

# Document Pack



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County Hall, Carmarthen. SA31 1JP

**TUESDAY, 22 NOVEMBER 2016**

**TO: ALL MEMBERS OF THE POLICY & RESOURCES SCRUTINY COMMITTEE**

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **POLICY & RESOURCES SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, COUNTY HALL, CARMARTHEN** AT **10.00 AM ON WEDNESDAY, 30TH NOVEMBER, 2016** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

*Mark James* CBE

**CHIEF EXECUTIVE**



PLEASE RECYCLE

Democratic Officer:	Martin S. Davies
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E-Mail:	MSDavies@carmarthenshire.gov.uk
Ref:	AD016-001



**YOUR COUNCIL** **doitonline**  
[www.carmarthenshire.gov.wales](http://www.carmarthenshire.gov.wales)

# **POLICY & RESOURCES SCRUTINY COMMITTEE 13 MEMBERS**

## **PLAID CYMRU GROUP – 5 MEMBERS**

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

## **INDEPENDENT GROUP – 4 MEMBERS**

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

## **LABOUR GROUP – 4 MEMBERS**

- |    |            |              |
|----|------------|--------------|
| 1. | Councillor | T. Devichand |
| 2. | Councillor | J.S. Edmunds |
| 3. | Councillor | A.W. Jones   |
| 4. | Councillor | R. Thomas    |

# AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTEREST
3. DECLARATION OF PROHIBITED PARTY WHIPS
4. PUBLIC QUESTIONS (NONE RECEIVED)
5. FORTHCOMING ITEMS 5 - 20
6. CORPORATE ASSET MANAGEMENT PLAN 2016-2019. 21 - 54
7. SPEND ON EXTERNAL CONSULTANTS 2015/16. 55 - 78
8. HALF-YEARLY COMPLAINTS AND COMPLIMENTS REPORT - 1ST APRIL TO 30TH SEPTEMBER 2016. 79 - 102
9. REVENUE AND CAPITAL BUDGET MONITORING REPORT 2016/17. 103 - 132
10. MID YEAR TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 1ST APRIL 2016 TO 30TH SEPTEMBER 2016. 133 - 148
11. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 149 - 150
12. POLICY & RESOURCES SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE. 151 - 154
13. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE FOLLOWING DATES:
  - 13 .1 14TH JULY 2016; 155 - 164
  - 13 .2 5TH OCTOBER 2016. 165 - 168

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## POLICY & RESOURCES SCRUTINY COMMITTEE 30<sup>th</sup> November 2016

### Forthcoming items for next meeting – Wednesday 11th January 2017

Discussion Topic	Background
3-year Revenue Budget Consultation 2017/18 to 2019/20	This report will provide members with an opportunity to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals.
5-year Capital Programme Consultation 2017/18 to 2021/22	This report will provide members with an opportunity to consider and comment on the draft 5-year capital programme.
CEX & Corporate Services Business Plans 2017/18	This report will provide members with detail of how the relevant Divisions within the Committee's remit will provide their services through the setting of objectives, actions and targets via the business planning process.
Council's Well-Being Objectives 2017/18	This Bill introduced in 2014 (previously the Sustainable Development Bill), is seen by Welsh Government as an opportunity to help tackle the generational challenges Wales faces in a more joined up and integrated way – ensuring Welsh public services make key decisions with the long term well-being of Wales in mind.
Ageing Well Plan Update	At its meeting in October 2015, the Committee endorsed the draft Local Ageing Well Plan for Carmarthenshire. This item will provide the Committee with an update on its implementation since its adoption by County Council on 13th January 2016.
Welsh Language Standards Annual Report 2015/16	The Committee monitors the progress being made in this area and this report will provide members with an overview of the work during 2015/16.

*As requested by members of the Committee at its meeting in February 2014, the latest version of the Committee's Forward Work Programme is included with the forthcoming items (on next page). Also included is the Executive Board's latest Forward Work Programme as reported to the Executive Board on the 21<sup>st</sup> November 2016.*

## Policy & Resources Scrutiny Committee – Forward Work Programme 2016/17

09 June 16	14 July 16	05 October 16	30 November 16	11 January 17	8 February 17	22 March 17	28 April 17
Page 6 Draft CCC Improvement Plan 16/17 and Annual Report 15/16	Treasury Management Annual Report 2015/16	Performance Monitoring 2016/17 (Q1)	Budget Monitoring 2016/17	3-year Revenue Budget Consultation 2017/18 to 2019/20	Treasury Management Policy & Strategy 2017/18	Budget Monitoring 2016/17	ICT Strategy Monitoring (to include no. of emails tracked)
Asset Transfer Annual Report 2015/16	EOY Performance Monitoring 2015/16	Welsh Language Promotion Strategy 2016-2021	Treasury Management 2016/17 (Q2)	5-year Capital Programme Consultation 2017/18 to 2021/22	Treasury Management 2016/17 (Q3)	Performance Monitoring 2016/17 (Q3)	Third Sector Funding Challenge Panel Update
Third Sector Spend Review	TIC Annual Report 2015/16 and Business Plan 2016/17	P&R Scrutiny Committee Annual Report 2015/16	Spend on External Expertise and Legal Services 2015/16	CEX & Corporate Services Business Plans 2017/18	Public Services Board Annual Report 2016	Actions & Referrals Update	
Email Usage & Management Policy	EOY Budget Monitoring 2015/16	Treasury Management 2016/17 (Q1)	Asset Management Plan	Council's Well-Being Objectives 2017/18	Public Services Board Well-Being Assessment	Council's Engagement Mechanisms (T&F Monitoring)	
Portable Device Usage Policy	Tackling Poverty Action Plan	Budget Monitoring 2016/17	Actions & Referrals Update	Ageing Well Plan Update	Procurement Strategy		
P&R Scrutiny Committee FWP 2016/17	Actions & Referrals Update			Welsh Language Standards Annual Report 2015/16			

# EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17 as at 19<sup>th</sup> October 2016

## Introduction

This plan is published to encourage and enable greater understanding between the Executive, all Councillors, the public and other stakeholders. It assists the Scrutiny Committees in planning their contribution to policy development and holding the executive to account.

The plan gives the public and stakeholders a chance to see the forthcoming major decisions to be made by the Executive Board and the County Council over the next 12 months. It is reviewed and published bi-annually to take account of changes and additional key decisions.

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
as at 19<sup>th</sup> October 2016**

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**CHIEF EXECUTIVE**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
CORPORATE ASSESSMENT ACTION PLAN	Wendy Walters Assistant Chief Executive	Cllr Emlyn Dole			
5-YEAR CAPITAL RECEIPT STRATEGY	Wendy Walters, Assistant Chief Executive	Cllr D Jenkins/M. Gravell	n/a	n/a	n/a
COMMUNICATIONS STRATEGY - UPDATE	Wendy Walters, Assistant Chief Executive	Cllr. Pam Palmer/Cllr Mair Stephens	As and when required	As and when required	As and when required
PAY POLICY STATEMENT	Paul Thomas Assistant Chief Executive	Cllr Mair Stephens	N/A	CHWEFROR	MAWRTH



**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
as at 19<sup>th</sup> October 2016**

**CHIEF EXECUTIVES**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
QUARTERLY PERFORMANCE REPORT	Wendy Walters Assistant Chief Executive	Cllr. Mair Stephens/ Cllr Pam Palmer	P & R Scrutiny SEPT MARCH	N/A	N/A
ARIP ANNUAL REPORT AND IMPROVEMENT PLAN	Wendy Walters Assistant Chief Executive	Cllr Emlyn Dole/Cllr Pam Palmer	JUNE	JULY	JULY 13TH
FORWARD WORK PROGRAMME AND UPDATE BI-ANNUALLY	Gaynor Morgan Democratic Services Manager	Cllr Pam Palmer		APRIL OCT	
ANNUAL REVIEW OF COUNCILLORS' & CO-OPTED MEMBERS' ALLOWANCES SCHEME	Gaynor Morgan Democratic Services	Cllr Mair Stephens	Democratic Services Cttee MARCH	APRIL	May AGM
ANNUAL REVIEW OF THE CONSTITUTION - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB		APRIL	May AGM

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
as at 19<sup>th</sup> October 2016**

**CHIEF EXECUTIVES**

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Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
<b>HOW CARMARTHENSHIRE'S RESULTS COMPARE TO OTHER COUNCILS IN WALES</b>	<b>Wendy Walters Assistant Chief Executive</b>	<b>Cllr Pam Palmer/Cllr Mair Stephens</b>	<b>OCT</b>	<b>NOV</b>	<b>NOV</b>
<b>REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG</b>	<b>Linda Rees Jones Head of Administration &amp; Law</b>	<b>N/A CRWG - FEB</b>	<b>N/A</b>	<b>AS AND WHEN REQUIRED</b>	<b>AS AND WHEN REQUIRED</b>
<b>CONFERENCE APPLICATIONS/REPORTS</b>	<b>Gaynor Morgan Democratic Services Manager</b>	<b>Leader</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>EUROPEAN FUNDING PROGRAMMES AND REGIONAL ENGAGEMENT TEAM PROGRESS</b>	<b>Helen Morgan Interim Economic Dev Manager</b>	<b>Cllr Meryl Gravel</b>	<b>October</b>		
<b>REVIEW OF COMMUNITY COUNCIL BOUNDARIES &amp; ELECTORAL ARRANGEMENTS</b>	<b>Wendy Walters, Assistant Chief Executive</b>	<b>Cllr Pam Palmer</b>	<b>As and when required</b>		

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
as at 19<sup>th</sup> October 2016**

**COMMUNITY SERVICES**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
ORIEL MYRDDIN	Ian Jones -	Cllr. M. Gravell		7/11/16 TBC	
ALTERNATIVE SERVICE DELIVERY MODELS IN ASC – PROJECT UPDATE	Robin Staines (Gareth Miller)	Cllr. Jane Tremlett			
GWENDRAETH SPORTS HALL	Ian Jones	Cllr. M. Gravell		TBC	
CARMS CYCLING STRATEGY	Ian Jones	Cllr. M. Gravell		21/11/16 or 19/12/16 TBC	
REVIEW OF ACCESS TO SOCIAL HOUSING POLICY (POST CONSULTATION) (ALLOCATIONS POLICY)	Jonathan Willis	Cllr. Linda Evans	03/11/16 Community	21/11/16	14/12/16
PREVENTION STRATEGY	Communities	Cllr. Jane Tremlett		21/11/16	
REVISED CHARGING POLICY (pre consultation)	Lyn Walters/ Rhys Page	Cllr. Jane Tremlett		TBC	
CHILD MEASUREMENT PROGRAMME					

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
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**COMMUNITY SERVICES**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny or other Cttee	Date to Executive Board	Date to County Council
MENTAL HEALTH TRANSFORMATION	Avril Bracey	Cllr. Jane Tremlett			
CHS+ DELIVERING WHAT MATTERS (Previously known as HRA BUSINESS PLAN)	Jonathan Morgan	Cllr. Linda Evans	20/01/17 Communities	06/02/17	22/02/17
REVISED CHARGING POLICY (post consultation)	Lyn Walters / Rhys Page	Cllr. Jane Tremlett	SC&H 06/03/17 TBC	27/03/17 TBC	26/04/17 TBC
TENANT VISION ENGAGEMENT PLAN (PRE CONSULTATION)	Robin Staines (Les James)	Cllr. Linda Evans	30/03/17 Community (as part of consultation)	27/02/17	
MEETING THE REQUIREMENTS OF THE GYPSY & TRAVELLERS ACCOMMODATION NEEDS ASSESSMENT	Robin Staines (Rachel Davies)	Cllr. Linda Evans			
TENANT VISION ENGAGEMENT PLAN (POST CONSULTATION)	Robin Staines (Les James)	Cllr. Linda Evans		Autumn 2017	
ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES 2016-17	Jake Morgan	Cllr. Jane Tremlett	Joint E&CS & SC&H 22/05/17 TBC	26/06/17	19/07/16

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
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**CORPORATE SERVICES**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
RESERVES STRATEGY	Chris Moore Director of Corporate Services	Cllr. D. Jenkins		OCT 2016	N/A
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	Cllr. D. Jenkins	N/A	APRIL JUNE SEPT NOV JAN MARCH	N/A
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Cllr D. Jenkins	N/A	JULY OCT JAN	N/A
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Cllr D. Jenkins	N/A	JULY	FEB
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	Cllr D. Jenkins	ALL DEC/ JAN	NOV	N/A

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**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
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**CORPORATE SERVICES**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
<b>PROCUREMENT STRATEGY 2016 – 2020 (Including update on NPS)</b>	<b>Phil Sexton, Head of Audit, Procurement &amp; ICT</b>	<b>Cllr D Jenkins</b>	<b>Draft to Scrutiny Jan / Feb</b>	<b>FEB</b>	<b>N/A</b>
<b>5-YEAR CAPITAL RECEIPT STRATEGY</b>	<b>Wendy Walters, Assistant Chief Executive</b>	<b>Cllr D Jenkins</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>
<b>COUNCIL TAX SETTING REPORT</b>	<b>Chris Moore Director of Corporate Services</b>	<b>Cllr D Jenkins</b>	<b>n/a</b>	<b>n/a</b>	<b>march</b>
<b>COUNCIL TAX BASE</b>	<b>Chris Moore / John Gravelle</b>	<b>Cllr D Jenkins</b>	<b>N/A</b>	<b>NOV</b>	<b>MARCH</b>
<b>COUNCIL TAX PREMIUMS</b>	<b>Chris Moore / John Gravelle</b>	<b>Cllr. D Jenkins</b>		<b>√ (date unclear)</b>	<b>√ (date unclear)</b>
<b>Council Tax Reduction Scheme</b>	<b>Chris Moore / John Gravelle</b>	<b>Cllr D Jenkins</b>	<b>N/A</b>	<b>N/A</b>	<b>JAN</b>
<b>BUDGET STRATEGY (Revenue and Capital)</b>	<b>Chris Moore Director of Corporate Services</b>	<b>Cllr D. Jenkins</b>	<b>ALL DEC/ JAN</b>	<b>NOV</b>	<b>N/A</b>

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
as at 19<sup>th</sup> October 2016**

**CORPORATE SERVICES**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
BUDGET OUTLOOK (Revenue and Capital)	Chris Moore Director of Corporate Services	Cllr D. Jenkins	ALL DEC/ JAN	NOV	N/A
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	Cllr D. Jenkins	N/A	FEB	FEB
FINAL BUDGET	Chris Moore Director of Corporate Services	Cllr D Jenkins	N/A	FEB	FEB
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	Cllr D Jenkins	HOUSING	FEB	FEB
BUDGET OUTLOOK 2017/20	Chris Moore Director of Corporate Services	Cllr D Jenkins	N/A	JULY/SEPT	N/A
CORPORATE ASSET MANAGEMENT PLAN 2016 - 2019	Jonathan Fearn, Head of Corporate Prop	Cllr D Jenkins	APRIL	MAY	N/A

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
as at 19<sup>th</sup> October 2016**

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**EDUCATION & CHILDREN**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
<b>MODERNISING EDUCATION PROGRAMME - QUARTERLY PROGRESS REPORTS</b>	Simon Davies, Schools Modernisation Manager	Cllr Gareth Jones	N/A	N/A	N/A
<b>PROPOSAL TO DISCONTINUE LLANGENNECH INFANTS AND LLANGENNECH JUNIOR SCHOOL AND CREATE ONE WELSH MEDIUM 3-11 PRIMARY SCHOOL.</b>	Simon Davies, Schools Modernisation Manager	Cllr Gareth Jones	21/11/2016	19/12/2016	18/01/2017
<b>ACCOMMODATING LOOKED AFTER CHILDREN – COMMISSIONING &amp; COSTS</b>	Stefan Smith Head of Children's Services	Cllr. G.O. Jones			
<b>CSSIW INSPECTION, EVALUATION &amp; REVIEW OF LOCAL AUTHORITY SERVICES</b>	Stefan Smith – Head of Children's Services	Cllr. G.O. Jones			



**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
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**EDUCATION & CHILDREN**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
SCHOOL IMPROVEMENT PANEL ANNUAL REPORT	Gareth Morgans – Head of Education	Cllr. G.O. Jones			
ESTYN REPORT – QUARTERLY SYNOPSIS	Gareth Morgan	Cllr G.O. Jones			
REVIEW OF BEHAVIOUR MANAGEMENT SERVICES	Gareth Morgan	Cllr G.O. Jones	TBC	TBC	TBC
WELSH IN EDUCATION STRATEGIC PLAN	Gareth Morgans	Cllr G.O. Jones	10/10/2016 & 22/12/2016	23/01/2017	

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**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
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**ENVIRONMENT**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
FLOOD RISK MANAGEMENT PLANS	Ruth Mullen Director of Environment /Head of Street Scene	Cllr Hazel Evans		19 <sup>th</sup> Dec 16	
ROAD SAFETY PRIORITISATION MODEL	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Cllr Hazel Evans	TBC	December 16	
INTEGRATED PARKING STRATEGY	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Cllr Hazel Evans		6th February 17	
LTF Bids 2017/18	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Cllr Hazel Evans		19 <sup>th</sup> Dec	

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2016/17  
as at 19<sup>th</sup> October 2016**

**ENVIRONMENT**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
WALKING & CYCLING STRATEGY	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Cllr Hazel Evans		19 <sup>TH</sup> Dec	
ANNUAL PERFORMANCE REPORT (PLANNING SERVICES)	Ruth Mullen Director of Environment / Llinos Quelch Planning Services	Cllr Mair Stephens	November 2016	N/A	N/A
LOCAL DEVELOPMENT PLAN ANNUAL MONITORING REPORT	Ruth Mullen Director of Environment / Llinos Quelch Planning Services	Cllr Mair Stephens	November 2016	N/A	N/A
COMMUNITY INFRASTRUCTURE LEVY	Ruth Mullen Director of Environment / Llinos Quelch Planning Services	Cllr Mair Stephens	TBC	January 2017	February 2017

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**ENVIRONMENT**

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
SPGS (INCL. RENEWABLE ENERGY AND EDUCATION CONTRIBUTIONS)	Ruth Mullen Director of Environment / Llinos Quelch Planning Services	Cllr Mair Stephens		February 2017	March 2017
LOCAL DEVELOPMENT ORDER	Ruth Mullen Director of Environment / Llinos Quelch Planning Services	Cllr Mair Stephens		December 2016	January 2017
CHARGING SCHEDULE FOR PLANNING INPUT REGARDING DEVELOPMENTS OF NATIONAL SIGNIFICANCE	Ruth Mullen Director of Environment / Llinos Quelch Planning Services	Cllr Mair Stephens	TBC	TBC	TBC
WASTE TREATMENT CONTRACT – PROCUREMENT STRATEGY RECOMMENDATION	Ruth Mullen Director of Environment / A Williams Head of Waste & Env. Services	Cllr H Evans		TBC	

## POLICY & RESOURCES SCRUTINY COMMITTEE 30<sup>th</sup> November 2016

### CORPORATE ASSET MANAGEMENT PLAN 2016-2019

The Council's Corporate AMP is due for review this year. The attached plan highlights the property strategy and requirements over the next 3 years.

