>	An initial draft action plan has been developed and the Community Safety Partnership wishes this to be an Award which all CSP partners apply for and work together on. A multi-agency subgroup is to be established to progress the action plan, ensuring a co-ordinated approach, so that an application for the Award can be made for the county.		
<b>Remedial Action</b>	A meeting of the subgroup will be held in May/June to begin discussions on the Award application with the aim of agreeing an action plan for partners to submit to the 'White Ribbon Campaign'		
<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> Off target	<input type="checkbox"/>



# Report B



## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer</b> <b>Sub-theme: E2 Improving the confidence of local communities that we are tackling the issues that matter most</b>							
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 average number of calendar days taken to repair all street lamp failures during the year  THS/009	Not applicable		End Of Year: <b>3.98</b>	Target: <b>4.00</b>  Result: <b>3.98</b>	Target: <b>4.00</b>  Result: <b>5.57</b>	Target: <b>4.00</b>  Result: <b>5.48</b>	Target: <b>4.00</b>  Result: <b>5.44</b>  Calculation: <b>32196÷5919</b>
<b>Comment</b>	Although this measure shows a slight improvement from that of the previous quarter, it continues to be off target due to the backlog of work brought forward from Q2. Work in Q3 was further hampered by adverse weather conditions resulting in works (especially work at height) being postponed. The degree of flexibility in rearranging work at short notice is restricted as a result of stringent traffic control measures associated with repair works on heavily trafficked carriageways.						
<b>Remedial Action</b>	Please see comment.						

<b>Service Head:</b> Huw Morgan	<b>Performance status:</b> Off target	
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## Report B



### Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer</b>			
<b>Sub-theme: E2 Improving the confidence of local communities that we are tackling the issues that matter most</b>			
<b>Action</b>	11725	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will work to increase report of crime and disorder and promote engagement mechanisms with local communities		
<b>Comment</b>	Throughout the year, Neighbourhood policing teams have continued to promote a variety of engagement mechanisms to increase and ensure contact with local residents. This includes a new Community messaging system, which replaces Online Watch Link - OWL) which aims to increase the take up of this engagement tool for reporting crime and disorder and notifying of local policing issues and crime prevention measures. This new messaging service is now in place and is being promoted. The mobile police station van is now operational and in use in different parts of the county to increase engagement with local communities. Work is continuing to ensure that the van is accessible to local communities and to maximise its usage. Social media is used by local neighbourhood policing teams to highlight key crime prevention messages, what's going on locally and particular issues.		
<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target	
<b>Action</b>	11726	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will continue to raise awareness of the work undertaken in partnership to tackle local priorities for local communities		
	Promotion has continued throughout the year of some of the work being progressed by the CSP's action groups to tackle local priorities.		

<p><b>Comment</b></p>	<p>During the last quarter, this has included celebrating the 5th anniversary of the 'Nightlight' scheme in Carmarthen where church volunteers help people enjoying a night out on Saturdays. The 'Holiday Watch' scheme has enjoyed further coverage, encouraging people to take advantage of the offer of a loan of security equipment from a local police station to help protect their home against burglars. Crime prevention advice when going away from holiday has also been promoted as part of this initiative. Multi-agency discussions to improve water safety in the River Towy area have also been publicised with organisations. In the 'Carmarthenshire News' a road safety focus was seen in the last edition on the Community Safety Partnership page. Articles included publicising free 'Dragon Rider Cymru' training for motorcyclists to help make them safer riders and encouraging young drivers to take part in 'Pass Plus Cymru' traianing to help improve their driving skills and gain extra experience in different situations. Safety improvements to the A484 from Kidwelly to Cwmffrwd were also highlighted including road treatment works, reduced speed limits, new warning signs and driver feedback signs.</p>
<p><b>Service Head:</b> Wendy S Walters</p>	<p><b>Performance status:</b> On target</p>



## Report B



### Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer</b>			
<b>Sub-theme: E3 Reducing anti-social behaviour by working in partnership to tackle local problems</b>			
<b>Action</b>	11317	<b>Target date</b>	31/03/2016 (original target 31/03/2015)
<b>Action promised</b>	We will conduct an evaluation of the Designated Public Place Order and consider and implement any resulting recommendations		
<b>Comment</b>	The evaluation of the Designated Public Place Order (DPPO) was completed during the year and considered by the Community Safety Partnership in January. The evaluation found that the Order had been successful in tackling drinking in public places, was considered to be a useful tool and had been effectively enforced. There had been no displacement of problems to other areas locally and there was no evidence to suggest that the boundaries of the DPPO needed to be reviewed. It was agreed that the DPPO should continue and be further reviewed in 2017 prior to the Order becoming a new type of Order under the new ASB legislation, if this was required.		
<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target	
<b>Action</b>	11728	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will ensure continued effective integration between partner agencies and Gwalia in the running of the new service to tackle anti-social behaviour		
	Regional meetings have been held with partners including Gwalia regarding ASB and discussions have taken place relating to the new service, which commenced in October 2014, and to progress any issues. A more victim-focussed approach is now available with support		

<b>Comment</b>	<p>provided. Regular performance information is now being received by the Community Safety Partnerships and a presentation was made to the CSP at its January meeting by Gwalia. The process of issuing warning letters has been continued by Gwalia and improved links with YOPS made to ensure their engagement in referrals which relate to young people. Developments in the scheme over the year have included an improvement in the sharing of information between the case management systems used by Gwalia and the Police and mediation training provided to a number of Gwalia and police staff with mediation offered to a small number of cases to try to resolve the issue between the parties.</p> <p>Gwalia has continued to attend the CSP's action group covering ASB and gives regular updates regarding the service. Performance information from the service is discussed by partners and improved links have been made.</p> <p>Positive feedback has been received by colleagues on the running of the problem solving groups and the new service provided by Gwalia. Links continue to improve as a result of discussions at the CSP's action group.</p>		
	<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target
	<b>Action</b>	11729	<b>Target date</b>
<b>Action promised</b>	We will work with partners to implement the new Anti-Social Behaviour legislation		
<b>Comment</b>	Discussions have continued to be held over the course of the year, both at a local and regional level, regarding the legislation and best practice from other areas with information circulated to partner agencies. Specific discussions have now taken place at a local level regarding implementing certain of the new powers introduced by the legislation and processes have been finalised with police colleagues to ensure appropriate policies and procedures are in place.		
<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target	