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

To review and comment on the Corporate Asset Management Plan 2016 - 2019

#### **Reasons:**

- To ensure that the Council's property aims align with the relevant strategies and the Wellbeing and future Generations Act as it evolves.
- Demonstrates best practice in property management
- Relates to actions highlighted in the Corporate Assessment Report.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER: Cllr David Jenkins, EBM Resources

**Directorate** Environment

**Designations:**

**Tel Nos. / E Mail Addresses:**

**Name of Head of Service:**  
Jonathan Fearn

Head of Property

01267 246244  
jfearn@sirgar.gov.uk

**Report Author:** Stephen Morgan

Strategic Asset Manager

01267 246247  
smmorgan@sirgar.gov.uk

**EXECUTIVE SUMMARY  
POLICY & RESOURCES SCRUTINY COMMITTEE  
30 November 2016**

**CORPORATE ASSET MANAGEMENT PLAN 2016-2019**

The Council undertakes a comprehensive review of its Corporate Asset Management Plan (AMP) every 3 years, setting out its priorities in property terms to meet the aims highlighted in the Corporate and Integrated Community Strategies.

In addition, the AMP captures the property implications of issues experienced by services, brought about by changes in local and national agendas. These service property requirements are referred to in Service Asset Management Plans (SAMPs) evidenced by assessments of the relevant portfolio's suitability to meet such changes.

The AMP reviews the high-level performance of the corporate portfolio and highlights key challenges and priorities moving forward over the next 3-year cycle.

One of the outcomes of the recent Corporate Assessment was the requirement to strengthen links between SAMPs and the AMP, in addition to reviewing information on backlog maintenance to better inform decision making. These items, along with the challenges below, have been highlighted as the key priorities for property related matters over the next 3 years –

- Investment in strategic sites to promote economic growth
- Sustaining Community Assets
- Ensuring suitability of the retained estate
- Exploring alternative ways of holding assets for service delivery
- Greater collaboration with partners on property related matters
- Generating Capital Receipts
- Reducing Revenue Costs

**Recommendations**

**To approve the revised Corporate Asset Management Plan 2016 - 2019**

**DETAILED REPORT ATTACHED?**

**YES**

## IMPLICATIONS

<p>I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :</p> <p>Signed: <b>Jonathan Fearn</b> <span style="float: right;"><b>Head of Property</b></span></p>						
Policy, Crime & Disorder and Equalities <b>YES</b>	Legal <b>YES</b>	Finance <b>YES</b>	ICT <b>YES</b>	Risk Management Issues <b>YES</b>	Staffing Implications <b>NONE</b>	Physical Assets <b>YES</b>
<p><b>Policy, Crime &amp; Disorder and Equalities</b>                  Meets Welsh Government good practice and the Council's policy of making better use of resources.</p>						
<p><b>Legal</b>                  Highlights requirement to review alternative ways of holding assets and the focus on sustaining community assets with greater emphasis on asset transfers.</p>						
<p><b>Finance</b>                  Highlights an intention to continue to reduce the present estate; to reduce revenue expenditure and invest in retained core premises; together with generating capital receipts.</p>						
<p><b>ICT</b>                  Rationalisation will in some cases produce revised requirements for ICT services and linkages between strategic sites.</p>						
<p><b>Risk Management Issues</b>                  Directing resources strategically in relation to meeting Corporate objectives for property assets complies with Wales Audit Office best practice and will lead to more effective resource allocation.</p>						
<p><b>Physical Assets</b>                  The implications are set out in the attached reports.</p>						

## CONSULTATIONS

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

Signed: Jonathan Fearn

Head of Property

**1. Local Member(s)** Not applicable. Local Members are consulted prior to any disposal of property.

**2. Community / Town Council** Consulted on Community Assets in relation to parks, playgrounds and amenity areas in connection with Community asset Transfer

**3. Relevant Partners** Corporate Asset Management Plan is shared with other public sector partners to promote and identify opportunities for collaboration.

**4. Staff Side Representatives and other Organisations** Not applicable

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

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

**THERE ARE NONE**



# Corporate Asset Management Plan 2016-2019 Summary



**Physical infrastructure plays an important part in the services we provide. It shapes our communities, and the assets we own and use contribute to our aims of generating economic growth within Carmarthenshire and the wider region with our partners.**

We need to continually examine what assets we hold and utilise as a Council so that we're confident that we're making the best use of each one. In doing so we can ensure our assets contribute to our role of serving and supporting the needs of the County.

The Council has a large and varied portfolio of properties. With the right investment and strategic management, it can be used to deliver and promote the highest standards of education, leisure, care and other facilities. Our substantial land holdings can facilitate physical regeneration projects, acting as a stimulus for further investment and growth, bringing prosperity to our County.

Our assets will be integral to meeting the goals identified under the Well Being of Future Generations Act.

The Corporate Asset Management Plan is subject to continuous review to keep pace with the ever changing climate in Local Government.

# Our Key Priorities over the period of this plan are –

## Investment in strategic sites to promote economic growth.

We will continue with substantial infrastructure and premises related investment. Linking with the key aims of the Swansea Bay City region, we will focus on the County's strategic regeneration sites such as the Cross Hands growth zone, its primary towns of Ammanford, Carmarthen and Llanelli, the rural economy and coastal belt.



## Sustaining Community Assets

We will continue to progress Community Asset Transfers, with particular emphasis on parks, playgrounds and amenity assets to maximise benefits of local management.

## Exploring alternative ways of holding property assets for service delivery

We are currently reviewing the potential for selected assets and portfolios to be held and managed via alternative delivery models and trading companies

## Greater collaborative working on property related matters

We will continue to work with Public Service Board and other partners to highlight areas for joint working and procurement on estates, construction and maintenance matters.



# Our Key Priorities over the period of this plan are –

## Ensuring our retained assets are fit for purpose

We will continue to review portfolios and requirements to assess suitability and dispose of underperforming assets to allow investment in core and new stock.



## Generating Capital Receipts

We will continue with our rolling 5 year disposal programme, highlighting additional sales via rationalisation to maintain the contribution towards improving other facilities. The last two financial years saw sales generating a receipt of approximately £8 million.

## Reducing Corporate Revenue costs

We have reduced the Administrative Estate over the last five years. We will continue to review our portfolios with the emphasis on sharing accommodation, making the best use of spare desks and flexible working.

Greater use of agile working in our offices will reduce space requirements and allow savings through releasing office space for sale or letting.



# Carmarthenshire County Council

## Corporate Asset Management Plan 2016-2019

Property Division

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## **FOREWORD BY COUNCILLOR DAVID JENKINS, EXECUTIVE BOARD MEMBER FOR RESOURCES**

We are facing a tough and complex set of pressures, with cuts in funding, rising demands for services and economic growth challenges.

Integral to dealing with these pressures and challenges is the way we currently use and plan to manage our diverse range of property assets.

A substantial amount of development has taken place in various areas around the County in recent years. We are committed to continue with this investment, with significant capital allocated to schemes to improve educational, social and retail facilities along with generating economic growth.

The introduction of the Well-being of Future Generations (Wales) Act, enacted in April 2015, will lead to significant changes to partnership working with the newly formed statutory body, known as the Public Services Board (PSB). The PSB has new responsibilities to help improve the social, economic, environmental and cultural well-being of Wales. It will make the public bodies listed in the Act (including Carmarthenshire County Council) think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach.

Exploring the potential to share services, enter into partnering arrangements with the third sector and transfers of management will continue to be essential in dealing with the ever changing landscape of local government. Innovative ways of delivering strategic functions for local communities will demand a similar approach in the way we view our assets.

Whatever service we deliver, property assets invariably play a significant role in that provision. This plan reflects the changes we face and how our plans to deliver services over the coming years will affect our assets, both the way they are used and managed.

## 1. INTRODUCTION

The Corporate Asset Management Plan sets out the Council's strategy for its property assets over the next 3 years. It builds upon previous work to ensure that, what we have identified as our main property related aims, align with the Corporate and Integrated Community Strategies. We will ensure that all of the seven Well-being Goals are fully integrated into the work that we do. This includes:

- A prosperous Wales
- A Resilient Wales
- A Healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

Applying sustainable development actions to improve the way that we can achieve our economic, social, environment and cultural well-being.

We will ensure that when making any decisions we take into account the impact these decisions or actions could have on people living their lives in the county and on their future. We will consider the following to ensure that we apply the sustainable development principles:

- Long term - The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
- Prevention - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.
- Integration - Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
- Collaboration - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
- Involvement - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

Previous plans have made detailed references to the corporate planning framework, Government Policy & Statutory responsibilities, together with Capital and Revenue budgets. Information on these matters is already reported through various business plans by the relevant services.

This plan has therefore been reduced in its scope to focus upon highlighting the priorities for the Council from a property perspective.



## 2. CORPORATE STRATEGY 2015-2020 / INTEGRATED COMMUNITY STRATEGY (ICS) 2011-16

The Corporate Strategy sets out our priorities and aspirations which reflects the ICS that is monitored and progress reported on delivery of the vision and outcomes by the Public Services Board. These are outlined below together with the implications for property assets.

Priority	Asset Implications
Making Better Use of Resources	<ul style="list-style-type: none"> <li>• Rationalising Offices</li> <li>• Sharing Accommodation</li> <li>• Transfers of Assets</li> <li>• Agile working</li> <li>• Disposals</li> </ul>
Building a Better Council	<ul style="list-style-type: none"> <li>• Sharing Accommodation</li> <li>• Agile Working</li> </ul>
People in Carmarthenshire are healthier	<ul style="list-style-type: none"> <li>• Investment in Strategic Leisure Sites</li> <li>• Transfers to Trusts / Community to safeguard &amp; improve facilities</li> <li>• Greater community use of current portfolio e.g. educational assets</li> </ul>
People in Carmarthenshire fulfil their learning potential	<ul style="list-style-type: none"> <li>• Continued review of primary and secondary education with delivery of approved Modernising Education Provision (MEP) projects</li> <li>• Transfers to community to safeguard facilities e.g. libraries</li> <li>• Alternative ways of provision – sharing accommodation</li> </ul>
People who live, work and visit Carmarthenshire are safe and feel safer	<ul style="list-style-type: none"> <li>• Investment in townscape.</li> <li>• Investment in regeneration &amp; working with other agencies to improve contaminated / derelict land</li> </ul>
Carmarthenshire's communities and environment are sustainable	<ul style="list-style-type: none"> <li>• Investment in coastal areas to prevent erosion</li> <li>• Reducing energy consumption of our buildings</li> <li>• Ensuring high environmental standards in new buildings</li> <li>• Ensuring the habitat potential of land within Council ownership is maintained and enhanced</li> <li>• Transfer assets to community to ensure sustainability for future generations.</li> </ul>
Carmarthenshire has a stronger and more prosperous economy	<ul style="list-style-type: none"> <li>• Implementation of strategic schemes within Carmarthenshire to aid and implement regeneration.</li> <li>• Maintain availability of industrial, retail and smallholding property for start-up businesses</li> <li>• To generate further capital receipts to aid funding for strategic schemes.</li> </ul>

### 3. PROPERTY AIMS

Our corporate Property objectives are:

- to provide and support investment in infrastructure and premises to meet the aim of promoting regeneration and economic growth in strategic locations.
- to ensure that the authority's asset portfolio supports the delivery of its services and objectives, with specific reference to suitability, sufficiency and condition
- to ensure that all assets deliver value for money
- to ensure that all assets are managed in the most economic, efficient and effective manner.
- to actively pursue a programme of disposal in relation to underperforming or surplus properties

These complement the commitments identified within the Corporate Plan under the objective of 'Making Better Use of Resources', and provide a framework for the more specific objectives set out within the Property Division's business plan. The performance indicator data in relation to these objectives is contained in Appendix A.

### 4. CHALLENGES / KEY PRIORITIES 2016 -2019

#### ➤ **Investment in strategic sites to promote economic growth.**

We will continue with substantial infrastructure and premises related investment and associated property work. Linking with the key aims of the Swansea Bay City region and the Council's Strategic Regeneration Plan, we will focus on the County's strategic regeneration sites such as the Cross hands growth zone, its primary towns of Ammanford, Carmarthen and Llanelli, the rural economy and coastal belt.

#### ➤ **Sustaining Community Assets**

We will continue to progress Community Asset Transfers to maximise the benefits from local management of facilities. There will be a particular emphasis on parks, playgrounds and amenity assets where a deadline for transfer has been set as March 2018. Discussions continue with Town and Community Councils and Sporting Organisations, with legal instructions issued on over 51 assets.

Assets that have not been the subject of interest for transfer will form part of consultations by the service provider in relation their future provision.

➤ **Explore alternative ways of holding and managing property assets for service delivery**

We are currently reviewing the potential for selected leisure assets and adult social care to be held and managed via alternative delivery models and trading companies. The current focus, however, will be to ensure the management of these services is effective and efficient under current management arrangements.

➤ **Greater collaborative working on property related matters**

Continue work with Public Service Board and other partners to highlight areas for joint working and procurement on estates, construction and maintenance matters.

➤ **Ensuring suitability and sufficiency of retained assets**

We will continue to review portfolios and requirements to assess fitness for purpose and disposal of underperforming assets to allow investment in core / new stock. The relocation of staff from 1 West End to Ty Elwyn allowed us to dispose of a poorly performing asset in terms of its condition and use.

➤ **Generating Capital Receipts**

We will continue with our 5 year disposal programme, highlighting additional sales via rationalisation to maintain contribution towards the Capital programme. Receipts for the last two years have amounted to around £8m, with further major disposals planned. Details of performance against disposal targets are contained in Appendix A.

➤ **Reducing Corporate Revenue costs**

We will continue to review portfolios with emphasis of rationalisation, sharing accommodation, agile working and increasing potential for revenue generation. Relocations of Staff from Ty'r Nant, Coleshill and Crown Precinct in Llanelli are planned during 2016, allowing for the disposal of these assets. Greater agile working in the administrative estate to increase space usage will allow further savings. The transfer of the library in Llandeilo to the Municipal Offices and proposals to relocate the Customer Service Centre and other functions to Carmarthen library are two examples of making better use of existing resources, facilitating disposals and revenue savings.

➤ **Corporate Assessment Report – Proposal for improvement in relation to assets**

In line with the Assessment outcomes we are looking to strengthen Service Asset Management Plans and improve links between these plans and the Corporate AMP and obtain greater information on backlog maintenance to inform decision making. In addition, progress against the action plan contained in the next section will be the subject of regular reporting to members.

## 5. SERVICE REQUIREMENTS

Section 2 highlighted the implications from our strategic aims. This section sets out the individual needs of our various services. All of Council's services have recently reviewed their Service Asset Management plans in order to facilitate the review of this Corporate AMP.

The main anticipated future property implications are summarised below

Directorate / Property Category	Core Drivers for Change	Property Implications
<b>Chief Executive</b>		
Regeneration Portfolio	A Strategic Regeneration Plan for Carmarthenshire 2015 -2030 - Transformations  Health & Safety, duty of care issues with, for example, former mines, quarries etc	Investment in infrastructure, Site development & premises to encourage and support business growth / economy  Requirement to review and monitor risk and bring forward strategy to reduce liabilities
Customer Service Centres	Alternative provision Channel shift	Reconfigure layouts, share alternative accommodation.
Registrars	Stock and security audit  Office Accommodation Strategy	Potential adaptations to premises  Relocation of Llanelli Registrars to suitable alternative accommodation
Provision Markets	Challenging financial climate and impact on retail sector  Competition from other retail Centres	Continued investment / enhancement to ensure assets promote town centre vitality e.g. Llanelli Market
Commercial Property	Challenging financial climate and impact on retail sector	Utilisation of assets to promote town centre regeneration
<b>Education &amp; Children</b>		
Community Education Centres / Learning	Integration with other Services  Drive to enhance partnership working and widen participation through the Carmarthenshire Learning Network  Reducing WG budget and non-statutory nature of service	Integrated community learning provision, especially in association with schools.  Rationalisation of current assets and potential sales or transfers to community groups.
Children's Services	Efficiency savings and Capital Receipt requirements	Relocations / alternative accommodation

Directorate / Property Category	Core Drivers for Change	Property Implications
Youth Support Services	Delivering access to opportunities & support for young people across the County	Rationalisation to provide efficiency savings e.g. Disposal of Quayside Centre with investment in retained premises. Continue to work with partner organisations in integrating youth provision within multi use premises
Schools - primary - secondary - nursery - special	National 21st Century Schools Programme and Transformation Policy as part of the 'One Wales' agenda commitment to deliver schools fit for the 21st century  Changing demography of Carmarthenshire resulting in falling primary school roles, and changing patterns of demand  Education Act 1996 – provision of school places  Corporate objectives to support the development of coherent early years education and childcare programmes	Requirement to improve the overall stock of buildings, ensuring that ongoing repairs and maintenance costs are minimised  Need to reduce surplus places in secondary and primary sector, whilst addressing accommodation pressures where they exist  School rationalisation programme to free capital and release revenue  Property review and options appraisal to identify refurbishment, expansion, amalgamation, new build community schools and school closure programmes
Schools - primary - secondary - nursery - special	School Standards and Framework Act 1998 – efficient and effective use of scarce resources  Drivers encapsulated in Modernising Education Programme Strategy and policy for development of schools as community assets  Food Safety Standards	Provision of accommodation in the right location, of the right size and offering the right number of school places with the appropriate facilities to foster improved educational standards  Review design of existing schools to allow greater use by community and partner organisations  Investment required in school kitchens to meet current standards

### Environment

Administrative Buildings	Office accommodation strategy  Agile working  Inter-agency working (e.g. Social Care & Health)  Changes in service delivery	Rationalise, undertake improvements to core stock, and reduced running costs  Enhance utilisation of existing office accommodation  Address additional accommodation required in some areas.
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Directorate / Property Category	Core Drivers for Change	Property Implications
Industrial Property	Promoting and facilitating expansion of business opportunities.  Condition / Age of present stock	Investment in infrastructure and new developments e.g. Cross Hands  Refurbishment of portfolio e.g. Glanamman units.
Depots	Opportunity to further rationalise depot provision and centralise in strategic areas	Further disposals and potential new build.
Parks Playgrounds and amenity areas	Reducing Subsidies	Increased Charges Asset Transfers
County Farms	Generating greater income in challenging financial climate and reducing number of agricultural units.	Retention & rationalisation of the estate in line with policy including restructuring of holdings when opportunities arise to generate capital receipts.  Implementation of County Farm Refurbishment Programme to improve the overall stock of buildings & bring them up to required standards.
Livestock Markets	Reconfiguration of Landlord & Tenant relationship	Efficiencies in relation to outgoings for repairs and maintenance. Longer term implication on revenue generation.