## Report B



### Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer</b>			
<b>Sub-theme: E4 Reduce the incidences of alcohol-related violence</b>			
<b>Action</b>	11730	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will promote further the Paul's Pledge alcohol related violence campaign which calls on people to make a pledge that they will never condone or commit violence		
<b>Comment</b>	<p>The campaign has continued to be promoted over the course of the year both in the local press and on social media. There was a relaunch of Paul's Pledge around Christmas to remind people to be aware of the implications of alcohol-related violence on nights out. In March, Paul Pugh visited Maes y Gwendraeth. Paul and officers spoke to around 900 pupils from Year 8 and above to demonstrate the consequences of violence and alcohol. This was very well-received by pupils.</p> <p>During the quarter, a tweet about the Paul's Pledge campaign, sent out by Cross Hands neighbourhood policing team, was retweeted 10 times, received 13 likes and reached 7,070 people.</p>		
<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target	
<b>Action</b>	11731	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will continue to work with licensed premises and other partners to tackle problems to Town centre's at night relating to alcohol and drug related crime and anti-social behaviour		
	The Licensing action group, a bi monthly meeting between the Police and partners from the local authority, continues to discuss issues		

**Comment**

relating to any problem licensed premises in the county. Incidents at licensed premises are closely monitored, particularly regarding violent crime. This results in an action plan being drawn up for any premises that are problematical and this is then delivered by the relevant partners in an agreed joint approach. Work is often undertaken with the licensee, brewery and door supervisors to tackle issues. Any concerns from this group are fed into the CSP subgroup responsible for anti-social behaviour, violent and substance misuse related crime.

Police continue to work closely in the night time economy with door security staff and there is a nightlight street pastor scheme in Carmarthen on Saturday nights. Unfortunately efforts to extend this to Llanelli have not been realised as, although the Llanelli churches were in favour of the scheme, they have not been able to progress it. Officers work closely with licensees and patrol and monitor the night time economy utilising dispersal powers (Section 35) to remove disorderly persons.

There were no serious concerns in relation to the night time economy over the Christmas period. Incidents have been noted and monitored and any issues will be brought before the licensing action group. Joint licensing visits have taken place during the year by the Council's licensing team and police with proactive work undertaken at Christmas and during the Six Nations games.

Police continue to work closely with Trading Standards officers in relation to any issues with underage drinking and sales to young people. Every neighbourhood policing team identifies any issues relating to underage drinking or drink related ASB and a way forward to address the problem is agreed.

**Service Head:** Wendy S Walters

**Performance status:** On target



# Report B



## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer</b>							
<b>Sub-theme: E6 Reducing speeding and number of road traffic accidents</b>							
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
Number of people killed and seriously injured on the roads to meet the 40% reduction by 2020  5.5.2.21	Not applicable		End Of Year: <b>94</b>	--	--	--	Target: <b>99</b>  Result: <b>Not available</b>
<b>Comment</b>	The results are currently not available. The next release date on the Welsh Government Website for Police recorded road casualties is the 28th June 2016.						
<b>Remedial Action</b>	Please see comment.						
<b>Service Head:</b> Stephen G Pilliner			<b>Performance status:</b> Result not available				
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
Number of motorcyclists killed and	Not applicable		End Of Year:	--	--	--	Target:

seriously injured on roads to meet the 25% by 2020 5.5.2.22		24				16  Result: <b>Not available</b>	
<b>Comment</b>	The results are currently not available. The next release date on the Welsh Government Website for Police recorded road casualties is the 28th June 2016.						
<b>Remedial Action</b>	Please see comment.						
<b>Service Head:</b> Stephen G Pilliner			<b>Performance status:</b> Result not available				
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
Number of young people (aged 16-24) killed and seriously injured on roads to meet the 40% reduction by 2020 5.5.2.23	Not applicable		End Of Year: 21	--	--	--	Target: 28  Result: <b>Not available</b>
<b>Comment</b>	The results are currently not available. The next release date on the Welsh Government Website for Police recorded road casualties is the 28th June 2016.						
<b>Remedial Action</b>	Please see comment.						
<b>Service Head:</b> Stephen G Pilliner			<b>Performance status:</b> Result not available				





## Report B



# Scrutiny measures & actions full monitoring report

## Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer</b>			
<b>Sub-theme: E6 Reducing speeding and number of road traffic accidents</b>			
<b>Action</b>	11749	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will implement the state of the art mapping software for police reported road traffic incidents and traffic monitoring data		
<b>Comment</b>	<p>State of the art casualty analysis software has been commissioned. Establishing a sound evidence base is a crucial element in identifying key road safety issues and problems and deciding how to tackle them.</p> <p>The software will be used to develop our understanding of road safety problems and trends in Carmarthenshire, with the aim of ensuring that the partners who contribute to address road safety problems have access to the best information possible.</p> <p>The analysis reports from the software will be used to help target road safety interventions more effectively and develop our understanding of road safety problems and trends.</p>		
<b>Service Head:</b> Stephen G Pilliner		<b>Performance status:</b> On target	
<b>Action</b>	11750	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will develop a draft Road Safety Plan to reflect the casualty reduction targets published in the Welsh Governments Road Safety Framework		
<b>Comment</b>	A draft Road Safety Plan has been prepared to reflect the casualty reduction targets published in the Welsh Governments Road Safety Framework.		

<b>Service Head:</b> Stephen G Pilliner		<b>Performance status:</b> On target	
<b>Action</b>	11751	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will promote across all Welsh council's the Carmarthenshire Council evaluation model for older drivers refresher training		
<b>Comment</b>	<p>[1] In 2015/16 Q4, the County Council Road Safety Officer who developed and delivers the Carm Co Co Older Drivers Training Programme has agreed to participate on a partnership research project to develop a new older drivers training initiative with clearly defined driver behaviour changes and evaluation techniques - a fit for purpose road safety training intervention aimed at changing attitudes and behaviour.</p> <p>[2] In 2015/16 Q4, the Road Safety Officer planned the implementation of a follow up evaluation exercise with older drivers who participated on the Older Drivers Training programme in 2014/15 to assess the changes in driving behaviour.</p>		
<b>Service Head:</b> Stephen G Pilliner		<b>Performance status:</b> On target	
<b>Action</b>	11752	<b>Target date</b>	31/03/2016
<b>Action promised</b>	In conjunction with the Mid and West Wales Fire and Rescue Service, we will develop an in county capacity to deliver training awareness courses for motor cyclists		
<b>Comment</b>	<p>The Mid and West Wales Fire and Rescue Service and Carmarthenshire Co Co Road Safety Team worked in partnership to provide motorcycle training to a variety of different groups of motorcyclist to assist in the reduction of casualties associated with this high risk group.</p> <ul style="list-style-type: none"> <li>• training post-test motorbike riders to improve their riding skills.</li> <li>• training course for riders between the ages of 16 and 24 years.</li> <li>• dealing with road related incidents or collisions that may require basic First Aid intervention at the roadside.</li> </ul> <p>Funding to assist with the delivery of the courses was provided via the Welsh Governments Road Safety Grant (Revenue)</p>		
<b>Service Head:</b> Stephen G Pilliner		<b>Performance status:</b> On target	