### Communities

Day Centres for older people	<p>Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade 2015-2025</p> <p>Changing demography of County – ageing population, and people living longer. The day care improvement project</p> <p>Social Services and Well Being (Wales) Act 2014</p> <p>Joint partnership arrangements with health providers / Voluntary Sector</p>	<p>To incorporate provision within extra care scheme developments where appropriate</p> <p>Provision of appropriate &amp; suitable premises for day services for eligible clients throughout the county</p> <p>Under the new criteria, people will be eligible for care &amp; support and the property implications arising if their needs 'can &amp; can only' be met by social services intervention.</p> <p>Where possible &amp; appropriate, provision to be in partnership with the 3<sup>rd</sup> sector &amp; community organisations</p>
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Directorate / Property Category	Core Drivers for Change	Property Implications
Day Centres for People with Learning Disabilities	National Care Standards Joint commissioning strategy	Future requirements will be met around small strategically placed existing community based facilities, involving refurbishments & relocations
Care Homes for the Elderly	Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade 2015-2025  Social Services and Well Being (Wales) Act 2014  Care Standards Act 2000	Ongoing development plan has brought about rationalisation, new build & extensions.  Further Development of extra care facilities and specialised services managed via partnerships & adaptations planned in Ammanford and Llanelli.
Physical Disability Service	Changes in service delivery via COASTAL development	Sustainability review of Coleshill centre for economic inclusion
Leisure Facilities (Leisure Centres and Swimming Pools)	Corporate objective to improve leisure infrastructure, and accessibility – and links to health and well-being and crime prevention strategies  Provide improvements in service delivery through innovative partnership arrangements	Continued investment in strategic leisure facilities, especially within Llanelli.  Market test potential for CCC to enter into partnership with not for profit organisation / Trust to run sports and leisure facilities  New Leisure and wellness facility planned for Llanelli. Need to consider options for disposal or alternative use of existing Llanelli Leisure Centre
Theatres and Galleries	Corporate objective to improve the arts and cultural infrastructure within the County, and its accessibility for all  Provide improvements in service delivery through innovative partnership arrangements	Development of and continued investment in arts and cultural facilities within strategic clusters.  Market test potential for CCC to enter into partnership with not for profit organisation to run theatre facilities
Archives	National standards to protect and conserve important archive collections	Alternative accommodation required with adequate storage and public access, and with appropriate environmental controls. Options being drawn up for members

Directorate / Property Category	Core Drivers for Change	Property Implications
Libraries	<p>Desire to meet National Public Library Standards. 3 year Plan</p> <p>Aim to improve access and increase participation across the community</p> <p>Demographic Change</p>	<p>Reconfiguration of mobile service.</p> <p>Where possible consider co-location opportunities/asset transfer</p> <p>Investment in strategic town libraries</p>
Museums	<p>National Standards for museum provision</p> <p>Growth in tourism and in user Expectations</p> <p>Growing collections</p> <p>Capital investment falling behind expenditure in other attractions</p>	<p>Need for investment to improve standards of display and associated visitor facilities e.g. County Museum in Abergwili, potentially linking up with Tywi Cycleway project and Parc Howard review. Look at investment in conjunction with partner organizations e-g Tywi Gateway Project restoring the gardens at Carmarthen Museum</p> <p>Requirement for additional storage facilities</p>

## 6. THE EXISTING PORTFOLIO AND CURRENT PERFORMANCE

We have highlighted above the general asset implications from the Corporate Strategy together with the specific service property requirements. This section summarises our current portfolio and how well it meets current and future needs. A detailed analysis is contained in Appendix A.

### WHAT DO WE OWN AND OCCUPY?

The Council owns a varied portfolio of land and property occupied by itself and its tenants. The operational portfolio includes schools (primary, secondary, nursery, special schools), libraries, museums, galleries, community centres, leisure centres and swimming pools, parks and open spaces, residential homes, day and social activity centres, depots, car parks, public conveniences, Provision and livestock markets, farms, industrial units and administrative buildings.

There are 252 stalls / shops in the Provisions Markets and some 412 industrial units. The non-operational (investment) portfolio comprises some 102 commercial properties, made up of a mixture of ground rents and primarily retail units together with land holdings awaiting development. In addition, the Authority manages over 9,000 Council houses which are subject to a separate asset management plan.

A programme of reconciliation is constantly underway between the records held by individual service departments and the council's asset register. There is a five year



rolling programme of valuations with 20% of the portfolio valued each year. The non-housing portfolio has an estimated value of £710 million for accounting purposes as at 30/03/16. It should be noted that due to the nature of our portfolio and accounting requirements the valuation in the accounts does not represent the market value.

Department	Category	No. in Portfolio
Chief Executives	Commercial Properties	34
	Markets	2
Community Services	Care Homes	9
	Day Centres	7
	Galleries & Theatres	4
	Leisure/Sports Centres	6
	Libraries	13
	Museums	4
Education & Children's Services	Community Centres	2
	Primary Schools	104 (incl 11 Church schools)
	School - Secondary	12
Environment	Admin Building/Offices	19
	Car Parks	62
	Commercial Property	71
	County Farms	26
	Depots	6
	Industrial Estates	19
	Livestock Markets	3
	Parks	49
	Public Conveniences	14 (incl 9 Danfo)

\*Some of the asset categories are split between departments in relation to operational and budgetary responsibility, however, the above table places the category under the principle provider.

## WHAT'S THE CONDITION OF OUR ASSETS?

In comparison with the outcome of previous assessments, the number of assets in the best categories (A & B) has increased. In addition, another positive outcome is that the number of properties in the C & D categories (poor and bad condition) has reduced. The property rationalisation and reinvestment programme will continue to drive further improvements required in this area.

## **HOW MUCH DO WE NEED TO SPEND TO DEAL WITH BACKLOG MAINTENANCE?**

The current capital maintenance programme shows a three year requirement of over £21 million. This estimate mainly covers essential issues known to service providers and property inspectors. The total scale of the backlog to bring about the required uplift in condition category is anticipated to be significantly higher. The maintenance budget in the 5 year Capital programme has been set at £3.25m pa for 3 yrs and £3m pa for the last 2 yrs.

The lack of condition information on certain assets is delaying some aims such as Community Asset Transfers. Potential transfers to Not for profit trusts may highlight similar difficulties and require detailed condition surveys to inform the arrangements.

## **WHAT DOES THE ESTATE COST TO RUN?**

The total cost for 2015/16 was £14,827,628 covering repairs & maintenance, energy, business & water rates, rents, cleaning and insurance costs. In comparison with the previous financial year there was a reduction of approximately £562,000. The majority of asset categories have seen reductions due to rationalization and changes in service provision.

## **HOW SUITABLE IS THE ESTATE TO THE USERS AND SERVICES?**

In comparison with previous assessments, the outcome of recent suitability and sufficiency surveys has not highlighted significant changes in Services views. Over 90 % of the portfolio is seen as either good or satisfactory in terms of suitability. In terms of space requirements (sufficiency) approximately 85% of the Council's stock is seen as good or adequate. In light of the recent corporate assessment report, the focus over the next twelve months will be to challenge the underlying data, such as the 15 % of the estate that services have highlighted as poor or unsuitable in space terms in order to strengthen Service asset management plans, outcomes and linkages with the corporate plan.

## **HOW SUSTAINABLE IS THE ESTATE?**

We have been implementing our Carbon Management Programme for a considerable number of years and have delivered savings in excess of 7000 tonnes of CO<sub>2</sub>. It is envisaged that the Council's present and proposed investments in sustainability projects will over their lifetime (e.g. T 5 Lighting schemes – circa 20 years lifespan), see carbon and financial savings in excess of 34,000 tonnes of CO<sub>2</sub> and nearly £6,000,000 respectively.

Carmarthenshire has the highest amount of Salix investments of all the Welsh Authorities. Salix is a not for profit social enterprise limited by guarantee that provides interest free loans to the public sector for investments in proven technologies that are cost effective in reducing CO<sub>2</sub>

Carmarthenshire heads the league of SALIX investors in Wales – currently £1.9 Million invested in 192 projects. 80 of those projects have upgraded lighting across the majority of the estate, thereby improving the standard of lighting in those buildings and reducing the use of expensive carbon heavy electricity. Another successful outcome is the PowerStudio software that saves us approximately £20,000 per annum by powering down staff computers.

The Carbon Reduction Commitment (CRC) adds significantly to our overall energy costs. The carbon emissions associated with our consumption of electricity and gas in 2014 /15 required the purchase of £390,000 worth of allowances. Work therefore continues to reduce the expenditure and emissions associated with our activities. Further detail is provided in Appendix B.

## 7. ACTION PLAN

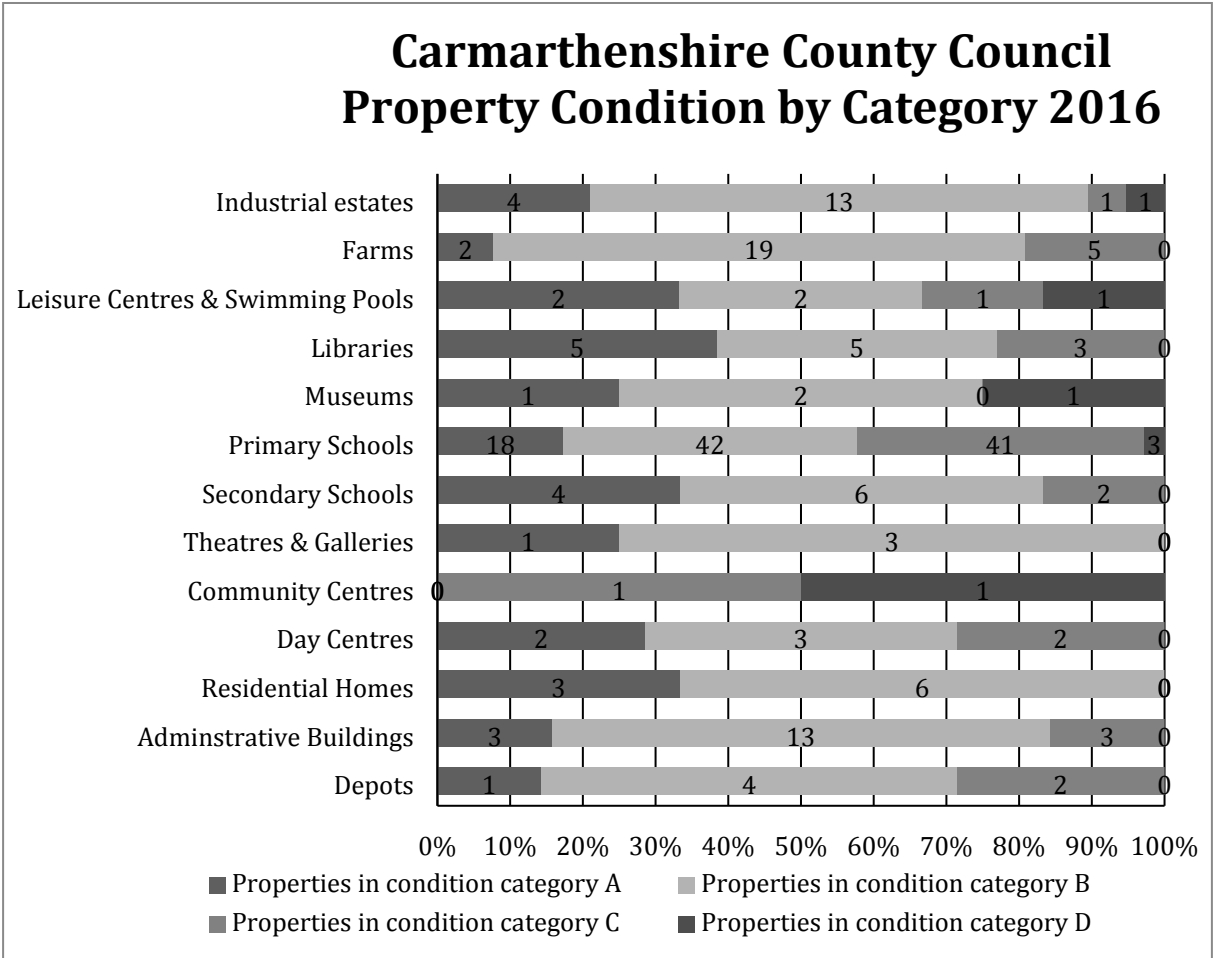
<b>ACTION</b>	<b>BY WHEN</b>	<b>BY WHOM</b>
Undertake substantial infrastructure and premises related investment in accordance with the Strategic Regeneration plan for Carmarthenshire 2015 -2030 – Transformations	Ongoing	Regeneration & Policy
Continue to support the Capital investment programme with strategic land acquisitions and disposals	Ongoing	Regeneration & Policy
Meet Capital Receipt targets of £2,620 m (2016-17), £2,714m (2017-18), £3,076m (2018-19)	2016 - 2019	Regeneration & Policy
Support premises related revenue savings by reducing the estate, as highlighted in various Service Asset Management Plans	Ongoing	Property
Promote and build on collaborative working on property work with LSB partners	March 2017	Property
Improve data on backlog maintenance	March 2017	Property
Assist with service plans to review alternative ways of holding assets.	March 2017	Property
Strengthen links between Service Asset Management Plans and Corporate Plan	Dec 2017	Property
Continue to support and enable Community Asset Transfers with emphasis on playing facilities and parks	March 2018	Property

**APPENDIX A – PERFORMANCE / BENCHMARKING DATA**

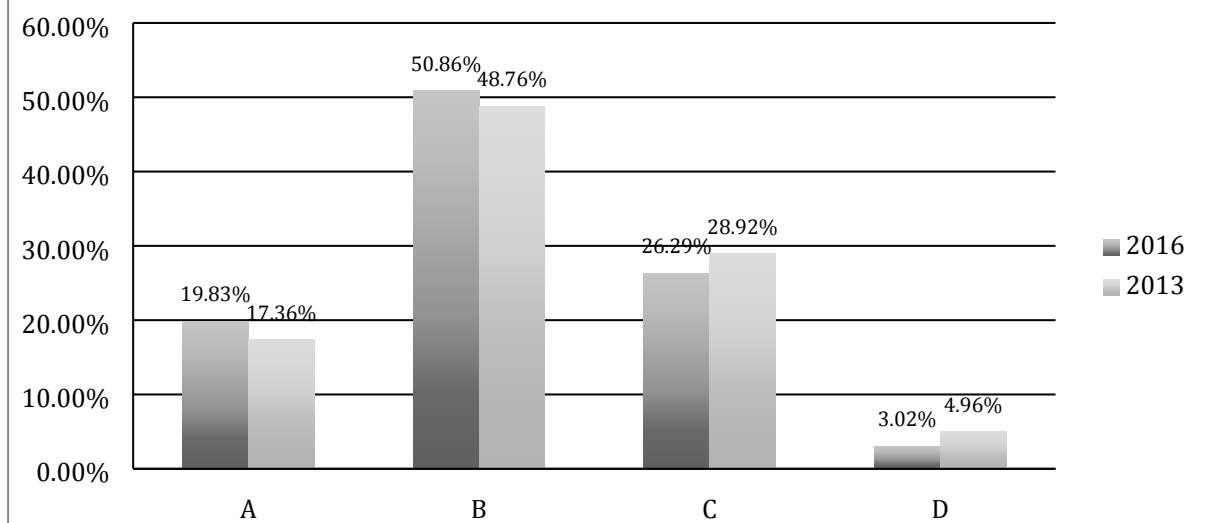
**Property Condition by Category**

The diagram below provides a summary of our preliminary assessment of the condition of core elements of our operational portfolio, where:

- Category A refers to properties which are performing as intended and which are considered to be operating efficiently
- Category B refers to properties which are in satisfactory condition, performing as intended but with minor defects
- Category C refers to properties in poor condition, which are not operating as intended and exhibiting major defects
- Category D refers to properties which are in bad condition, and in serious risk of imminent failure. The assessment has been based upon a desktop review of the condition of individual properties by the Property Services Division, drawing upon discussions with individual building inspectors and based upon formal condition survey data where available. It has specific limitations in relation to properties that are not visited frequently and in relation to larger properties where an 'average' score has been allocated.



## Carmarthenshire County Council Property Condition by Category



The exercise of reviewing the condition data provided positive results in relation to the increase in the properties assessed as being good (A) and satisfactory (B). In addition the data showed a decrease in the number of properties scoring poor (C) and bad (D) compared with the previous assessment. The data reflects the rationalisation of poor performing stock and investment in new and core assets. The intention is to build upon the desktop surveys and provide cost estimates to meet the works highlighted on each asset. The financial climate will continue to provide challenges in resourcing the compilation and updating of the additional data.