## Report B



### Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: F. Carmarthenshire's communities and environment are sustainable</b>			
<b>Sub-theme: F1 Living within our environmental limits using only our fair-share of earth's resources</b>			
<b>Action</b>	11644	<b>Target date</b>	31/03/2016
<b>Action promised</b>	Delivery of 'Climate Adaptation Action Planning in Carmarthenshire' will be taken forward with LSB partners with on-going dissemination of information on the key issues and raising awareness of the Climate Change agenda.		
<b>Comment</b>	A lead officer from UWTSD has now been identified and work is due to start on establishing the officer working group to take forward the agenda. This will become a priority for the new PSB once it is established from April 2016 onwards		
<b>Service Head:</b> Wendy S Walters		<b>Performance status:</b> On target	

# Report B

## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>Theme: F. Carmarthenshire's communities and environment are sustainable</b> <b>Sub-theme: F2 Reducing waste and moving towards becoming a zero-waste county</b>							
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 municipal wastes sent to landfill  WMT/004b	15.18	30.52	End Of Year: <b>18.11</b>	Target: <b>15.00</b>  Result: <b>2.52</b>	Target: <b>15.00</b>  Result: <b>4.53</b>	Target: <b>15.00</b>  Result: <b>5.49</b>	Target: <b>15.00</b>  Result: <b>5.24</b>  Calculation: (4130.01÷78873.19) × <b>100</b>
<b>Comment</b>	The significant increase in performance for the diversion of waste from landfill has been achieved through the introduction of a residual waste treatment process in the previous year. We currently meet our statutory 2019/20 landfill allowance targets.						
<b>Service Head:</b> Ainsley Williams				<b>Performance status:</b> 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 municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way  WMT/009b	58.82	55.58	End Of Year: <b>59.61</b>	Target: <b>60.00</b>  Result: <b>57.15</b>	Target: <b>60.00</b>  Result: <b>58.06</b>	Target: <b>60.00</b>  Result: <b>62.03</b>	Target: <b>60.00</b>  Result: <b>63.35</b>  Calculation: <b>(49966.42÷78873.19) × 100</b>
<b>Service Head: Ainsley Williams</b>			<b>Performance status: On target</b>				
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 local authority collected municipal waste Prepared for reuse  WMT/010i	Not applicable		End Of Year: <b>0.02</b>	Target: <b>0.01</b>  Result: <b>0.46</b>	Target: <b>0.01</b>  Result: <b>0.53</b>	Target: <b>0.01</b>  Result: <b>0.52</b>	Target: <b>0.01</b>  Result: <b>0.49</b>  Calculation: <b>(384.64÷78873.19) × 100</b>
<b>Service Head: Ainsley Williams</b>			<b>Performance status: On target</b>				
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 local authority collected municipal waste Recycled  WMT/010ii	Not applicable	End Of Year: <b>42.14</b>	Target: <b>41.99</b>  Result: <b>35.27</b>	Target: <b>41.99</b>  Result: <b>35.65</b>	Target: <b>41.99</b>  Result: <b>41.32</b>	Target: <b>41.99</b>  Result: <b>45.20</b>  Calculation: <b>(35646.9 ÷ 78873.19) × 100</b>	
<b>Service Head:</b> Ainsley Williams		<b>Performance status:</b> On target					
<b>Measure Description</b>	<b>2014/15 Comparative Data</b>			<b>2015/16 Target and Results</b>			
	<b>Best Quartile</b>	<b>Welsh Median</b>	<b>Our Actual</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>End of Year</b>
The percentage of municipal waste Collected as source segregated biowastes and composted or treated biologically in another way  WMT/010iii	Not applicable		End Of Year: <b>17.44</b>	Target: <b>20.00</b>  Result: <b>21.42</b>	Target: <b>22.00</b>  Result: <b>21.88</b>	Target: <b>17.00</b>  Result: <b>20.19</b>	Target: <b>18.00</b>  Result: <b>17.67</b>  Calculation: <b>(13934.88 ÷ 78873.19) × 100</b>
<b>Comment</b>	This measure is only one third of 1% off the set target. The total quantity of waste that we compost comprises approximately 50% food waste collected at the kerbside and 50% green waste deposited at our HWRCs. It is quite difficult to predict this quantity from year to year as the weight collected can vary both seasonally and annually, depending on factors such as the habits and behaviours of each household, continued participation within the food recycling scheme, growing season for green waste and of course the weather can have a significant influence on the timing of the mowing season.						
<b>Remedial Action</b>	Please see comment.						
<b>Service Head:</b> Ainsley Williams			<b>Performance status:</b> Off target			☒	



## Report B



# Scrutiny measures & actions full monitoring report

## Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: F. Carmarthenshire's communities and environment are sustainable</b>			
<b>Sub-theme: F2 Reducing waste and moving towards becoming a zero-waste county</b>			
<b>Action</b>		<b>Target date</b>	
	11781		31/03/2016
<b>Action promised</b>	We shall undertake a comprehensive assessment and review of our current kerbside collection methodology against the WG's preferred blueprint kerbside segregation method of collection (Necessity Test and TEEP assessment).		
<b>Comment</b>	A high level preliminary assessment of our current co-mingled collection system has been completed. A draft report is available for further review; the conclusions will be reviewed during the first quarter of 2016/17, before finalising. The outcome allows us to continue with the planned roll out of new refuse collection routes from Autumn 2016, with the procurement of new vehicles well under way.		
<b>Service Head:</b> Ainsley Williams		<b>Performance status:</b> On target	
<b>Action</b>		<b>Target date</b>	
	11782		31/03/2016
<b>Action promised</b>	We shall review existing household recycling participation rates to maximise landfill diversion. Undertake a programme of door-stepping to advise and encourage householders to participate in our food and dry recycle schemes.		
	The household participation rates still remain at approximately 80% for the blue bag recycling scheme and 40% for the food recycling scheme. A programme of door-step engagement activity has been successfully delivered throughout the year, with particular focus on the food waste recycling in terms of undertaking a bin liner trial involving 15000 properties throughout the county. Each property selected has		

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<b>Comment</b>	been issued with a supply of food waste bin liners for use in their kitchen caddies. A pre-monitoring exercise was carried out over a period of 2 weeks in the early part of October to establish baseline participation levels. Post monitoring surveys have been completed in two phases with the final one undertaken in February 2016 to determine if the liners have increased participation. The results will now be analysed to inform the debate about the possibility of providing liners to all properties in the county in an effort to increase participation in our food recycling scheme.		
<b>Service Head:</b> Ainsley Williams		<b>Performance status:</b> On target	
<b>Action</b>	11783	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We shall fully implement residual waste sort initiative to treat 100% of residual waste		
<b>Comment</b>	Throughout the course of the year, the residual sort facility at Nant y Caws has been in operation, so the facility is 100% operational and all residual waste is now being diverted to the materials recovery facility provided by CWM for processing. A small element of materials entering the sort facility is recovered for recycling and the remainder of the material is sent for incineration (apart from a small quantity that is unsuitable for incineration and is therefore landfilled). Approximately 18% -20% of the incinerated waste is recovered as bottom ash after burning and contributes to our recycling figures. This process will now continue as the default process for future treatment of residual waste for the next financial year.		
<b>Service Head:</b> Ainsley Williams		<b>Performance status:</b> On target	





# Report B



## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>Theme: F. Carmarthenshire's communities and environment are sustainable</b>							
<b>Sub-theme: F4 Protect, enhance and conserve our natural and built environment and champion biodiversity</b>							
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 taken to remove dog fouling (calendar days)  5.2.2.19	Not applicable		End Of Year: <b>0.96</b>	Target: <b>1.40</b>  Result: <b>1.38</b>	Target: <b>1.40</b>  Result: <b>1.29</b>	Target: <b>1.40</b>  Result: <b>1.11</b>	Target: <b>1.40</b>  Result: <b>1.33</b>  Calculation: <b>120÷90</b>
<b>Service Head:</b> Ainsley Williams			<b>Performance status:</b> 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 Cleanliness Indicator	Not applicable		End Of Year: <b>73.3</b>	Target: <b>67.0</b>	Target: <b>67.0</b>	Target: <b>67.0</b>	Target: <b>67.0</b>

STS/005a				Result: <b>73.1</b>	Result: <b>73.0</b>	Result: <b>72.2</b>	Result: <b>72.4</b>	Calculation: <b>(1.447÷2) × 100</b>
<b>Service Head: Ainsley Williams</b>				<b>Performance status: On target</b>				
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 highways inspected of a high or acceptable standard of cleanliness	98.3	86.8	End Of Year: <b>99.2</b>	Target: <b>92.0</b>	Target: <b>92.0</b>	Target: <b>92.0</b>	Target: <b>92.0</b>	
STS/005b				Result: <b>98.8</b>	Result: <b>98.9</b>	Result: <b>98.8</b>	Result: <b>98.9</b>	Calculation: <b>(4023÷4068) × 100</b>
<b>Service Head: Ainsley Williams</b>				<b>Performance status: On target</b>				
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 reported fly tipping incidents cleared within 5 working days	97.72	96.46	End Of Year: <b>98.70</b>	Target: <b>98.63</b>	Target: <b>98.63</b>	Target: <b>98.63</b>	Target: <b>98.63</b>	
STS/006				Result: <b>99.63</b>	Result: <b>99.61</b>	Result: <b>98.64</b>	Result: <b>87.24</b>	Calculation: <b>(923÷1058) × 100</b>
Vehicle breakdowns and staff shortages due to sickness in the last quarter of the year has made it								

<b>Comment</b>	challenging to provide the resources to remove fly tipping. This has caused a backlog of around 2 weeks before the materials were removed, therefore, impacting on the EOY result.		
<b>Remedial Action</b>	New fleet is being purchased over the coming months that will aid the situation in future		
<b>Service Head:</b> Ainsley Williams	<b>Performance status:</b> Off target	▣	

## Report B

### Scrutiny measures & actions full monitoring report

#### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: F. Carmarthenshire's communities and environment are sustainable</b>			
<b>Sub-theme: F4 Protect, enhance and conserve our natural and built environment and champion biodiversity</b>			
<b>Action</b>		<b>Target date</b>	
	11161		31/03/2016
<b>Action promised</b>	We will work towards providing and managing through agreements and where appropriate land acquisition (70ha by 31.3.15 & 75ha by 31.3.16) of suitable habitat for marsh fritillary butterfly through the Caeau Mynydd Mawr SAC project.		
<b>Comment</b>	By the end of FY 2015/16 32.27ha of land which is in good condition for the Marsh Fritillary is being managed by the project on 14 different sites. In addition, on designated sites(SSSIs and SACs) there is a further 42.86ha of land in good condition giving a total of 75.13ha. A total of £78,899 has been spent by the project this FY on a project officer's salary and on practical works such as mowing and fencing, as well as on management agreements with 11 landowners.		
<b>Service Head:</b> Llinos Quelch		<b>Performance status:</b> On target	
<b>Action</b>		<b>Target date</b>	
	11788		31/03/2016
<b>Action promised</b>	We will continue to work on the Welsh Government funded project on the Carmarthenshire bogs and coastal dunes to meet the project outcomes.		
<b>Comment</b>	The Welsh Government funded project was completed in February 2015.		
<b>Service Head:</b> Eifion Bowen		<b>Performance status:</b> On target	



# Report B



## Scrutiny measures & actions full monitoring report

### Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>Theme: F. Carmarthenshire's communities and environment are sustainable</b>							
<b>Sub-theme: F6 Developing sustainable transport options</b>							
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 adults aged 60+ who hold a concessionary travel pass  THS/007	90.6	84.7	End Of Year: <b>81.5</b>	Target: <b>79.0</b>  Result: <b>80.1</b>	Target: <b>79.0</b>  Result: <b>80.5</b>	Target: <b>79.0</b>  Result: <b>80.6</b>	Target: <b>79.0</b>  Result: <b>80.6</b>  Calculation: (43375÷53839) × 100
<b>Service Head:</b> Stephen G Pilliner				<b>Performance status:</b> 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