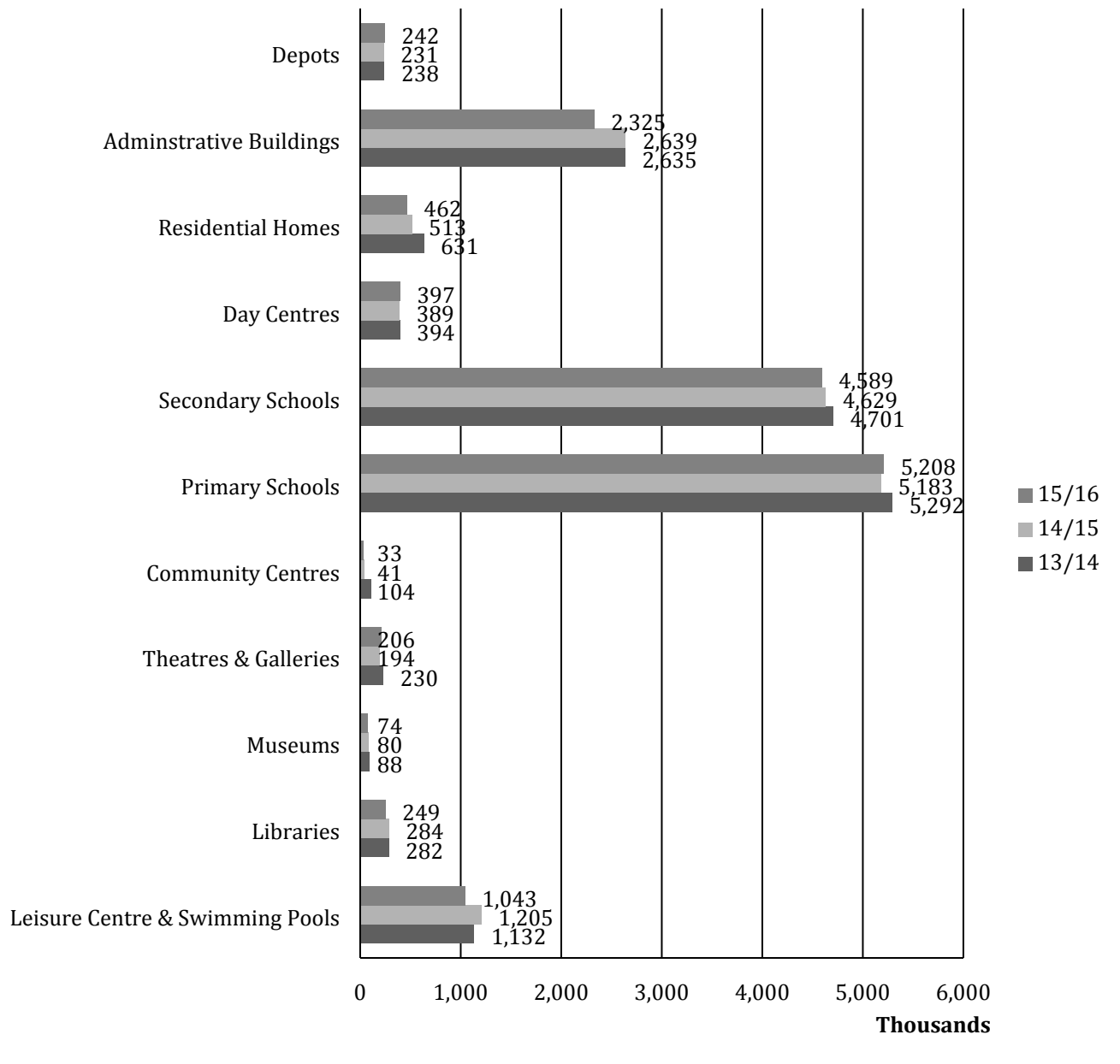
### Running Costs

Data has been collated to provide premises related costs on each asset within the operational portfolio. As with previous years the Authority's schools show the highest running costs. The modernising education programme has, however, brought about a reduction in costs in comparison with last year. The increase in utility rates would have had greater financial impact but for the Authority's investment in energy saving measures.

Across the entire operational portfolio the running costs for 2015/16 saw a decrease of some £562,000 from the previous year's figures. The total cost for 2015/16 was £14,827,628 covering repairs & maintenance, energy, business & water rates, rents, cleaning and insurance costs.

This is against a backdrop of fluctuating utility prices, maintenance expenditure and on occasions higher costs associated with meeting greener energy requirements on new premises. The table below gives an oversight of the running cost comparison between the last financial years.

## Comparison of Carmarthenshire County Council Total Running Costs per Establishment

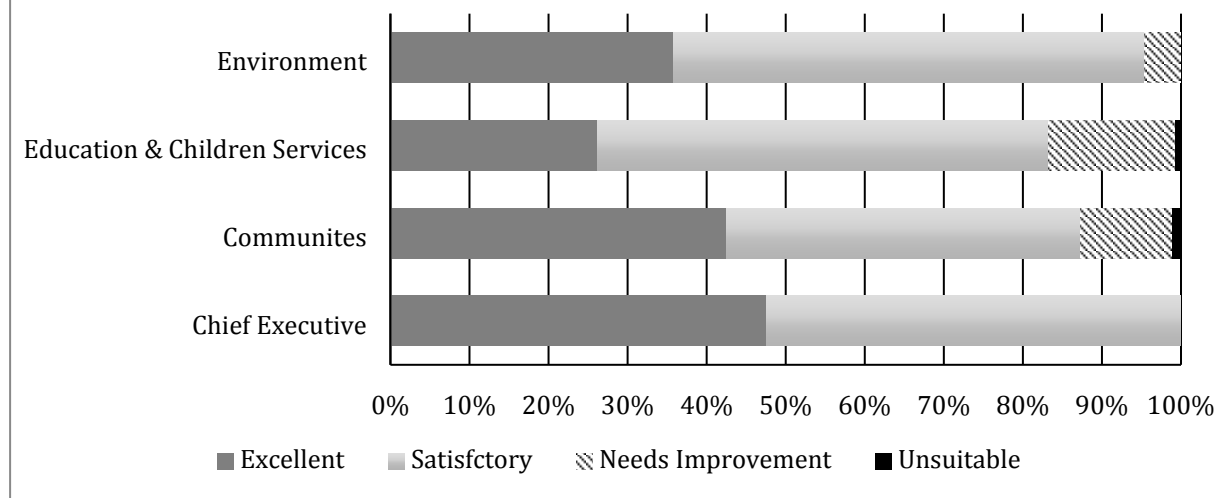


### Suitability of Properties

A revised assessment of the suitability of the operational portfolio has been undertaken, based upon estimates by individual services relating to their portfolios. Properties were scored against a host of factors including location, image (e.g. appearance, age etc.), layout and design, security (for users and contents), suitability for ICT, and associated land (e.g. car parking, playing fields etc).

The scoring of the various factors led to an overall assessment classifying the asset as being either excellent, satisfactory, requiring improvement or unsuitable for the use required.

## Suitability Conclusion across the Council's portfolio



The above table reflects the recent changes to the Council's Directorates and functions. A comparison with previous suitability assessments relating to different portfolio responsibilities have not shown significant changes in outcomes. It is worth noting that the number of properties deemed unsuitable by the services has decreased.

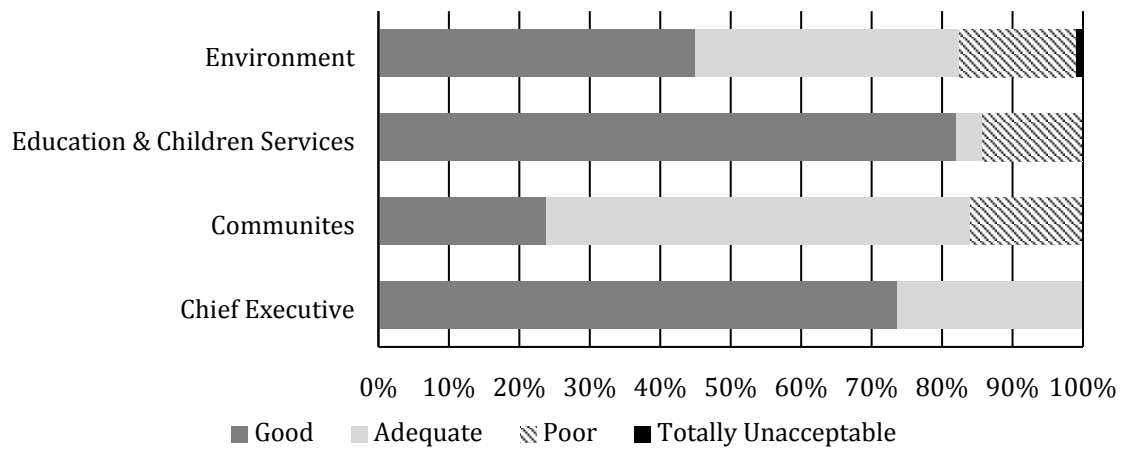
As part of the action to strengthen service asset management plans and linkages to the Corporate Plan, the focus will now be on investigating the underlying data within the surveys undertaken by the various services. This will ensure that assessments are challenged and if appropriate form part of a suitable appraisal for investment / retention or disposal plan. The disposals will allow the opportunity to continue with the strategy of investment in the remaining portfolio to ensure it is fit for purpose.

### Sufficiency of Properties

As part of the process of reviewing this plan, services were also required to produce a preliminary assessment of the sufficiency of the operational portfolio in the short, medium and long term, by identifying whether they anticipated an increase, decrease or no change in their space requirements. The chart below gives a snapshot of the overall results obtained by directorate.

In addition, information was requested on opening hours and visitor numbers where applicable, to provide a broad overview on the utilisation of the assets. Services were asked to give a final assessment as to whether in space terms the assets were good, adequate, poor or totally unacceptable.

## Sufficiency Conclusion across the Council's Portfolio



As with the suitability data the above table represents the current changes in portfolios under the relevant directorates. A comparison with previous sufficiency assessments allowing for the original portfolio responsibilities has not shown significant changes in results. The most notable change is that only one property has been highlighted as totally unacceptable from a space requirement viewpoint.

As with the suitability information the focus will now be on investigating the underlying data to ensure that assets highlighted by services as poor in connection with space needs are reviewed to ensure they form part of a service strategy for improvement. Challenging utilisation, and looking at opportunities to collaborate & share accommodation will assist services with additional requirements.



## APPENDIX A

### PERFORMANCE / BENCHMARKING DATA

#### **CORPORATE HEALTH ASSET MANAGEMENT BENCHMARKING & LOCAL INDICATORS**

<b>REF</b>	<b>INDICATOR</b>	<b>ACTUAL 10/11</b>	<b>ACTUAL 11/12</b>	<b>ACTUAL 12/13</b>	<b>ACTUAL 13/14</b>	<b>ACTUAL 14/15</b>	<b>ACTUAL 15/16</b>
CAM/025 2.1.2.25A	The percentage of the GIA of the local authority's buildings that are surplus.	4.49%	3.64%	2.79%	3.25%	2.27%	2.84%
CAM/027 2.1.2.25B	The percentage of the GIA of the local authority's buildings that are vacant.	0.90%	1.02%	1.90%	2.03%	1.31%	1.43%
CAM/028	Total gross internal area (GIA) of all operational buildings.		373,009sqm	378.974sqm	374.573sqm	373.561sqm	377.719sqm
CAM/043	Total useable office accommodation per employee.		10.32sqm	14.8sqm	10.1sqm	9.58sqm	8.68sqm
CAM/045	Office accommodation costs per sqm(NIA)*		£80.80p	£93.71p	£130.59p	£111.30p	£110.03p
CAM/050	Office accommodation costs per FTE office based employee (based on 3 largest offices in line with benchmarking guidance)				£1321.17 (new KPI)	£1066.70p	£955.48p
2.1.2.9	Commercial – rent arrears as a percentage of rental income.	8.91%	4.98%	4.02%	4.66%	3.58%	3.76%
2.1.2.12	Income – percentage performance against target to generate non-strategic capital receipts.	94.51% (£708,800)	107.08% (£803,104)	232.67% (£1,744,998)	76.55% (£1,236.304)	294.29% (£6,706,838)	74.71% (£1,268,589)

REF	INDICATOR	ACTUAL 10/11	ACTUAL 11/12	ACTUAL 12/13	ACTUAL 13/14	ACTUAL 14/15	ACTUAL 15/16
2.1.2.13	Industrial – rent arrears as a percentage of rental income.	3.14%	2.95%	3.99%	5.57%	2.84%	3.92%
2.1.2.14	Markets – rent arrears as a percentage of rental income.	6.10%	11.85%	6.35%	4.92%	5.47%	4.87%
2.1.2.15	The percentage of the authority's buildings open to the public that are suitable for and accessible to disabled people.	70.65%	80.60%	89.07%	No longer reported	No longer reported	No longer reported
2.1.2.18	The percentage of the local authority's operational properties (excluding schools) for which an access audit has been undertaken by a competent person.	KPI on hold	97.7%	96.9%	No longer reported	No longer reported	No longer reported
2.1.2.19	The number of operational buildings (excluding schools) for which an access audit has been undertaken by a competent person.	328	258	248	No longer reported	No longer reported	No longer reported
2.1.2.20	The percentage of the local authority's operational properties (excluding schools) for which there is an accessibility plan in place.	KPI on hold	97.7%	96.9%	No longer reported	No longer reported	No longer reported

REF	INDICATOR	ACTUAL 10/11	ACTUAL 11/12	ACTUAL 12/13	ACTUAL 13/14	ACTUAL 14/15	ACTUAL 15/16
2.1.2.21	The number of operational buildings (excluding schools) for which there is an accessibility plan in place.	328	258	248	No longer reported	No longer reported	No longer reported
2.1.2.23	The number of properties for which a suitability survey has been undertaken over the last five years.	775	No longer reported	No longer reported	No longer reported	No longer reported	No longer reported
2.1.2.26	Rural Estate – rent arrears as a percentage of rental income.	1.97%	1.24%	2.86%	2.09%	1.09%	2.23%
CAM/035	The difference in the average (cumulative) operational rating score for local authority public buildings over 1,000 square metres where a DEC has been lodged on the Non Domestic Energy Performance Certificate Register between the previous financial year and the current financial year.				1.37	1.36	6.64
CAM/036	The average DEC rating score in local authority public buildings over 1,000 square metres in the previous year.				93.08	91.72	85.08

<b>REF</b>	<b>INDICATOR</b>	<b>ACTUAL 10/11</b>	<b>ACTUAL 11/12</b>	<b>ACTUAL 12/13</b>	<b>ACTUAL 13/14</b>	<b>ACTUAL 14/15</b>	<b>ACTUAL 15/16</b>
CAM/037	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.				1.5	1.5	7.2

## APPENDIX B

### Carbon Management Programme

The main purpose of the Carbon Management Programme is:

- To lead on corporate energy management issues and carbon dioxide (CO<sub>2</sub>) emissions reporting,
- To identify and secure energy efficiency programmes in the Council's existing non-domestic buildings, and
- To identify and secure opportunities for renewable energy technologies

The objectives are to:

- Reduce financial expenditure and carbon emissions associated with our activities.
- Maximise savings by concentrating on the projects that deliver the most significant financial and carbon savings in the shortest period of time.
- Compliment improvements in the quality of our working / learning environments e.g. by switching from low frequency, energy hungry T12 lights to flicker-free T5 or LED lighting.
- Exploit maintenance savings associated with modern technologies.
- Challenge and encourage staff / pupils regarding the need to cut energy expenditure and carbon emissions.

### Corporate energy management issues and carbon dioxide (CO<sub>2</sub>) emissions reporting

Annual energy expenditure for the Council's non-domestic buildings, including schools, is £4+ million (plus a further ~£0.7 million for Street Lighting). This is procured using Crown Commercial Services Framework Agreements in conjunction with other local authorities in Wales for the large majority of supplies.

Since 2010, the Council has participated under the mandatory UK-wide [Carbon Reduction Commitment \(CRC\) Energy Efficiency Scheme](#). As a consequence, we are required to purchase non-refundable allowances for each qualifying tonne of CO<sub>2</sub> arising from our energy consumption (electricity & gas). We paid £368,082 under this scheme for our 2015-16 CO<sub>2</sub> emissions. The level of 'tax' levied for each tonne of CO<sub>2</sub> emitted increases annually in order to incentivise carbon reduction (£16.90 per tonne for 2015-16). The UK government has recently announced that the CRC Energy Efficiency Scheme will be abolished following the 2018-19 compliance year.

The [SystemsLink](#) energy management software system has recently been procured in order to achieve better monitoring of our energy consumption; better management of billing via paperless systems; and to allow web-based access for managers of individual sites.

### Energy efficiency programmes in the Council's existing non-domestic buildings

To-date, the Council has invested £2+ million in over 200 energy efficiency projects under the invest-to-save [Salix](#) programme. Each of these projects has a payback of less than eight years and in total are projected to save £7+ million / 41,000 tonnes CO<sub>2</sub> over the lifetime of the installed technologies. We have used the Salix programme to deliver various schemes across the portfolio, including lighting, pipe / valve / loft insulation, boiler controls and heating controls, voltage optimisation, power-down software, swimming pool covers, garage speed doors, variable speed drives and draught exclusion. This investment coupled with the Council's

ongoing rationalisation programme is producing significant financial and carbon savings in times of increasing utility prices. Consultations with colleagues in other services ensure that no energy funding is invested in building with short anticipated lifespans. Our focus in 2016-17 is replacement LED lighting.

We are currently exploring the possibility of including our non-domestic buildings, including schools, in the Welsh Government supported [Re:fit Cymru](#) programme in order to identify energy efficiency opportunities. Once an initial comprehensive assessment has been completed, a potential programme(s) may be procured under an energy performance contract to deliver identified energy savings – these savings to be guaranteed by the successful contractor.

### Opportunities for renewable energy technologies

All major new build projects incorporate renewable energy technologies where appropriate.

The Council has allocated £1.5 million in its 2016/17 capital programme for solar photovoltaic (PV) installations in suitable non-domestic buildings. This is a scaled-down version of our ambitious and innovative 10+ MWp / £10-15 million community rent-a-roof programme which was effectively scuppered by UK Government policy decisions announced in late 2015. Despite this, over 90 sites were successfully pre-registered with Ofgem to secure the Feed In Tariff rate payable in September 2015; however, these were subsequently significantly reduced due to local Grid capacity constraints. As a consequence, 17 installations, including 10 schools, have been completed under this project - adding 630+ kWp to take the Council's total installed solar PV capacity over 1 MWp. The project was delivered via the specifically created community benefit society 'Egni Sir Gar Cyfyngedig'. The feasibility of a further phase is currently being evaluated to potentially incorporate battery storage with solar PV installations.

### Links with partner organisations

We are members of the CLAW Energy Group, and also coordinate the Carmarthenshire Local Service Board (now Public Services Board) 'Sustainable Carmarthenshire Group' comprising partners' lead facilities managers, to help ensure greater collaborative working in sharing and exploring energy efficiency and carbon reduction opportunities.

Energy Management - Council's non-domestic buildings				
Key Measures of Success	2012-13	2013-14	2014-15	Progress
• Consumption (kWh)	77,252,930	74,614,632	72,821,595	Improved
• Cost (£)	£4,727,803	£4,745,312	£4,228,683	Improved
• CO <sub>2</sub> emissions (tonnes)	22,453	22,010	21,787	Improved
• Renewable electricity generated (kWh)		207,698	229,652	Improved

## Policy & Resources Scrutiny Committee 30<sup>th</sup> November 2016

### **SPEND ON EXTERNAL CONSULTANTS 2015/16**

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

1. That the Committee consider and comment on the reports which outline spend on external consultants and legal advisers during 2015/16.

#### **Reasons:**

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

**To be referred to Scrutiny: Yes**

**To be referred to the Executive Board : No**

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

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

Directorate: Corporate Services

Designations:

Tel No. 01267 224886

Name of Head of Service:  
Owen Bowen

Head of Financial Services

E Mail Address:  
OBowen@carmarthenshire.gov.uk

Report Author: Owen Bowen

# EXECUTIVE SUMMARY

## POLICY & RESOURCES SCRUTINY COMMITTEE

### 30<sup>TH</sup> NOVEMBER 2016

#### SPEND ON EXTERNAL CONSULTANTS 2015/16

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

#### Appendix A

	2014/15	2015/16
	£	£
Chief Executive	275,688	100,082
Environment	1,700,605	1,202,497
Education & Children	12,418	35,430
Corporate Services	136,283	97,225
Communities	107,320	46,409
<b>TOTAL SPEND</b>	<b>2,232,314</b>	<b>1,481,643</b>

#### Appendix B

<b>TOTAL LEGAL SPEND</b>	£ 153,048	£ 238,114
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<b>DETAILED REPORTS ATTACHED?</b>	<b>YES</b>
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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: Owen Bowen**

**Head of Financial services**

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



**Legal**

It is vital to have proper contractual arrangements in place for all external consultancy and that the authority receives advice from suitably specialist legal advisers when needed.