<p>The percentage of principal (A) roads, non-principal/classified (B) roads and non-principal/classified (C) roads that are in overall poor condition</p> <p>THS/012</p>	<p>6.5</p>	<p>8.9</p>	<p>End Of Year: <b>11.9</b></p>	<p>--</p>	<p>--</p>	<p>--</p>	<p>Target: <b>11.9</b></p> <p>Result: <b>10.7</b></p> <p>Calculation: <b>(387.24÷3610.05) × 100</b></p>
<p><b>Comment</b></p>	<p>The additional Local Government Borrowing Initiative (LGBI) funding over recent years can be seen to make a direct impact on the THS/012 condition indicator for the A,B,C network. Whilst the combined figure at 10.7% is still above the 2008 level of 7.1%, the latest figures are below the peak in 2012/13 at 17.2% showing a reversal of the general trend i.e. a decrease in the overall % (red) in poor condition. The LGBI investment in Carmarthenshire was primarily targeted at A&amp;B roads however recent investment in Class C roads would appear to have assisted with a recovery from 21.8% in 2012-13 to 13.7% in 2015-16. However this figure is significantly higher than target level of around 9.7% and significant investment is required to make further improvement. There has also been a corresponding marginal decline in the combined figure for Class A/B from 3.9% (2014-15) to 4.25% (2015-16).</p>						
<p><b>Service Head:</b> Stephen G Pilliner</p>				<p><b>Performance status:</b> On target</p>			



## Report B



# Scrutiny measures & actions full monitoring report

## Environmental and Public Protection scrutiny - at End of Year 2015/16

<b>ACTIONS - Theme: F. Carmarthenshire's communities and environment are sustainable</b>			
<b>Sub-theme: F6 Developing sustainable transport options</b>			
<b>Action</b>	10688	<b>Target date</b>	31/03/2016 (original target 31/03/2014)
<b>Action promised</b>	We will procure more fuel efficient vehicles through our fleet replacement programme and reduce the current operational fleet by 8.8% over 3 years (2013/14 - 2015/16). (Reduced by 8.8% to 31.3.15 – 15/16 Target is 2%)		
<b>Comment</b>	<p>We have continued to invest in fleet replacement most recently with a £4.3m commitment to change the refuse collection fleet. These vehicles are scheduled to arrive from August 2016 and will carry the latest emissions technology making them amongst the cleanest CO2 emitting trucks of their class.</p> <p>Currently we are mid-point of a delivery programme that will see the replacement of 120 light commercial vehicles and to the future, contracts for eleven new welfare adapted buses have been awarded for delivery in autumn 2016 and a £2.5m contract award for the highways and winter maintenance fleet has just been placed.</p> <p>Efforts to reduce the operational fleet continue and while the target of 2% for 15-16 has been realised, it is expected to be surpassed in 16-17 with reductions already established in Street Scene operational vehicle holdings. This however, is only a part of the picture, as linked with a reducing operational fleet size, our vehicle fuel consumption has responded in tune.</p> <p>The predicted fuel reduction for 15-16 is on track to hit 7.6% over the previous reporting year and it has been encouraging to be able to report year on year reductions in fuel usage for the past four years. It is pleasing to report that today we use 26% less fuel to operate our vehicle fleet than we did in 08-09(2,088,185 litres down to 1,550,082 litres).</p>		

Although still early days, an example of how investment in a modern fleet can assist in reducing operating costs, initial analysis of fuel performance between our out-going van fleet and the new vehicles replacing them, indicates MPG savings of approximately 7%. These are indeed encouraging signs for the future.			
<b>Service Head:</b> Stephen G Pilliner		<b>Performance status:</b> On target	
<b>Action</b>	11789	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will invest in walking and cycling linkages, improving connections and branding routes in urban areas.		
<b>Comment</b>	100% complete in 15/16 in terms of planned works and expenditure. £1,155,000 external grant funding has been successfully drawn down and has been spent delivering a number of key elements within the Carmarthenshire Walking and Cycling Linkages programme; this includes the dedicated cycle path alongside the A4138, Pembrey Canal, Amman Valley Cycleway and the continuing development of the Towy Valley Cycleway. Further we submitted bids to the Welsh Government for 16/17 and have been successful in being allocated a further 706k for our Walking and Cycling infrastructure investment programme		
<b>Service Head:</b> Stephen G Pilliner		<b>Performance status:</b> On target	
<b>Action</b>	11790	<b>Target date</b>	31/03/2016
<b>Action promised</b>	We will complete the Carmarthenshire Amman Valley Cycleway.		
<b>Comment</b>	LTF Grant funding in 15/16 has allowed us to all but complete the Amman Valley cycleway on the Carmarthenshire side. This is the culmination of 10 years work which now provides a continuous dedicated cycle route from the Lower Amman Valley to Brynamman. We will work with NPT in future years to assist in progressing missing sections to the East, improving very small sections in Carmarthenshire as well as developing and marketing a distinctive brand for the Cycleway.		
<b>Service Head:</b> Stephen G Pilliner		<b>Performance status:</b> On target	
<b>Action</b>	11791	<b>Target date</b>	31/03/2016
<b>Action</b>			



<b>promised</b>	We will work with the Local Health Board colleagues to develop access to health using the Bwcabus project the Teifi Valley	
<b>Comment</b>	<p>The local surgeries in Llandysul and Newcastle Emlyn have all been very supportive of the Bwcabus project and promote the service at any given opportunity. The Bwcabus service has without doubt seen an increase in the number of passengers using the service to access surgeries in the last 12 months. The partnership working between Bwcabus and local surgeries will continue.</p> <p>The positive results has lead to the creation of a new SA48 project (which will be launched shortly) a partnership between Bwcabus and Hywel Dda which will enable rural patients to access outpatient clinics in Glangwili Hosptial – a coordinated approach with health and transport. A number of positive meetings have taken place to move this forward.</p> <p>During the last quarter: Bwcabus attended Lampeter and Llanybydder Surgeries staff meeting on 20th January to promote a better understanding of the Bwcabus service and its benefits.</p> <p>Bwcabus team members attended Apdar Surgery on 19th January and Teifi Surgery on 8th March to discuss and promote the service with patients and front line staff.</p> <p>Bwcabus members have liaised with chemist in the local area. A number of chemists have agreed to place slips in prescription bags promoting the Bwcabus service.</p> <p>Press release arranged promoting the partnership working between Bwcabus and local surgeries in Llandysul and Newcastle Emlyn. Press release featured in a number of local newspapers and social media.</p> <p>Case study created to promote the partnership working. Local Health Board and local surgeries will use the case study as an example of best practice.</p>	
<b>Service Head:</b> Stephen G Pilliner	<b>Performance status:</b> On target	

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# Report C



## **Environment & Public Protection Scrutiny Complaints and Compliments Report End of Year 2015/16**

# Report C

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# Report C

## 1. Principles

Carmarthenshire County Council's Complaints Procedure emphasises 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

A **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.

The complaints referred to within this report are the ones where the investigation has been completed during the period of this report. This report does not reflect any complaints which are currently open and under investigation.

## 3. Summary of findings

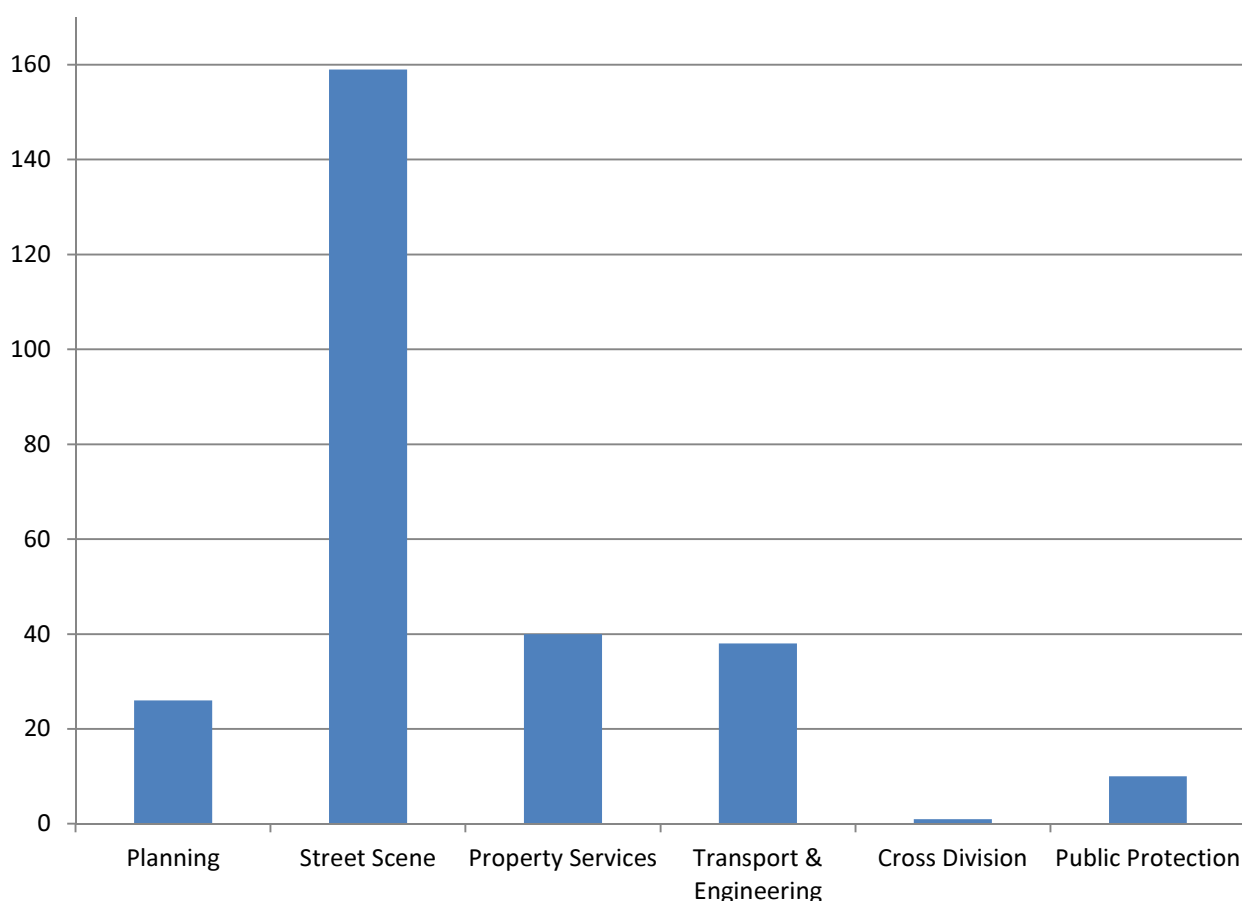
\*\*Due to departmental restructuring, it is difficult to compare the figures for 2015/16 with those of 2014/15\*\*

- 264 complaints were investigated for the Environment Department during 2015/16, compared to 239 complaints during the previous year (2014/15 figure does not include Planning)
- 160 of these complaints (61%) received a response within the allocated time period. This reflects a decrease from last year, with last year's percentage of 68%.
- 10 Public Protection complaints were recorded, 5 were received last year. Planning has seen a slight decrease from last year's figure of 33 to this year's total of 26.

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## 4. Complaints investigated and responded to during 2015/16

SERVICE	Stage 1			Stage 2		
	No. of Complaints responded to <sup>1</sup>	No. receiving a full response within allocated time period <sup>2</sup>	No. receiving a full response after allocated time period <sup>3</sup>	No. of Complaints responded to	No. receiving a response within allocated time period <sup>4</sup>	No. receiving a response after allocated time period
Environment	242	155 (64%)	87 (36%)	22	5 (23%)	17 (77%)
Public Protection	8	5 (63%)	3 (37%)	2	0 (0%)	2 (100%)
TOTAL	250	160 (64%)	90 (36%)	24	5 (21%)	19 (79%)



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

<sup>2</sup> Any corporate complaint which has been investigated and responded to within 10 working days.

<sup>3</sup> Any complaints which have been investigated and responded to outside the allocated time period

<sup>4</sup> Any corporate complaint which has been investigated and responded to within 10 working days.