**Finance**

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

**Risk Management Issues**

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

**Staffing Implications**

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

## CONSULTATIONS

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

**Signed: Owen Bowen**

**Head of Financial Services**

1. **Scrutiny Committee** – Not applicable
2. **Local Member(s)** – Not applicable
3. **Community / Town Council** – Not applicable
4. **Relevant Partners** – Not applicable
5. **Staff Side Representatives and other Organisations** – Not applicable

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

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

**THERE ARE NONE**

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Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
Chief Executive	Economic Development	Wendy Walters	Property & Engineering	OVE ARUP & PARTNERS INTERNATIONAL LTD	Llandovery Regeneration Master-plan and detailed designs for Town Centre Environmental Enhancement Scheme	Not able to deliver service in house procured through engineering framework	5,000.00			
			Planning Consultant	OVE ARUP & PARTNERS INTERNATIONAL LTD	Water vole surveys and documentation - Machynys Eco Park & Housing Planning Application	Not able to deliver service in house procured through engineering framework			4,109.75	
			Professional and Management Support	AECOM LIMITED	Evaluation of Project	Provide interim progress on Llanelli Town Centre. Service not available in house. Procured in line with financial regulations. These costs were funded by external funding. Costs were also shared between Ammanford and Carmarthen budgets - to provide reports for three town centres, reducing costs. Continuation of costs from previous year 14/15.	3,090.00		16,550.00	
				Anthony Jellard Associates	CDM Services in respect of Llanelli Coastal Link Road	Not able to deliver service in house procured through engineering framework			5,000.00	
			Chartered Building Surveyors	Lloyd Evans & Co	Schedule of Condition on Judo Club in respect of proposed betterment scheme, Llanelli Leisure Centre	Impartial consultant needed to provide impartial advice on current status of property, prior to works commencing.			875.00	
			Building Surveyors	BP2 Property Consultants	Schedule of Condition on Judo Club in respect of proposed betterment scheme, Llanelli Leisure Centre	Reimbursement of clients fees in relation to Judo Club's schedule of condition.			300.00	
			Solicitors	Morgan La Roche Solicitors	Costs in relation to the sale of land adjoining McKibbins Gym, Neptune Square, Burry Port.	Not able to deliver service in house. Procured via Corporate Property.			675.00	
			Planning Consultant	Asbri Planning Consultants	Preparing planning documents in relation to new School, Burry Port. Project Costs split between Education & Llanelli Joint Venture.	Not able to deliver service in house.			36,855.46	
			Chartered Surveyors	Rowland Jones Chartered Surveyors	Valuation of Land at Beacon re: 3rd Party Grant Scheme	Impartial consultant needed to provide confirmation of land costs prior to commencement of works.			517.05	
			Quantity Surveyors	Banks Wood & Partners Ltd	Independent Quantity Surveying Advice relating to 3rd Party Grant	Impartial consultant needed to provide quantity surveying advice during build programme. Track record from other PDF schemes.			4,900.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
Page 60			Property & Engineering	CAPITA PROPERTY & INFRASTRUCTURE LTD	Costs split between two projects. £47,151.71 (13/14) £17,050 (14/15) Development of Carmarthen Town Centre Regeneration Master-Plan and £34,795 (13/14) £7,974 (14/15) for Pibwrlwyd Strategic Employment Site Master-plan. Pibwrlwyd project delivered in conjunction with Coleg Sir Gar	Not able to deliver service in house procured through engineering framework	25,024.00			
			Evaluation	Economic Research Services Ltd	Final Evaluation For South West Wales Property Development Fund (Bid Funded)	Independent Evaluation required by grant funder. Not possible to provide in-house	0.00		18,060.00	
			underground mapping of services etc	Alpine Land Surveyors	Topographical Survey For Proposed Enhancement Jackson's Lane, Carmarthen	Not able to deliver service in house procured through engineering section	0.00		1,795.00	
			underground mapping of services etc	Landmark Survey	Topographical Survey for Proposed Laugharne Car Park	Not able to deliver service in house procured through engineering section	0.00		895.00	
			Property & Engineering	Acanthus	Pendine Masterplan	Not able to deliver service in house procured through engineering framework	6,000.00			
			Property & Engineering	Acon	Carmarthen Town Study	Not able to deliver service in house procured through engineering framework	4,680.00			
			Property & Engineering	Francis Sant	Pendine Masterplan - flood expertise	Not able to deliver service in house procured through engineering framework	706.63			
			Property & Engineering	Parsons Brinkeroff	Laugharne Car Park Study	Not able to deliver service in house procured through engineering framework	3,446.38			
			Property & Engineering	ATKINS LTD	Piberlwyd Traffic Study	Not able to deliver service in house procured through engineering framework	5,685.00			
			Property & Engineering	ATKINS LTD	Carmarthen Town Traffic Model	Not able to deliver service in house procured through engineering framework	2,757.79			
			Property & Engineering	LambertSmithHampton	Marketed Foundry Row, Ammanford - Co - ordinated marketing of site, Report on Expressions of Interest received	Service not available in house. Procured via Corporate Property	2,665.00		4,500.00	
			Signage	FWD Design	Provision of Concept designs for signage for Ammanford Town Centre	Unable to deliver service in house. Service procured as per financial regulations. This cost is externally funded	2,500.00			
			Professional and Management Support	AECOM LIMITED	Ammanford Town Centre Health Centre Check and Report	Part of the Evaluation of the three towns for 2012 and 2014.			5,050.00	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
			Business Specialist	Wavehill Consultants	Evaluation of Cross Hands East Strategic Employment Site project	Unable to deliver this service in house as independent evaluation of ERDF funded project required as part of the grant. Costs were 100% funded by external funding	14,975.00			
			Property & Engineering	Parsons Brinkeroff	Project and Contract Management, CDM Co-ordination for Cross Hands East Strategic Employment Site	Service not available in house. Procured via Technical Services framework. The costs were partly funded by external funding	54,336.00		0.00	
			Property & Engineering	Waterman Engineering	Technical Data for Planning Applications on JV land in Burry Port	Expertise not available in house. These costs are externally funded.	64,106.00			
			Design and Marketing specialist	NB Design	Cross Hands Growth Zone	Strategic branding, photography and concept design for marketing materials	4,999.00			
			Financial	Broomfield Alexander	Business Due diligence	Due diligence on 3rd party.	4,950.00			
			Business Consultant	PER Consulting	Study through ' Tackling Poverty through Capital Expenditure'	Tendering for work, based on brief submitted	4,999.00			
			Business Consultant	Peredur Ltd	Feasibility of additional Health Services in Town Centres and their contribution to Regeneration	Tendering for work, based on brief submitted	4,950.00			
			Designer	Parsons Brinkeroff	Designs and Proposals	Design and proposals of Llanelli Gateway Scheme. These costs are externally funded	17,663.00			
			Public Art Consultant	EMP Projects & Associates	Advised on artists	Sourcing public art & managed implementation. Costs were externally funded	1,000.00			
			Digital Inclusion	Citizen's Online	Study into digital inclusion	No internal expertise. This was 100% funded via external funds - RDP	14,650.00			
			Agriculture	Andersons	Research feasibility of incubation farming in rural Carmarthenshire in conjunction with Farming Unions and Coleg Sir Gar	No internal expertise. This was 100% funded via external funds - RDP	13,980.00			
			Evaluation	CM International	Evaluation of the RDP Axis 3 programme in Carmarthenshire	WG requirement to appoint independent external consultants. This was 100% funded via external funds-RDP	13,525.00	275,687.80		100,082.26
<b>Total Chief Executive</b>								<b>275,687.80</b>		<b>100,082.26</b>

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
Page 62 Environment	Property	Mark V Davies Hywel Harries	The Property Maintenance & Construction Division is responsible for managing and administering the various Property Construction related Framework contracts on behalf of the Authority and the Region. There are separate arrangements for engineering Frameworks which are managed by Transport and Engineering These Framework contracts allow the engagement of external Consultants for all relevant work primarily due to the in house Property Design section not having the specific specialist skills available or resources available at the time to react to short notice demands and imposed timescales of primarily grant funders . Work is undertaken for all Departments and a wide range of specialist skills are employed. Since the Autumn of 2014 the Division has been insourcing more work and engaging additional staff , however the effect will not be reflected until 2015/2016. Some services are not economically viable to in source and reliance on external provision will still be a necessity, although the level of external sourcing will be reduced considerably.							
			Structural	MOTT MACDONALD CARDIFF	Structural ,QS & Cost Control services	On going commitment on capital projects due to lack of in-house capacity	66,577.00		51,863.00	
			Cost Control, Quantity Surveying, CDMC etc.	FAITHFUL+ GOULD LTD	Cost control & QS services	On going commitment on capital projects due to lack of in-house capacity	18,135.00		0.00	
			Cost Control, Quantity Surveying, CDMC etc.	ATKINS LTD	Cost Control, Quantity Surveying, CDMC & M&E Services etc.	On going commitment on capital projects due to lack of in-house capacity	367,082.60		184,905.26	
			Land surveys and underground mapping of services etc	LANDSCOPE ENGINEERING LTD	Topographical and underground surveys	No in-house specialism. Costs of setting up and maintaining would not be justifiable.	24,147.75		0.00	
			Land Surveys and underground mapping of services etc.	CATLING'S LAND SURVEYS	Topographical and underground surveys	No in-house specialism. Costs of setting up and maintaining would not be justifiable.	3,945.00		0.00	
			Asbestos & Environmental Consultancy	REDHILLS ENVIRONMENTAL CONSULTANTS	Asbestos surveys	Specialist service provision. Approx £855 on capital related projects. Remainder assumed to be on CHS and other revenue related work	200,968.45		125,419.11	
			Mechanical & Electrical Engineering Clerk of Works	RICHARDS PARTNERSHIP	M&E Clerk of Works services	No in-house specialism available at the time. Engaged on on-going capital projects	32,492.50		9,086.00	
			Architects	LAWRAY ARCHITECTS	Architectural services	On going commitment on capital projects due to lack of in-house capacity	46,965.95		5,460.85	
			Structural	WYATT & WATTS	Structural advice	CHS related work. No in-house specialism. Amalgamation of Property and Engineering design teams will in the main address this in future	1,510.20		1,616.60	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
			Mechanical & Electrical Engineering Design including Ecology, Environmental and BREEAM Assessments etc	MCCANN & PARTNERS	M&E Design services	No in-house specialism available at time of engagement. On going commitment on capital projects . Reduction in cost; the completion of some the projects that they were engaged on and that they have not been commissioned on new projects, this work now being carried out in-house	18,768.39		12,287.49	
			Consulting Engineers	CURTINS CONSULTING ENGINEERS	Structural advice on non trad housing - specialist	Specialist service provision	0.00		1,533.50	
			Mechanical & Electrical Engineering Design	OVE ARUP & PARTNERS INTERNATIONAL LTD	Burry Port School Property Design	On going commitment on capital projects due to lack of in-house capacity	43,430.96		0.00	
			Cost Control, Quantity Surveying etc	FRANKLIN & ANDREWS LTD	Ecology surveys and advice	On going commitment on capital projects due to lack of in-house capacity. Reduction in cost; the completion of some the projects that they were engaged on and that they have not been commissioned on new projects, this work now being carried out in-house	65,850.00		0.00	
			Asbestos surveys, analysis and supervision	RESOURCE & ENVIRONMENTAL CONSULTANTS ASBESTOS LTD		Specialist service provision. £720 on capital projects . Remainder CHS and other work	2,700.00		540.00	
			Design, energy & sustainability	Bullock consulting	M&E Design services	No in- house specialism available at the time.	413.44		111,262.25	
			Construction consultants	Gleeds	Cost control & QS Services	No in-house capacity available at time of engagement. Engaged to assist with the development and production of documentation to support the Burry Port planning applications	76,827.40		17,683.93	
			Architects	Lewis Partnership	Architectural Services	On going commitment with Corporate property planning applications and works at Ty Elwyn & works for Building services	79,565.99		14,185.34	
			Archaeologists	AB Heritage Ltd. (Archaeological Works)	Archaeological work at Bro Dinefwr	Specialist services not available in-house and engaged for the Client element of the Bro Dinefwr Project	185,577.45		18,965.68	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
			Asbestos surveys, analysis and supervision	Anchem laboratories	Asbestos surveys, analysis and supervision	Specialist service provision.	24,346.75		43,895.35	
			Architects	B3 Architects	Architectural Services	No in-house capacity available at time of engagement	20,825.00		7,290.00	
			Design, energy & sustainability	Building Services Controls Ltd	M&E Design services	Specialist services not available in-house relating to energy and system control management on capital projects	7,426.00		9,408.25	
			Land surveys and underground mapping of services etc	Gwalia Surveys	Topographical and underground surveys	No in-house specialism. Costs of setting up and maintaining would not be justifiable.	1,390.00		0.00	
			Ecology and Environmental Assessments etc.	Habitat Matters	Ecology surveys and advice	Specialist service provision	411.00		1,183.70	
			Accousticians	Hunter accoustics	Accoustic specialists	Specialist service provision	11,475.00		0.00	
			Ecology and Environmental Assessments etc.	Rob Colley	Ecology surveys and advice	Specialist service provision	700.00		550.00	
			Structural Engineers	Roger Casey Associates	Structural advice	Capital related projects. No in-house specialism. Amalgamation of Property and Engineering design teams will in the main address this in future	17,975.00		3,300.00	
			Asbestos surveys, analysis and supervision	Santia Asbestos Management Ltd	Asbestos surveys, analysis and supervision	Specialist service provision.	36,034.28		5,036.00	
			Design, energy & sustainability	Such & Co	M&E Design services	Specialist services not available in-house relating to energy and system control management on capital projects	7,830.64		0.00	
				The Building safety group		Specialist service provision.	1,000.00		0.00	
								<b>1,364,371.75</b>		<b>625,472.31</b>



Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
Environment	Streetscene	Ainsley Williams								
				Exp Consultancy	Asset management reporting & HAMP development	Support in developing CCC reports and documentation within the SCOTS/CSSW HAMP framework, specialist knowledge	55.00		0.00	
				JACOBS UK LTD	Framework - Engineering specialist design and monitoring via internal Civil Design Gateway	Continuation of hydraulic monitoring and modelling work relating to groundwater issues at Ammanford Cemetery	180.91		0.00	
				OVE ARUP & PARTNERS INTERNATIONAL LTD	Framework - Engineering specialist design via internal Civil Design Gateway	Continuation of reservoir spillway upgrade feasibility/design at Trebeddrod Reservoir	37,348.53		0.00	
				B FLYNN CONSULTANCY	Environmental Consultancy	To gain & maintain accreditation to ISO 14001 Environmental Management & to ensure compliance with Environmental Legislation	3,150.00		5,736.60	
			Building Surveys	LLOYD EVANS & CO.	Property Condition Surveys	Surveys undertaken prior to construction works to safeguard against potential claims.	775.00		0.00	
			Ecology and Environmental	ECO SURVEYS LTD.	Otter and Bat surveys	Specialist ecological report required - expertise not available internally	550.00		0.00	
			Ecology and Environmental	THE OTTER CONSULTANCY	Otter surveys	Preparation of Otter Licence Report for NRW including site mitigating works - expertise not available internally	2,624.00		0.00	
				Wilson Pym May	SCRIM Investigations	SCRIM investigations and reporting	0.00		14,000.96	
				WDM CONSULTANCY		Develop PMS & RMS reporting and processes, tech support etc. - 9500, develop drainage with WG data view, essential to use WDM as the work is re-lated to their systems and developing reports etc.			9,451.20	
			Archaeological	DYFED ARCHAEOLOGICAL TRUST LTD	Specialist advice in relation to Brunant Highway Support scheme	Report preparation and site supervision - expertise not available internally.	935.00			
				IMAGE CONSULTANTS	Quality Management Consultancy	To maintain accreditation to ISO 9001 Quality Management	4,750.00	<b>50,368.44</b>	6,650.00	<b>35,838.76</b>

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
Page 66 Environment	Transportation	Steve Pilliner	The Transport & Engineering Division is responsible for managing the various engineering construction related Framework contracts on behalf of the Authority. There are separate arrangements for non engineering Frameworks which are managed by Property Services.  These Framework contracts allow the engagement of external Consultants for all relevant work primarily due to the in house Engineering Design section not having the specific specialist skills available. Work is undertaken for all Departments and a wide range of specialist skills are employed. It would not be cost effective to retain the majority of these skills within the in house teams.							
			Civil Design	JACOBS UK LTD	Various schemes - 3 No. in total	Work on behalf of Regeneration & Leisure & Technical Services	91,852.03			
			Civil Design	JACOBS UK LTD	Crosshands ELR Phase 2 WELTAG Stage 1	Specialist service - Capacity not available internally			45,665.01	
			Civil Design	ATKINS LTD	Various schemes – 11 No. in total. Many Schemes have passed the design stage where High consultancy costs are incurred	Work on behalf of Regeneration & Leisure & Technical Services	11,549.47			
			Civil Design	OVE ARUP & PARTNERS INTERNATIONAL LTD	Various schemes – 5 No. in total. Many Schemes have passed the design stage where High consultancy costs are incurred	Work on behalf of Regeneration & Leisure, Technical Services and Education	137,426.04			
			Ecology	PRYCE CONSULTANT ECOLOGISTS	Various schemes - 3 No. in total	Regeneration & Leisure, Housing and Education	3,689.00			
			Civil Design	ATKINS LTD	Trebeddrod Reservoir Spillway	Work on behalf of Streetscene Specialist service - Capacity not available internally			5,577.50	
			Civil Design	OVE ARUP & PARTNERS INTERNATIONAL LTD	Trebeddrod Reservoir Spillway Improvements	Work on behalf of Streetscene Specialist service - Capacity not available internally			123,525.48	
			Civil Design	ATKINS LTD	Carmarthen Town Traffic Model - Carmarthen West Modelling	Specialist service - Capacity not available internally			5,229.00	
			Civil Design	ATKINS LTD	Towy Valley Transport Corridor - Further Work	Specialist service - Capacity not available internally			59,418.72	
			Civil Design	ATKINS LTD	A4138 Traffic Studies (M4 - B4297)	Specialist service - Capacity not available internally			7,929.27	
			Civil Design	ATKINS LTD	Wind St/Tirydail Junction, Ammanford	Specialist service - Capacity not available internally			5,965.96	
			Civil Design	ATKINS LTD	Cross Hands ELR Transport Assessment	Specialist service - Capacity not available internally			13,490.00	
			Civil Design	ATKINS LTD	Ammanford Schools Site Selection	Specialist service - Capacity not available internally			9,222.24	
			Civil Design	CAPITA PROPERTY & INFRASTRUCTURE LTD	Laugharne Parking Study	Work on behalf of regeneration. Specialist service - Capacity not available internally			14,667.30	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
			Civil Design	Parsons Brinckerhoff	Cross Hands ESES	Work on Behalf of Regeneration - Externally allocated on their instruction			37,294.29	
			Civil Design	CAPITA PROPERTY & INFRASTRUCTURE LTD	CCC Active Travel Audits	Specialist service - Capacity not available internally			30,591.78	
			Civil Design	CAPITA PROPERTY & INFRASTRUCTURE LTD	Carmarthen Transport Monitoring	Specialist service - Capacity not available internally			26,552.49	
			Civil Design	Parsons Brinckerhoff	Cillefwr Depot Fuel Replacement Tank	Specialist service - Capacity not available internally			1,299.28	
			Civil Design	Parsons Brinckerhoff	Carmarthen West Noise Surveys	Specialist service - Capacity not available internally			3,010.75	
			Civil Design	Parsons Brinckerhoff	Towy Valley Transport Corridor Further Work	Specialist service - Capacity not available internally			24,963.30	
			Civil Design	WSP UK LTD	Towy Valley Transport Corridor Further Work	Specialist service - Capacity not available internally			16,260.06	
			Civil Design	Parsons Brinckerhoff	Solar Farm Feasibility	work on behalf of corporate property. Specialist service - Capacity not available internally			10,309.00	
			Civil Design	ATKINS LTD	Trostre Sites Exec Geotech Summary	Work on behalf of corporate property. Specialist service - Capacity not available internally			8,269.32	
			Civil Design	Parsons Brinckerhoff	Brechfa West Wind Farm CTMP Review	Work on Behalf of Planning Specialist service - Capacity not available internally			3,202.00	
			Civil Design	ATKINS LTD	Five Roads School Transport Assessment	Work on Behalf of property design/Education Specialist service - Capacity not available internally			7,555.10	
			Civil Design	ATKINS LTD	Llandeilo Schools Site Selection	Work on Behalf of property design/Education Specialist service - Capacity not available internally			10,769.00	
			Civil Design	Parsons Brinckerhoff	Mapping of Routes to Carmarthenshire Schools	Specialist service - Capacity not available internally		244,516.54	2,941.00	473,707.85
Environment	Planning & Development	Llinos Quelch	Property & Engineering	JACOBS UK LTD	Input to LDP Process and specialist advice for Brechfa East Wind Farm	Service not provided by highways internally	13,956.99			
			Property & Engineering	ANDREW GOLLAND ASSOCIATES	Specialist advice for Local Development Plan (LDP)	Expertise not available internally	4,600.00			
				DYFED ARCHAEOLOGICAL TRUST LTD	Historic Environment Services	Requirement of WG Specialist knowledge	3,922.00		5,437.00	
			Property & Engineering	NATHANIEL LICHFIELD & PARTNERS	Specialist Retail advice - E/28015	Capacity and expertise not available internally	3,000.00			
				NATHANIEL LICHFIELD & PARTNERS	WE31263/01	Capacity and expertise not available internally			8,320.00	
				NATHANIEL LICHFIELD & PARTNERS	Specialist retail advice (review of retail critique Unit 11, Parc Trostre)	Capacity and expertise not available internally			3,000.00	
				NATHANIEL LICHFIELD & PARTNERS	Specialist retail advice (Llanelli on-street survey)	Capacity and expertise not available internally			3,810.00	
				NATHANIEL LICHFIELD & PARTNERS	Specialist retail advice (Draft Carmarthenshire Retail Study)	Capacity and expertise not available internally			6,170.34	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016		
							Cost	Total per Division	Cost	Total per Division	
Page 68				NATHANIEL LICHFIELD & PARTNERS	Specialist retail advice (Carmarthenshire Retail Study)	Capacity and expertise not available internally			3,760.00		
				NATHANIEL LICHFIELD & PARTNERS	Specialist retail advice (critique of Leekes Cross Hands Retail Assessment)	Capacity and expertise not available internally			3,000.00		
				WEST WALES BIODIVERSITY INFORMATION CENTRE	Screening of weekly planning list, support to LBAP, Biodiversity Data Searches	Specialist knowledge	8,000.00		8,000.00		
				ATKINS LTD	Specialist advice - W/27776 & W/28754	Capacity not available internally	2,487.00				
				GILLESPIES LLP	Review of Wind Turbine Applications	Capacity not available internally - jointly funded	4,000.00				
				PARSONS BRINCKERHOFF	Specialist Technical Advice in support of Brechfa Windfarm application	Noise - Capacity not available internally	1,382.50				
				VALUATION OFFICE AGENCY	Independent report - Cae Ffynnon, Bancyfelin, SA33 5ND	Specialist knowledge			831.19		
				VALUATION OFFICE AGENCY	Community Infrastructure Levy Study	Specialist knowledge			24,250.00		
				TREWORKS (WEST WALES) LTD	Specialist report (feasibility of replanting trees - Clifton Street, Laugharne)	Specialist knowledge			900.00		
									<b>41,348.49</b>		<b>67,478.53</b>
<b>Total Environment</b>									<b>1,700,605.22</b>		<b>1,202,497.45</b>
<b>Education &amp; Children</b>	<b>Governance &amp; Inclusion</b>	<b>Gareth Morgans</b>									
				STEDDY LTD	Providing private occupational therapy services as directed by SEN tribunal	Do not have SLA with OT service for this specialist support	11,218.00		15,032.00		
				R TUNLEY	Directing school show production- <b>ARRANGED BY SCHOOL</b>	specialist service provided	1,200.00				
				Flintshire County Council	Consultancy work on PRU's	External impartial review required of the Pupil Referral Units			514.00		
	<b>Children's Services</b>	<b>Stefan Smith</b>									
				IPC (Institute of Public Care), Oxford Brookes Enterprise Ltd	Independent review	Review of Disability Services for children and families (Part funded by Flying Start Grant £3,550)			9,914.00		
				Baltimore Consulting (Jill Forest)	Independent review	Review of Childcare teams			4,970.00		
				Baltimore Consulting (Jill Forest)	Independent review	Review of MASH and Duty Assessment teams			3,000.00		
				IPC (Institute of Public Care), Oxford Brookes Enterprise Ltd	Independent review	Review of Child in Need and TAF Family Support "Are vulnerable children and families getting the right help at the right time?" Funded from Families First Grant			2,000.00		
								<b>0.00</b>		<b>19,884.00</b>	
<b>Total Education &amp; Children</b>									<b>12,418.00</b>		<b>35,430.00</b>

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
Corporate Services	Corporate Property	Jonathan Fearn								
			Architect	LEWIS PARTNERSHIP	Architecture Services	Specialist advice required to support planning application. Internal expertise not available	43,567.00		16,697.67	
			Planning Consultant	ASBRI PLANNING	Planning Consultancy	Specialist advice required to support planning application. Internal expertise not available	1,918.00			
			Land Surveys and underground mapping of services etc.	CATLING'S LAND SURVEYS	Topographical and underground surveys	Specialist service carrying out surveys and preparing drawings.			1,898.00	
			Estate Agent	LAMBERT SMITH HAMPTON	Estate Agency / Auctioneer	Property Auction - internal expertise not available	1,638.00			
			Drainage Consultant	WATERMAN CIVILS LTD	Flood Risk and drainage advice	Specialist advice required to support planning application. Internal expertise not available	15,327.00		4,950.00	
			Valuation	VALUATION OFFICE	Valuation advice	Independent Valuation required. Not possible to provide in-house	2,701.00			
			Estate Agent	CLEE TOMPKINSON FRANCIS	Estate Agents	External Marketing required for surplus property	3,235.00		1,595.00	
			Energy Performance Assessor	WARMLEIGH ENERGY SERVICES	Energy Performance Certificates	Statutory requirement prior to letting or disposing of property. Internal expertise not available	2,076.00		550.00	
			Architect	DAVIES RICHARDS DESIGN	Architecture and Planning Advice	Planning and architectural advice. Internal expertise not available	2,700.00			
			Energy Performance Assessor	ENERGIZE WALES	Energy Performance Certificates	Statutory requirement prior to letting or disposing of property. Internal expertise not available	585.00		560.00	
			Architect and Planning Consultant	JCR PLANNING	Architecture and Planning Advice	Specialist advice required to support planning application. Internal expertise not available	1,845.00			
			Commercial Property Consultant	REES RICHARDS & PARTNERS	Valuation of CCC Fishing Rights	Expert assistance necessary for an infrequent and specialist task. Internal expertise not available	1,200.00			
			Ecologists	SOLTYS BREWSTER	Ecology Consultants	Specialist advice required to support planning application. Internal expertise not available	1,980.00			
			Transport Planners	ACSTRO	Transport Planning Consultant	Specialist advice required to support planning application. Internal expertise not available	1,176.00			
			Planning Consultant	SAVILLS	Planning Consultancy	Specialist advice required to support planning application. Internal expertise not available			10,073.09	

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
			Ecological Assessment	PRYCE CONSULTANT ECOLOGISTS	Ecological Assessment	Specialist advice required to support planning application. Internal expertise not available			6,894.00	
			Tree Surveyor	DAVID RICE FORESTRY	Tree Survey	Specialist advice required to support planning application. Internal expertise not available	400.00			
			Estate Agent	JOHN FRANCIS	Estate Agents	External Marketing required for surplus property			5,416.00	
			Signage	SMS SIGN ERECTORS	Signage				570.00	
			Land Surveyor	DLG SURVEYS	Topographical Survey	Specialist advice required to support planning application. Internal expertise not available	450.00	<b>80,798.00</b>		<b>49,203.76</b>
	Financial Services	Owen Bowen	Treasury Management Services	CAPITA ASSET SERVICES	Financial	Expert assistance and advice on Interest Rate Forecasting, TM Portfolio Structure and Volatility, Borrowing, Debt Restructuring, Investment Policy. Provision of Training and Seminars and a Help-line Facility	18,400.00		18,400.00	
			Tax/National Insurance/VAT	Baker Tilly Business Services Ltd	Financial	Acquisition of specialist knowledge and advice to ensure compliance with HMRC regulations. Ensure the financial integrity of the Council pertaining to matters of tax, NI and VAT./ Resolve alleged overpayment of taxes emanating from 1996/7 onwards.	5,895.00	<b>24,295.00</b>	5,895.00	<b>24,295.00</b>
	Audit, Procurement & ICT	Phil Sexton	Risk & Insurance Broker	Marsh UK	Insurance Broker / Risk Advice	Access to the Insurance Market	24,200.00	<b>24,200.00</b>	23,726.00	<b>23,726.00</b>
	ICT	Noelwyn Daniel	ICT Industry	Softcat Ltd	An independent Oracle License Audit to mitigate risk of financial penalty and support the submission for psn compliance.	External view required as expertise is not available in-house due to the transient nature of licensing models.	4,990.00			
			ICT Industry	Intercept Ltd	To design and configure the implementation of a Proof of Concept of XenApp 7.6	XenApp 7.6 is new to the authority and provides mobile access to various systems. Expertise required from an industry expert to support the installation.	2,000.00	<b>6,990.00</b>		<b>0.00</b>
<b>Total Corporate Services</b>								<b>136,283.00</b>		<b>97,224.76</b>

Department	Division	Head Of Service	Type of Consultant	Consultant/Consultancy Name	Nature of Service Provided	Why Consultant was used	2014 - 2015		2015 - 2016	
							Cost	Total per Division	Cost	Total per Division
Communities	Housing and PP	Robin Staines	Housing	Andy Gale	Training and Support	Welsh Government introduced New Legislation. It provided funding to support its introduction.	5,000.00			
			Housing	Opinion Research Services	G&T Accommodation Assessment	Welsh Government Introduced New Legislation. No one in house had the relevant expertise to carry out the assessment	11,075.00			
			Housing	CGC Consultants	Review of Tenant Participation in Carmarthenshire	Specialist in Welsh Housing practices on TP		16,075.00	5,000.00	5,000.00
	Leisure	Ian Jones	Marine Engineering	CEDM Ltd	Specialist Coastal Defence consultant oversees dredging contract at BP Harbour	Monitors Marine environment at BP Harbour and assists with Annual access channel mechanical dredging tender process	3,820.00		4,788.00	
			Legal / Specialist / financial	RPT Consulting	Options appraisal for future management of Leisure Services, with potential trust procurement / set up support (Part B £25,700)	Specialist external advice on a potentially new delivery model for whole service area (£5k options; £6.8k Part A; £25,700 Part B)	32,500.00	36,320.00		4,788.00
SCH&H	OP&PD (at time of commissioning)	Sheila Porter (at time of commissioning)	Management	Care and Health Solutions	Strategic support in relation to service redesign and transformation of services	To provide expert knowledge in researching and evaluating the future managerial and delivery options for in house services. Expertise in evaluation of all options not available internally.	25,800.00		36,621.00	
		Robin Staines	Management	Project Development Workshop Ltd (PDW).	Housing and development consultancy in relation to service redesign and transformation of services	To provide expert support and specialist knowledge in the development of accommodation models for older persons . Expertise in evaluation of all options not available internally.	29,125.00	54,925.00		36,621.00
<b>Total Communities</b>								<b>107,320.00</b>		<b>46,409.00</b>
<b>Whole Authority Total</b>								<b>2,232,314.02</b>		<b>1,481,643.47</b>

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Barristers Chambers/ Solicitors	Nature of Service Provided	Why Consultant was Used?	2014-2015		2015-2016	
			Cost	Total Per Barristers/ Solicitors	Cost	Total Per Barristers/ Solicitors
11 King's Bench Walk	Advice of deprivation of liberty	Matters beyond expertise of in house lawyers	£2,286			
11 King's Bench Walk	Education Matter - Written advice	Nature of the matter required advice from specialist counsel			£900	
				<b>£2,286.00</b>		<b>£900.00</b>
12 College Place	Advice on highways law	Complex matter requiring specialist advice	£1,815			
12 College Place	Highways Case - Written advice	Nature of the case required input from specialist counsel			£810	
				<b>£1,815.00</b>		<b>£810.00</b>
30 Park Place, Cardiff	Advice on provision of services	Complex case requiring specialist input	£120			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£180			
30 Park Place, Cardiff	Advising on adoption law	Continuation of previous instructions	£210			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£230			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£280			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£306			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£330			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£330			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£357			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£360			
30 Park Place, Cardiff	Advice on best interests decisions	Complex case requiring specialist input	£360			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£390			
30 Park Place, Cardiff	Advice on a CICA claim	Complex case requiring specialist input	£396			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£480			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£486			
30 Park Place, Cardiff	Drafting documents	Complex case requiring specialist input	£522			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£540			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£540			
30 Park Place, Cardiff	Drafting and Court Attendance	Complex case requiring specialist input	£540			
30 Park Place, Cardiff	Drafting and court attendance	No in-house lawyer available to attend court	£540			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£540			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£600			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£612			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£663			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£665			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£689			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£714			
30 Park Place, Cardiff	Drafting documents	Complex case requiring specialist input	£792			
30 Park Place, Cardiff	Advice on restricting contact	Complex case requiring specialist input	£792			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£840			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£930			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£980			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£1,050			
30 Park Place, Cardiff	Providing specialist advice	Continuation of previous Instructions	£1,200			
30 Park Place, Cardiff	Advising on adoption law	Continuation of previous instructions	£1,215			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£1,377			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£1,410			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£1,742			
30 Park Place, Cardiff	Advice on a CICA claim	Complex case requiring specialist input	£1,836			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£1,860			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£2,048			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£2,050			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£2,129			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£2,130			
30 Park Place, Cardiff	Drafting and court attendance	No in-house lawyer available to attend court	£2,289			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£3,522			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£3,642			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£3,690			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£4,330			
30 Park Place, Cardiff	Drafting and court attendance	Continuation of previous instructions	£4,819			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£5,963			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£6,467			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£9,769			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£11,670			
30 Park Place, Cardiff	Drafting and court attendance	Complex case requiring specialist input	£14,227			





External Legal Advice

Barristers Chambers/ Solicitors	Nature of Service Provided	Why Consultant was Used?	Cost	Total Per Barristers/ Solicitors	Cost	Total Per Barristers/ Solicitors
Page 676 King's Chambers	Highways Issue - Written advice	Specialist counsel's advice required			£1,200	
King's Chambers	Highways Issue - Written advice	Specialist counsel's advice required			£2,250	
						<b>£3,450.00</b>
Apex Chambers	Attendance at Court	Continuation of previous instructions	£660			
Apex Chambers	Attendance at Crown Court	In house team lacked rights of audience	£1,100			
Apex Chambers	Advice & court attendance	Complex matter requiring specialist advice	£4,380			
Apex Chambers	Prosecution - Representation at Crown Court	Nature of the case required input from specialist counsel			£6,090	
				<b>£6,140.00</b>		<b>£6,090.00</b>
Cornerstone Chambers	Advice on a CPO	Continuation of previous instructions	£1,320			
Cornerstone Chambers	Judicial Review Proceedings - Advice and drafting of documents	Nature of the matter required advice from specialist counsel			£10,920	
Cornerstone Chambers	Judicial Review Proceedings - Advice, drafting and advocacy	Nature of the case required input from specialist counsel			£15,242	
Cornerstone Chambers	Judicial Review Proceedings - Advice, drafting and advocacy	Nature of the case required input from specialist counsel			£10,980	
				<b>£1,320.00</b>		<b>£37,142.00</b>
Geldards LLP	Advice on procurement law	Complex matter requiring specialist advice	£16,605			
Geldards LLP	Procurement Matter - Written advice	Specialist advice on complex procurement exercise			£4,400	
				<b>£16,605.24</b>		<b>£4,400.00</b>
Hugh James solicitors	Advice on State Aid issues	Complex matter requiring specialist advice	£1,200			
				<b>£1,200.00</b>		<b>£0.00</b>
Iscoed Chambers	Representation at trial	No in-house lawyer available to attend court	£360			
Iscoed Chambers	Advice on Housing Benefit appeal	Specialist Housing Benefit advice needed	£372			
Iscoed Chambers	Attendance at Crown Court	In house team lacked rights of audience	£570			
Iscoed Chambers	Representation at trial	Specialist advocacy needed	£600			
Iscoed Chambers	Advice on residential care fees	Matters beyond expertise of in-house team	£720			
Iscoed Chambers	Advice on Housing/Human Rights	Specialist advice required on complex case	£1,431			
Iscoed Chambers	Advice on possible prosecution	Specialist planning advice required	£3,000			
Iscoed Chambers	Possession Proceedings - Advice and drafting of legal documents	Specialist advice required in relation to dealing with Travellers			£1,272	
Iscoed Chambers	Housing Law Issues - Advice and drafting of legal documents	Specialist advice required in relation to dealing with Travellers			£360	
Iscoed Chambers	Planning Law Issues - Telephone advice provided	Advice on planning matter			£720	
Iscoed Chambers	Employment Law Case - Advice and representation at tribunal hearing	Defending EAT claim			£19,818	
				<b>£7,053.00</b>		<b>£22,170.00</b>
Kearns	Cheapest option	Personal service of court papers in Yorkshire	£72			
				<b>£72.00</b>		<b>£0.00</b>
Slater & Gordon	Advice on defending defamation claim	Continuation of previous instructions	£3,208			
				<b>£3,208.00</b>		<b>£0.00</b>
Dolmans	Draft MOU RLP governance, Services procured through legal framework	Economic Development - Legal expertise, Services procured through legal framework. This cost is externally funded	£893			
				<b>£892.50</b>		<b>£0.00</b>
St John Chambers	Pendine Museum of Speed	Economic Development -Legal expertise, Services procured through legal framework	£2,000			
				<b>£2,000.00</b>		<b>£0.00</b>
Portal Chambers	Planning law issues - Written advice and drafting of documents	Complex Planning case requiring specialist advice			£1,800	
						<b>£1,800.00</b>
Civitas Chambers	Employment Case - Advice and Advocacy	Defending ET Claim/Appeal			£5,772	
Civitas Chambers	Employment Case - Written advice provided	Specialist advice required on TUPE			£630	
						<b>£6,402.00</b>
Derwent Chambers	Dog Control Orders - Written advice	Specialist counsel's advice required			£2,100	
						<b>£2,100.00</b>
New Square Chambers	Housing Issue - Written advice	Specialist counsel's advice required			£864	
						<b>£864.00</b>