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### 5. Complaints determined by the Ombudsman during 2015/16

	Concluded by Ombudsman 2015-16	Ombudsman conclusion					
		Settled	Not Upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Environment	22	4	2	8	4	4	0
Public Protection	1	0	0	1	0	0	0
Cross Departmental Issues (Planning & Public Protection)	1	0	0	1	0	0	0

### 6. Compliments

- 222 compliments were received in 2015/16 This compares to 131 which were received during 2014/15. However, due to departmental restructuring, it would be misleading to compare the figures.

SERVICE	No. of compliments received
Planning	26
Street Scene	95
Property Services	53
Transport & Engineering	35
Cross Division	1
Public Protection	12
Total	222

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## 7 Complaint & Compliment Analysis

### 7.1 Environment

Complaints	Planning		Street Scene		Property Services		Transport & Engineering		Cross Division	
<b>Stage 1 Complaints Investigated</b>	14		158		35		34		1	
Upheld	4	29%	51	32%	12	34%	7	21%	0	0%
Partially Upheld	3	21%	52	33%	14	40%	7	21%	0	0%
Not Upheld	7	50%	55	35%	9	26%	20	58%	1	100%
<b>Stage 2 Complaints Investigated</b>	12		1		5		4			
Upheld	0	0%	0	0%	2	40%	1	25%	0	0%
Partially Upheld	3	25%	1	100%	2	40%	1	25%	0	0%
Not Upheld	9	75%	0	0%	1	20%	2	50%	0	0%

#### Analysis of the trends

- **Planning**

There was a slight increase in Stage 2 complaints from last year, up to this year's total of 12. Of these, 9 were not upheld, with the remaining three recorded as partially upheld. The three partially upheld complaints highlighted on the failure to communicate, resulting in delays in the planning process.



## Report C

14 Stage 1 complaints were recorded. 4 were upheld, and 3 partially upheld. The 4 upheld again highlighted failures in communication or delays, whether it be responding to emails or in providing informing to applicants. 3 Stage 1 complaints raised concerns with planning enforcement, all were recorded as not upheld.

- **Street Scene**

### Highways

The Highways department received a total of 20 complaints. Included was the only Stage 2 investigation recorded against the Street Scene division. This was recorded as partially upheld. It was found that incorrect legislation was quoted within a notice, issued to a resident. Naturally, the notice was revoked.

Of the remaining 19 Stage 1 complaints, only 3 were upheld. These related to resurfacing work to a pavement, communication between departments as to a road closure, and some property damaged caused by a gritting lorry. The remaining 16 complaints were split evenly, with 8 partially upheld and the remaining 8 recorded as not upheld.

### Refuse, Recycling & Cleansing

132 complaints were recorded for the department.

47 were upheld, 42 partially upheld with the remaining 43 recorded as not upheld.

Main focus of a large percentage of the complaints related to the weekly bin collection. These could mainly be broken down as regular missed collections, actions of the crew or damage/placement of the food waste bins.

- **Property Services**

5 Stage 2 complaints were received, up from last years' single Stage 2. Two were upheld, citing the standard of work and the lack of communication with the individual tenants. One was not upheld, with the other two partially upheld. One was partially upheld as to the time taken to complete the outstanding work.

4 Building Maintenance Stage 1 complaints were upheld, and a further 12 partially upheld. Lack of communication and delays were the main points highlighted within each individual complaint.

9 further Stage 1 complaints were not upheld.

There were 6 Stage 1 complaints recorded against the Grounds Maintenance department, 4 of which were upheld.

- **Transport and Engineering**

There was a slight increase in the number of complaints received for the department this year, up to 38 from last year's total of 35. 4 complaints were recorded a t Stage 2, 1 of which, was upheld.

59% of the 34 Stage 1 complaints were not upheld. 7 were recorded as upheld and a further 7 partially upheld.

A total of 23 complaints related to Parking Services, the issuing of parking fines or staff behaviour. 3 were recorded as upheld, and 4 partially upheld. The remaining 16 were all recorded as not upheld.

5 complaints were recorded for the School & Public Transport and one for Fleet Management. All were at Stage 1, and all were not upheld.

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Compliments	Planning	Street Scene	Property Services	Transport & Engineering	Cross Division
Compliments received per division	26	95	53	35	1

### Analysis of the trends

- **Planning**

*'It has not been the easiest of situations to deal with, thank you for all the help you have provided'*

*'Thank you for the way you explained to me in a simple way outline planning application'*

*'Just to say thanks in helping to get us such a quick decision. Much appreciated'*

*'.....a very positive meeting I had with an excellent officer in Llanelli'*

*'Thanks for all your assistance in getting the first phase of the Wales Air Ambulance scheme'- Building Control*

- **Street Scene**

#### Highways

Facebook comment thanking the Authority for *'keeping roads accessible'* during winter storms.

*'Big thanks for the Highways maintenance crew who are out in all weathers....'*

*'Reacting positively to potential flooding, appreciates the organisation and proactive approach'*

#### Refuse, Recycling & Cleansing

*'Thank you for your prompt action following my report of an overflowing litter bin'*

*'Thank you for organising and collecting the rubbish, and recycling throughout the year'*

*'Thank you to the teams for their hard work during the very wet weather, appreciated greatly'*

#### Street Lighting

*'Thank everyone involved with fixing the light outside my house, so quickly'*

- **Property Services**

*'He was extremely helpful and made a very bad situation a lot easier'* - Out of hours plumber

*'The workmen who attended to repair the faulty lock were very friendly and polite'*

*'Compliment the gentleman who did a great job fixing the fence. He was very helpful and polite'*

The following were received by the Grounds Maintenance team;

*'I would like to thank the council for planting up wild flower beds around Llanelli, so uplifting'*

*'Parc Howard Association would like to express their thanks & gratitude for the hard work & effort'*

*'Please pass on my thanks for felling the unsafe tree in Burry Port park'*

- **Transport and Engineering**

*'I just wanted to thank you for your time and patience'* Consultation regarding Speed Limits

*'Resident's thank you letter to officer, following comments made as to Planning Application'* Traffic

## Report C

Management.

*'Smooth efficiency of you and department. Congratulate CCC for foresightedness in facilitating course'*

Dragon Rider Cymru Course.

*'I wish to convey my sincere gratitude regarding the practical steps you've taken....'*. Redistribution of Parking Spaces.