External Legal Advice

Barristers Chambers/ Solicitors	Nature of Service Provided	Why Consultant was Used?	Cost	Total Per Barristers/ Solicitors	Cost	Total Per Barristers/ Solicitors
Landmark Chambers	Judicial Review Proceedings - Written advice and drafting of documents	Nature of the case required input from specialist counsel			£1,500	
						<b>£1,500.00</b>
Garden Court Chambers	Housing Benefit Appeal - Written advice	Complex case requiring specialist advice from counsel			£1,260	
						<b>£1,260.00</b>
Powys County Council	Asset Transfers - Legal work relating to Community Asset Transfer Programme	Lack of resources			£4,953	
						<b>£4,953.00</b>
<b>Total</b>					<b>£153,048.39</b>	<b>£238,113.88</b>

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## POLICY & RESOURCES SCRUTINY COMMITTEE 30<sup>th</sup> NOVEMBER 2016

### HALF-YEARLY COMPLAINTS AND COMPLIMENTS REPORT – 1<sup>ST</sup> APRIL TO 30<sup>TH</sup> SEPTEMBER 2016

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

- That the Committee scrutinises the half-yearly position in relation to complaints and compliments for the 2016/17 financial year.

#### Reasons:

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

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

#### Executive Board Member Portfolio Holders:

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

<p><b>Directorate:</b> Chief Executive's</p> <p><b>Name of Head of Service:</b> Wendy Walters</p> <p><b>Report Author:</b> John Tillman</p>	<p><b>Designations:</b></p> <p>Assistant Chief Executive (Regeneration &amp; Policy)</p> <p>Information &amp; Data Protection Officer</p>	<p><b>Tel Nos./ E-Mail Addresses:</b></p> <p>01267 224112 <a href="mailto:wswalters@carmarthenshire.gov.uk">wswalters@carmarthenshire.gov.uk</a></p> <p>01267 224127 <a href="mailto:jwtillman@carmarthenshire.gov.uk">jwtillman@carmarthenshire.gov.uk</a></p>
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# EXECUTIVE SUMMARY

## POLICY & RESOURCES SCRUTINY COMMITTEE

### 30<sup>th</sup> NOVEMBER 2016

## HALF-YEARLY COMPLAINTS AND COMPLIMENTS REPORT – 1<sup>ST</sup> APRIL TO 30<sup>TH</sup> SEPTEMBER 2016

This report provides members with statistics and analysis on complaints, compliments and enquiries received and dealt with during Quarters 1 and 2 of the 2016/17 financial year.

The following sections of the report are specifically relevant for the members of the Policy & Resources Scrutiny Committee:

Section 9.1 – Chief Executive's

Section 9.3 – Corporate Services

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
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### IMPLICATIONS

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

**Signed: Wendy Walters**

**Assistant Chief Executive (Regeneration & Policy)**

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

### CONSULTATIONS

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

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

**1. Local Member(s) – N/A**

**2. Community / Town Council – N/A**

**3. Relevant Partners – N/A**

**4. Staff Side Representatives and other Organisations – N/A**

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

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

**THESE ARE DETAILED BELOW:**

<b>Title of Document</b>	File Ref No. / Locations that the papers are available for public inspection
<b>Information@work complaints data</b>	Not applicable.





**Complaints and Compliments Report  
Half Year  
April - September  
2016/17**

**Anthony Maynard  
Communities & Safeguarding Manager**

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## Scrutiny Guidance Note

<b>Committee</b>	<b>Please refer to these sections of the report specifically:</b>
Community	<b>9.4</b> Leisure Housing <b>9.5</b> Planning Property Services
Environment & Public Protection	<b>9.4</b> Public Protection <b>9.5</b>
Social Care & Health	<b>9.4</b> Adult Safeguarding & Improvement Primary, Community & Social Care Mental Health & Learning Disabilities
Education & Children's Services	<b>9.2</b>
Policy & Resources	<b>9.1</b> <b>9.3</b>

## 1. Principles

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

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

## 2. Definition

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

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

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

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

### 3. Complaints investigated and responded to between April 2016 – September 2016

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		
Chief Executives	7	7 100%	0 0%	0	0 0%	0 0%		
Education & Children's Services (excluding Statutory Complaints)	18	9 50%	9 50%	3	1 33%	2 66%		
Corporate Services	15	15 100%	0 0%	0	0 0%	0 0%		
Community Services (excluding Statutory Complaints)	52	34 86%	18 35%	6	5 83%	1 17%		
Environment	167	98 59%	69 41%	4	0 0%	4 100%		
Cross Departmental Issues	2	1 50%	1 50%	1	0 0%	1 100%		
Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities <sup>5</sup>	19	4 21%	15 79%	1	0 0%	1 100%		
<b>TOTAL</b>	<b>280</b>	<b>168 60%</b>	<b>112 40%</b>	<b>15</b>	<b>6 40%</b>	<b>9 60%</b>		

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

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

<sup>5</sup> These are any complaints logged which fall under the Statutory Social Services Complaints Procedure

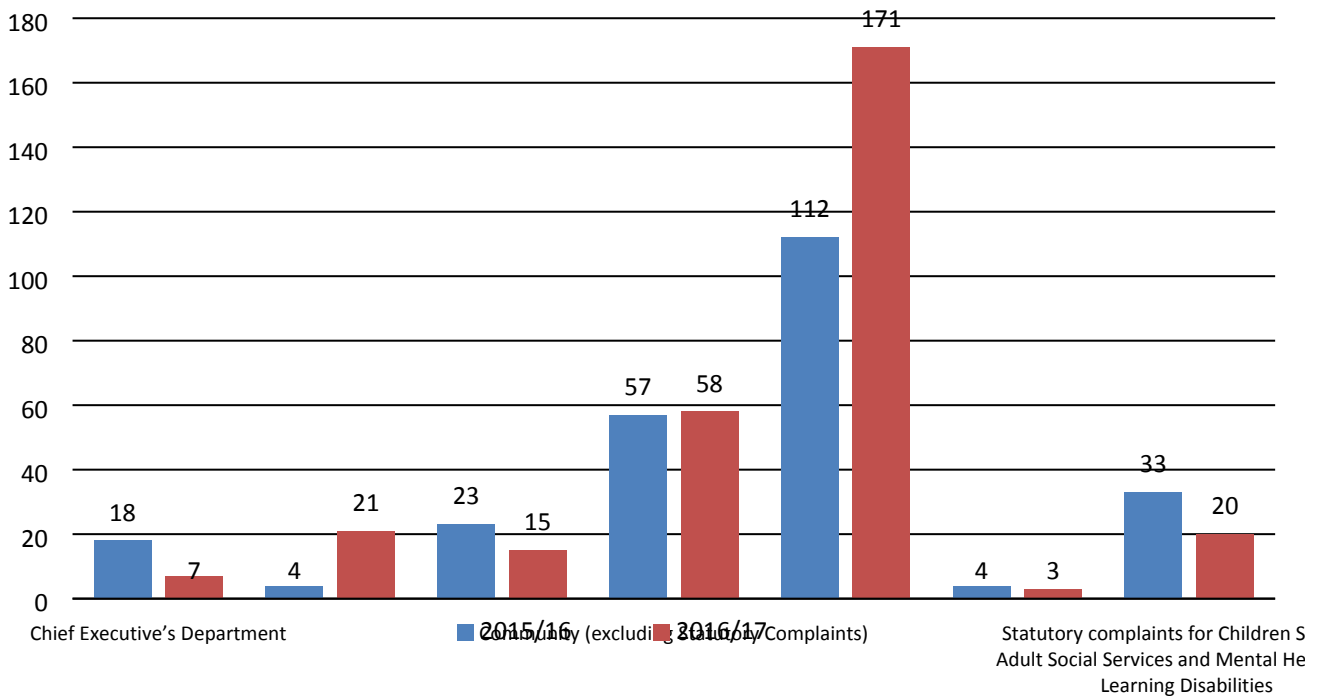
#### 4. Summary of complaints

- The Authority investigated and responded to 295 complaints during the first half of 2016/17, compared to 251 during the same period for 2015/16.
- Overall, 59% of cases received a response within the allocated time period, compared to 66% for the same period last year.

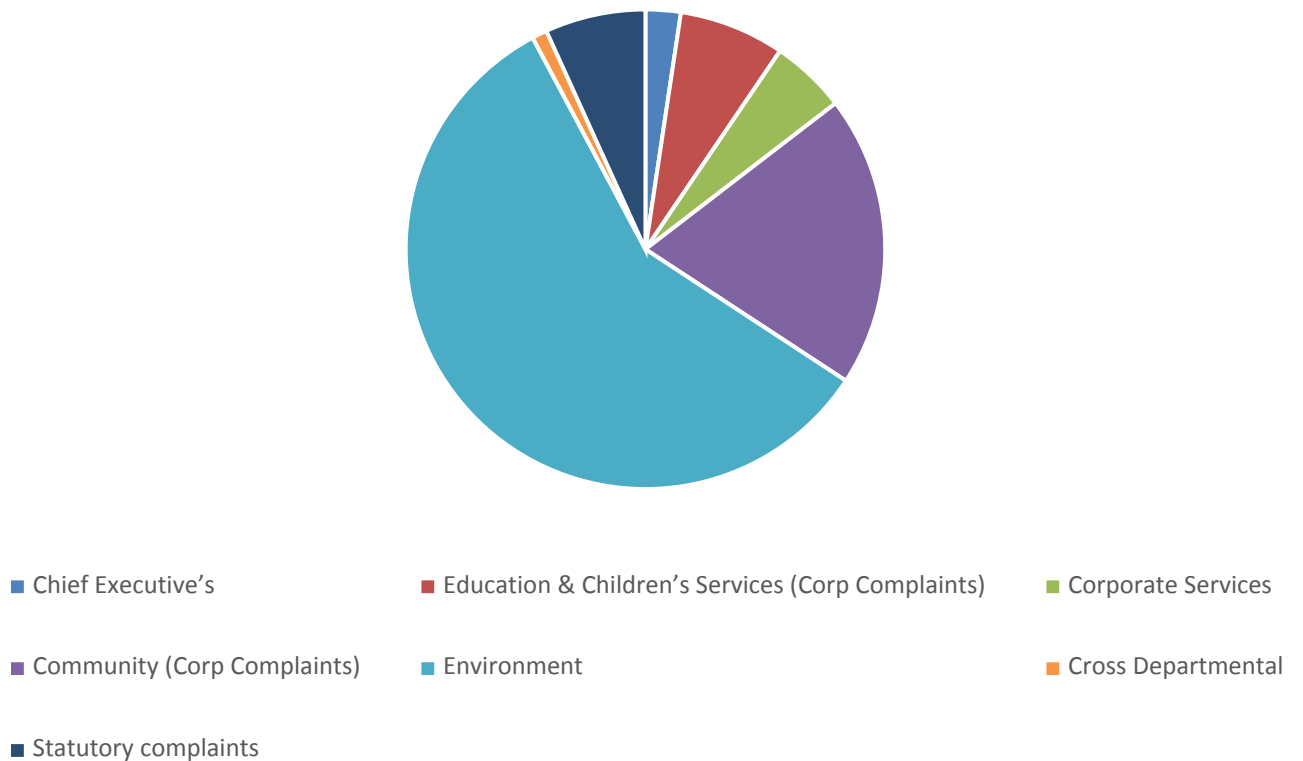
<b>Department</b>	<b>Total No. of complaints received</b>
Chief Executive's Department	7
Education & Children's Services (excl Statutory Complaints)	21
Corporate Services	15
Community Services (excluding Statutory Complaints)	58
Environment	171
Cross Departmental	3
Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities	20
<b>Total</b>	<b>295</b>

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

### Number of Complaints investigated & responded to during Q1 & Q2 2016/17 compared to 2015/16



### Complaints by Department 2016/17



## 5. Redirected Communication

The Complaints Team also addressed a further **308** “Redirects” – enquiries and requests for assistance which offered the team the opportunity to try and rectify difficulties before complaints arise. This figure would also include any dissatisfaction received regarding properly made Policy decisions which would not be addressed by the formal Complaints Policy.

<b>Department</b>	<b>Total No of Redirected communication received</b>
Chief Executive’s Department	16
Education & Children’s Services	19
Corporate Services	10
Community Services	90
Environment	156
Cross Departmental	13
External Providers	4
<b>Total</b>	<b>308</b>



## 6. Complaints with any equalities or Welsh language issues

During the first half of 2016/17 we received five complaints which involved specific Welsh language issues (Education & Children's Services 1, Communities 2, and Environment 2)

We did not receive any complaints which specifically concerned Equalities issues during Quarters 1 and 2 of 2016/17

## 7. Complaints determined by the Ombudsman

	Concluded by Ombudsman 2016-17 (quarters 1 and 2)	Settled	Ombudsman conclusion				
			Not upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Chief Executives	0	0	0	0	0	0	0
Education & Children's Services	1	0	0	0	1	0	0
Resources	0	0	0	0	0	0	0
Community Services	6	0	0	1	1	4	0
Environment	10	2	0	2	4	2	0
Cross Departmental Issues	1	0	0	0	0	1	0
<b>Total</b>	<b>18</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>0</b>

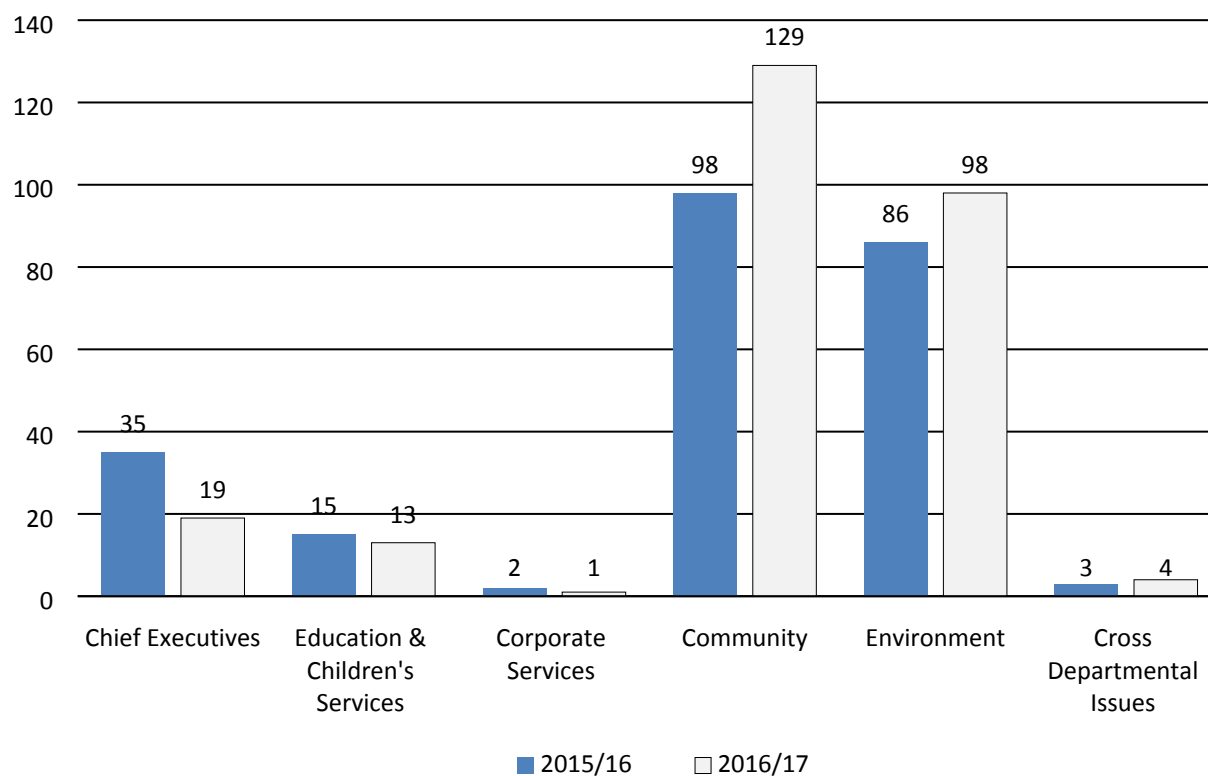
## 8. All Departments Compliments

Service	No. of compliments received
Chief Executives	19
Education & Children's Services	13
Corporate Services	1
Community Services	129
Environment	98
Cross Departmental Issues	4
<b>Total</b>	<b>264</b>

- The Authority received 264 compliments during the first half of 2016/17, compared to 239 for the same period in 2015/16.

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

### Number of compliments received during Q1 & Q2 2016/17 compared to 2015/16



## 9. Departmental Complaint & Compliment Analysis

### 9.1 Chief Executives

Complaints	Regeneration and Policy		People Management and Performance		Administration and Law		IT	
Stage 1 Complaints Investigated	6		0		1		0	
Upheld	4	67%	0	0%	0	0%	0	0%
Partially Upheld	2	33%	0	0%	1	100%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%
Stage 2 Complaints investigated	0		0		0		0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	0	0%	0	0%	0	0%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%

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

Registrars received one complaint that was upheld, it related to a delay in acknowledging and addressing a request for a death certificate for family history purposes.