*'Thank you once again to everyone who has dealt with this issue.'* Organising of School Transport

*'Thanking a staff member within School Transport'*

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### 7.2 Public Protection

Complaints	Public Protection	
Stage 1 Complaints Investigated	8	
Upheld	1	12%
Partially Upheld	2	25%
Not Upheld	5	63%
Stage 2 Complaints Investigated	2	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	2	100%

#### Analysis of the nature of complaints and the trends

The Stage 1 complaint that was upheld related to the manner of a member of staff during a phone call. An apology was issued and the member of staff was required to attend customer care training.

Two complaints were partially upheld, they concerned the dog warden service not making contact with the dog owner sooner than they did and the way in which an issue involving a privately owned septic tank was addressed.

Compliments	Public Protection
Compliments received per division	12

#### Analysis of the trends

*"Thank yourself and your colleagues for your excellent work and their professionalism"* Court Case

*"Most helpful and gave me a lot of useful advice.....such a good service"* Pest Control

*"I would like to thank you for all your assistance in ensuring our permit was issued in time"*

*"...willingness to go beyond the call to duty to help us to comply with these regulations"* Trading Standards

*"responsive, sympathetic and kept me up to date!"* Trading Standards

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24<sup>th</sup> JUNE 2016

## Environmental & Public Protection 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 for decision: NO**

**Executive Board Member Portfolio Holder: NOT APPLICABLE**

<p><b>Directorate:</b> Chief Executive's</p> <p><b>Name of Head of Service:</b> Linda Rees-Jones</p> <p><b>Report Author:</b> Matthew Hughes</p>	<p><b>Designations:</b></p> <p>Head of Administration &amp; Law</p> <p>Assistant Consultant</p>	<p><b>Tel Nos. / E-Mail Addresses:</b></p> <p>01267 224010 <a href="mailto:lrjones@carmarthenshire.gov.uk">lrjones@carmarthenshire.gov.uk</a></p> <p>01267 224029 <a href="mailto:mahughes@carmarthenshire.gov.uk">mahughes@carmarthenshire.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24<sup>th</sup> JUNE 2016

## Environmental & Public Protection Scrutiny Committee Actions and Referrals Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role.

The attached report provides members of the Committee with an update on the progress made in relation to these requests.

DETAILED REPORT ATTACHED?	YES
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## IMPLICATIONS

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

**Signed:**            **Linda Rees-Jones**            **Head of Administration & Law**

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

## CONSULTATIONS

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

**Signed:**            **Linda Rees-Jones**            **Head of Administration & Law**

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

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

**THESE ARE DETAILED BELOW:**

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Environmental & Public Protection Scrutiny Committee Reports and Minutes	<p><b>Meetings held up to July 2015:</b>  <a href="http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/">http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/</a></p> <p><b>Meetings from September 2015 onwards:</b>  <a href="http://democracy.carmarthenshire.gov.wales/ie/ListMeetings.aspx?Committeed=134">http://democracy.carmarthenshire.gov.wales/ie/ListMeetings.aspx?Committeed=134</a></p>

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**Pwyllgor Craffu DCA - Diweddraf am Weithrediadau ac Atgyfeiriadau**  
**EPP Scrutiny Committee - Actions and Referrals Update**

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
26th February 2016	<b>Revenue &amp; Capital Budget Monitoring Report 2015/16</b> - Resolved that officers be requested to provide more comprehensive explanations for under or overspends in future budget monitoring reports.	The Committee's comments were noted by the officers in attendance at the meeting.	Rhian James	26th February 2016	Completed
	Resolved that the Committee's appreciation and thanks be forwarded to the Trading Standards Services Manager and his staff for an excellent member development seminar held on the 25th February 2016 and for their on-going work to target criminal activity and protect the county's vulnerable residents from exploitation.	The Committee's comments were forwarded to the Trading Standards Services Manager following the meeting.	Matthew Hughes / Roger Edmunds	26th February 2016	Completed
15th April 2016	<b>Road Safety Strategy</b> - Unanimously resolved that the action measures outlined in the Road Safety Strategy for 2016-20 be endorsed for consideration by the Executive Board.	The strategy is scheduled to be considered by the Executive Board at a future meeting (date to be confirmed).	Steve Pilliner / John McEvoy	Jul-16	On-going
	<b>The Environment Act 1995: Public Consultation on Carmarthen Air Quality</b> - Unanimously resolved that the Executive Board be recommended to endorse (i) the proposal to issue an Order designating the boundary of an Air Quality Management Area, (AQMA), for Carmarthen as illustrated in attached report; (ii) the proposal to set up a Steering Group made up of all relevant stakeholders to assist in the development of an Action Plan and; (iii) the proposal to develop an Action Plan in accordance with legislative requirements that will pursue the improvement of air quality and the reduction of nitrogen dioxide levels within the AQMA.	At its meeting on the 25th April 2016, the Executive Board unanimously resolved that the proposals be endorsed for consideration by County Council. At its meeting on the 11th May 2016, County Council unanimously resolved to adopt the Board's recommendations.	Robin Staines / Sue Watts	11th May 2016	Completed

**Pwyllgor Craffu DCA - Diweddraf am Weithrediadau ac Atgyfeiriadau  
EPP Scrutiny Committee - Actions and Referrals Update**

	<b>The Environment Act 1995: Public Consultation on Llanelli Air Quality</b> - Unanimously resolved that the Executive Board be recommended to endorse (i) the proposal to issue an Order designating the boundary of an Air Quality Management Area, (AQMA), for Llanelli as illustrated in attached report; (ii) the proposal to set up a Steering Group made up of all relevant stakeholders to assist in the development of an Action Plan and; (iii) the proposal to develop an Action Plan in accordance with legislative requirements that will pursue the improvement of air quality and the reduction of nitrogen dioxide levels within the AQMA.	At its meeting on the 25th April 2016, the Executive Board unanimously resolved that the proposals be endorsed for consideration by County Council. At its meeting on the 11th May 2016, County Council unanimously resolved to adopt the Board's recommendations.	Robin Staines / Sue Watts	11th May 2016	Completed
13th May 2016	<b>Environmental &amp; Public Protection Scrutiny Committee Task &amp; Finish Group Final Report 2015/16: Car Parking Charges</b> - The Committee resolved that subject to the inclusion of its comments and additional suggestions, the report be received and referred to the Executive Board for its consideration.	The Task & Finish Group's report and the Committee's comments are scheduled to be considered by the Executive Board at a future meeting (date to be confirmed).	Steve Pilliner / Matthew Hughes	Jul-16	On-going