A complaint was partially upheld for the Administration and Law section. It was acknowledged that a conversation could have been handled more effectively.

Customer Services apologised to a complainant who felt customer care was lacking. They were reassured that staff receive ongoing training on such matters. One complaint was upheld regarding the advice given surrounding a Council Tax enquiry. The Council Tax team advised that they would review the case and offer any additional guidance / training that may be required to their Customer Service Centre colleagues.

One complaint regarding the Contact Centre was upheld. An apology was given after the agent misinformed the caller regarding the details of an imminent visit from a Building Inspector. A new appointment was arranged for the tenant as soon as possible. One complaint regarding the Contact Centre was partially upheld. The complainant felt that the call handler was not as helpful as they could have been.

Compliments	Regeneration and Policy	IT
Compliments received	18	1

#### Analysis of the trends:

- Registrars received four compliments about the way in which they conducted wedding ceremonies *"...you made the ceremony so special...you made everything so personal", "what an absolute pleasure it was to have you there... You really did make the most important part of our day very, very special"*
- The *"excellent work"* of the Electoral Services Manager and her team was commented upon by a candidate

*“Always well briefed, courteous & professional... The process was conducted very efficiently”*

- The Complaints Team were thanked for assistance given to members of the public *“Thanks for your time, I really appreciated you looking into this for me”, Thank you so much. That is very helpful”*
- The Communications Team were complimented for work carried out on the Discover Carmarthenshire Website *“congratulate your department on changing the system for the better”*
- Compliments were received in relation to the manner of the staff working in the Customer Service Centres. *“very professional, compassionate & helpful in dealing with my enquiry, excellent service”, I felt that she gave me the time to deal with the query properly instead of fobbing me off”*
- Contact Centre staff were also complimented on the way they addressed matters for the public. *“Excellent Customer Service”, “prompt action by Contact Centre agent”*
- IT received a compliment for the support they provided during the election process *“Give them a pat on the back for their efforts before and during the Election process”*

## 9.2 Education and Children Services including Statutory Complaints Procedure (Covering Children Services)

	Children Services		Governance & Inclusion		Strategic Development		School Modernisation	
<b>Stage 1 Complaints Investigated</b>	11		8		2			
Upheld	1	9%	3	37%				
Partially Upheld	3	27%			1	50%		
Not Upheld	7	64%	5	63%	1	50%		
<b>Stage 2 Complaints Investigated</b>	2		1				1	
Upheld								
Partially Upheld			1	100%			1	100%
Not Upheld	2	100%						

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

- There has been an increase in complaints for Education & Children Services in comparison to the same period last year, up from the previous 9 complaints to this year's half year total of 25.
- 13 Children Services complaints are recorded, an increase from last year's 5.
- Education Services complaints have increased to 10 complaints, from a total of 3 for the equivalent period last year.
- Strategic Development received an additional one complaint, from last year's single complaint.
- Included in the Children's Services complaints were 2 Stage 2 Investigations, looked at by an officer independent from the Authority. Both were found to be not upheld. Of the 11 Stage 1 complaints, only 1 was found to be upheld. Concerns were raised by parents as to a report produced by a social worker. 7 were not upheld, and the remaining 3 were recorded as partially upheld.
- There were 2 Stage 2 complaints recorded for Education Services. One recorded against the Additional Learning Needs team as to the delivery of a child's statement for school. Elements of the complaint were partially upheld. The other stage 2 was recorded against the School Modernisation team. Issue's surrounding security lights. Again elements were partially upheld. 5 of the remaining Stage 1 complaints were not upheld.
- Of the two Strategic Development Stage 1 complaints, one was partially upheld and the other recorded as not upheld.

Compliments	Children Services	Improvements & Skills	Strategic Development	Governance & Inclusion
Compliments received	8	1	3	1

### Analysis of the trends

- There has not been any significant difference in the numbers of compliments received. This half year's total of 13 is slightly down on 15, for the same period last year.
- Compliments for Children Services related to the following areas :
  - Children in Need & Looked after Children – *'I'm thankful for your understanding, kindness, patience & love for your work. Keep making a difference'*.
  - Children with Disabilities – *'You have been my rock in my darkest hour. With your dedication & right intervention she has strived....'*
  - Children with Disabilities – *'Thank you for everything you have done for our family'*
  - Support Services (Family, Childcare, Play) – *'..staff show this commitment to others irrespective of age or gender. It's a great example.'* Relates to a Llys Caradog Residential Childcare Officer.
- Compliments for Education related to the following:
  - Governance and Inclusion – *'Thank you for preparing pupil data for us, this will save us a lot of time'*
  - Improvement and Skills – *'I cannot thank you enough for your support'*

### 9.3 Corporate Services

Complaints	Financial Services		Audit and Risk Management	
<b>Stage 1 Complaints Investigated</b>	15		0	
Upheld	3	20%	0	0%
Partially Upheld	1	7%	0	0%
Not Upheld	11	73%	0	0%
<b>Stage 2 Complaints Investigated</b>	0			
Upheld	0	0%	0	0%
Partially Upheld	0	0%	0	0%
Not Upheld	0	0%	0	0%
<b>Analysis of the nature of complaints and the trends</b>				
<ul style="list-style-type: none"> <li>15 complaints were received for Financial Services.</li> </ul> <p>Five complaints related to Council Tax. One complaint, relating to a delay in processing a Council Tax refund, was upheld. An apology was provided. It was a busy time of year, which meant payment took longer than usual. A second complaint was partially upheld. This complaint related to recovery action continuing for a payment which had been partially made.</p> <p>Ten complaints were received regarding Benefits, 2 of which were upheld. Two complaints related to incorrect documents being sent out. Apologies were provided and improvements are being made to processes to ensure it doesn't happen again.</p>				
<b>Compliments</b>	<b>Financial Services</b>			
Compliments received per division	1			
<b>Analysis of the trends:</b>				
<ul style="list-style-type: none"> <li><i>"Having good people working for you is a tremendous support - I'd class her as one of the best!"</i> – praise given to Financial Services for the support provided when setting up Shop Mobility</li> </ul>				

## 9.4 Community Services Department including Statutory Complaints Procedure (Covering Adult Social Care, MHL D)

Complaints	Cross Divisional		Primary, Community & Social Care		Mental Health & Learning Disabilities		Public Protection		Housing		Leisure	
Stage 1 Complaints Investigated	1		20		4		1		21		21	
Upheld	0	0%	3	15%	2	50%	0	0%	4	19%	9	43%
Partially Upheld	0	0%	12	60%	0	0%	1	100%	5	24%	5	24%
Not Upheld	1	100%	5	25%	2	50%	0	0%	12	57%	7	33%
Stage 2 Complaints investigated	0		0		0		1		3		2	
Upheld	0	0%	0	0%	0	0%	1	100%	0	0%	1	50%
Partially Upheld	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%	2	66%	1	50%

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

#### Primary, Community and Social Care

Three complaints were upheld. An apology was given regarding an assessment for Direct Payments. There had been a delay in updating the client and a report had detailed her name incorrectly. A reassessment was offered to ensure all details were correct. Concerns were raised by a mother regarding assistance to care for her children. She was thanked for highlighting where planning and dialogue between Adults and Children's Services could be strengthened. A complaint against Careline was also upheld. It related to difficulty getting through on a Saturday to report flooding. An apology was given, as well as assurances that staffing levels would be reviewed, where possible, as times of inclement weather.

Twelve complaints were partially upheld. Concerns included the availability of respite care, a delay in carrying out an assessment, the a delay in addressing a Blue Badge application, being unhappy with way care was provided in a care home, the level of support provided to assist with the hospital discharge process, outstanding queries regarding financial assessments, level of communication between Social Worker and client's family and poor time keeping from carers.

#### Mental Health and Learning Disabilities

The two complaints that were upheld related to the Transition Team. The firsts concerned general contact and advice given by the team. An apology was given and issues around communication were acknowledged. The second complaint raised concerns with a telephone conversation with a Social Worker. An apology was provided and concerns were discussed with those involved.

#### Public Protection

The partially upheld complaint related to waste which had been left in a rear lane. Unfortunately, there appeared to have been a failure for information to be passed internally in order that the matter could be addressed. The Stage 2 complaint that was upheld concerned a privately owned septic tank. It was acknowledged that, with hindsight, the matter could have been dealt with differently, which may



have brought the matter to a conclusion more swiftly.

### Housing

There were three complaints recorded at Stage 2. Of these, one was partially upheld, due to a delay in communication between the department and the complainant. The remaining two were both found to be not upheld.

21 Complaints were recorded at Stage 1, with only 4 found to be upheld. Communication issues between relevant teams and tenants, and the lack of bilingual signage at a sheltered housing were the concerns raised. 12 complaints were recorded as not upheld.

The remaining 5 complaints all had elements which led to each being recorded as partially upheld. These ranged from a delay with a bond payment to varying communication issues.

### Leisure

Two Stage 2 complaints were received, both in relation to Pembrey Country Park. A concern as to the booking procedures for the onsite camping facilities was upheld. The additional complaint was not upheld.

9 of the remaining 21 Stage 1 complaints were recorded as upheld. They ranged from difficulties at a Leisure centre while booking the gym, refreshment facilities at Pembrey Country Park, and an error in legislation, quoted by the Countryside Access team. It has now been corrected and the legal position has been clarified. 5 complaints were recorded as partially upheld, with the remaining 7 all not upheld.

Compliments	Primary, Community & Social Care	Mental Health & Learning Disabilities	Cross Divisional	Public Protection	Housing	Leisure
Compliments received	37	6	1	5	23	57

### Analysis of the trends

#### Primary, Community and Social Care

*"Thank you for all the care, attention, help and encouragement... you built up my confidence...thanks for your patience and support"* – convalescence beds

*"superb service... thanks for supplying the form so quickly, checking the progress and confirming the application was successful"* – Blue Badge team

*"Carers were outstanding - excellent and he is sincerely grateful to them"* – Internal Carers

*"It has been a difficult case. You have been very professional"* – Social Work Team

*"My Uncle was very pleased with the care team that you arranged to come in to help him"* – Social Work Team

Thanks were received for the recent help provided by Careline when a lady fell. She appreciated how quickly help was arranged.

#### Mental Health & Learning Disabilities

*"Please compliment the Staff at Llys Arthur...for the Care and diligence in support"*

*"He has helped me so much...kind, supportive & very understanding. Thanks for all that you do"* – Substance Misuse team

*"Thanks you for all your help, compassion & professionalism over the past months"* - Substance Misuse team

### **Cross Divisional**

*"It serves as a wonderful model of how life should be. Never been to a place so well thought out!" - Coleshill Centre Very Well Designed For Disabled*

### **Public Protection**

*"The report is well-structured, comprehensive & an example of best practice" – Welsh Government feedback on Local Air Quality Management Progress Report*

*"I am very grateful for your intervention" – assistance provided with noise pollution matter*

### **Housing**

*'Just wanted to thank you for your help in the beginning and for getting Gwalia Care to contact me' – Housing Officer*

*'Over the moon that we have helped with prevention fund and am grateful for all the Council's help' – Housing Options*

*'I felt you have treated me fairly, with kindness and respect' - Housing Options*

*'Many thanks to you and the team for acting so swiftly to help re-house the family' – Housing Options*

*'Her attitude and pro-active work ethos was fantastic – Homelessness Officer's support to a prison leaver.*

### **Leisure**

*Great customer service, helpful staff, excellent facilities and lovely coffee'- Llanelli Leisure Centre*

*'Thank you for your support leading up to the event, and the day itself' – Mini Olympic Event*

*'What a wonderful day we had in Wales, one of the highlights of our 3 week tour' – South African touring party's visit to Laugharne, and the Boathouse.*

*'Excellent to deal with you and your professionalism, and friendly approach' – Pembrey Country Park*

*'Many thanks. I can see it's been done today, excellent work' – Rights of Way Team*

*'I would like to express our appreciation of the help we received from Carmarthen Museum'*

## 9.5 Environment

Complaints	Planning		Street Scene		Property Services		Transport & Engineering	
<b>Stage 1 Complaints Investigated</b>	9		110		32		16	
Upheld			53	48%	20	62%	5	31%
Partially Upheld	6	66%	24	22%	6	19%	2	13%
Not Upheld	3	33%	33	30%	6	19%	9	56%
<b>Stage 2 Complaints Investigated</b>	2		1				1	
Upheld								
Partially Upheld	1	50%					1	100%
Not Upheld	1	50%	1	100%				

### Analysis of the trends

- **Overview**

Overall there has been a significant increase in complaints received for the department, compared to the same period last year, 171 complaints this half year, compared to 104 a year ago. Street Scene complaints have increase significantly to 111 (65 last year), with Property Services also increasing considerably to 32, from last years' 12. Planning complaints have decreased slightly from 15 this time last year, to 11. There remains a handful of Planning complaints nearing completion, which do overlap the cut-off date for this report.

- **Planning**

Both completed Stage 2 complaints were recorded as not upheld. One related to a residents concerns as to the way an Enforcement case had been handled; it included the advice they were given. The other Stage 2 concern was addressed by the Head of Legal Services.

'*Handling of correspondence*' and '*communication issues*' are highlighted within 5 of the 6 partially upheld complaints. The 3 remaining complaints, one of which concerned the Carmarthenshire LDP, were found to be not upheld.

- **Street Scene - Highways**

The Highways department received a total of 9 complaints, all recorded at stage 1. This figure has fallen from the 20 received during the equivalent period last year.

Two were upheld, one of which concerned the time taken to complete the maintenance of a road, and the inadequate signage which initially was in place. Two were partially upheld, with the remaining 5 recorded as not upheld.

- **Street Scene - Refuse, Recycling & Cleansing**

95 complaints were recorded for the department. 49 were upheld, 21 partially upheld with the remaining 25 recorded as not upheld.

The issues raised addressed various subjects such as the poor quality of garden waste sacks, litter being left behind after the refuse collections and damage caused to green food waste bins. There were a handful of complaints where collections were made early, therefore not abiding to advertised Bank Holiday collection days. The behaviour of individual crew members has also been highlighted in residents' complaints.

- **Street Scene – Remaining Complaints**

There were 6 other Stage 1 complaints. Issues highlighted covered a delay surrounding the removal of an abandoned vehicle and the cleanliness of public toilets. 2 of the 6 were recorded as upheld. Street Scene's only Stage 2 complaint was recorded as not upheld. A complaint re drainage issues.

- **Property Services**

9 of the 32 stage 1 complaints concerned delays with work being undertaken at council properties. Of these, 7 were upheld, and the remaining 2 partially upheld. Damage caused to property by contractors and employees were the focus of 4 complaints. 3 of these were upheld and the other, partially upheld. Lack of contact, or communication from the Authority to tenants is a theme in several complaints. Tenants having to contact the Authority a number of times as to the same concern. Overall 20 complaints were upheld, 6 partially upheld and the remaining 6 were not upheld.

- **Transport and Engineering**

2 of the 5 Parking Services complaints were upheld. One concerned the issue of a residents parking badge, and the second was in relation to an appeal for a parking fine. An administration delay, due to staff sickness was found to be at fault.

There were 4 Stage 1 and a single Stage 2 complaint recorded for Traffic Management. The Stage 2, *Traffic Calming Measures*, was recorded as partially upheld. This was due to a minor technicality highlighted by the complainant. One speed ramp was to be reshaped slightly.

None of the 4 School or Public Transport complaints were upheld.

The Engineering Design Team received 3 complaints. 2 were not upheld, with the remaining one, in relation to '*contractors lights on the site of a new school*', recorded as upheld.

Compliments	Planning	Street Scene	Property Services	Transport & Engineering	Cross Division
Compliments received per division	9	46	13	29	1

### Analysis of the trends

- **Planning**

*'Thank you for keeping me informed throughout. I am very grateful to you' – Enforcement*  
*'Thank you for the professional way you gave information about the planning application'*  
*'Rang the planning office, and encountered the most charming, helpful person ever'*  
*'Excellent service that has been provided to us by the Principal Building Control Surveyor'*  
*'Thank you for the very fast response to our request' – In relation to a planning enquiry.*

- **Street Scene - Highways**

*'Compliment the team for their prompt response to my concern regarding the manhole cover'*  
*'I am grateful for the swift attention to the pothole, only reported two days ago'*  
*'Team extremely helpful & obviously knowledgeable in this area, and of the work required'*  
*'Thanks to the inspector who arranged the repair of the paving slab outside my property'*

#### **Refuse, Recycling & Cleansing**

*'Bin men always jolly & helpful. We appreciate all that you do.'*  
*'Very polite & extremely helpful. Please pass on my thanks'*  
*'Thank you for your kindness & thoughtfulness' – Assistance when elderly resident had fallen.*  
*'Thanks to the crew who cleared the litter & black bags this morning from the lane'*

#### **Street Lighting**

*'Say a big thank you to the street lighting department as they have done a great job'*

#### **Environmental Enforcement**

*'Would like to say thank you for getting the abandoned car removed so quickly'*

- **Property Services**

*'They were wonderful. I can only praise the Council' – Roofers' prompt response in bad weather.*  
*'Thank the voids officer for his assistance in resolving my heating problems'.*  
*'He is a professional young man who you should be proud to have in your team'. Building Inspector*  
*'All workmen have been considerate and friendly whilst doing the work'. Tenants new roof*  
*'Impressed with the efficiency, swiftness & excellent quality of work from the team' - The Hub*

- **Transport and Engineering**

*'Installation of the two bollards has made the area around the ditch much safer. Thank you'*  
*'Appreciate personal input managing this project & I sincerely thank you'*  
*'Confident that the Road Safety Works will contribute greatly to the safety of pedestrians'*  
*'Skills learnt during the Dragon Rider Course will lead to safer, and increased riding pleasure'*

## 9.6 Cross Departmental

Complaints	Cross Departmental	
Stage 1 Complaints Investigated	2	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	2	100%
Stage 2 Complaints investigated	1	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	1	100%
<b>Analysis of the nature of complaints and the trends</b>		
<p>None of the Cross Departmental complaints were upheld / partially upheld.</p> <p>One of the complaints raised related to Planning Enforcement and Legal matters, one concerned missing Blue Badge documents that had been handed in at The Hub and the other referred to correspondence which had been sent to a number of sections within the authority.</p>		
<b>Compliments</b>	4	
<b>Analysis of the trends</b>		
<p>The Freedom of Information, HR and Accountancy teams were praised for the work carried out on a request for data:  <i>"Comprehensive and detailed response to our request - it is very gratefully received"</i></p> <p><i>Thanks for support given by Museum Service &amp; Grounds Staff - very helpful" - Parc Howard Summer Family Event</i></p> <p><i>"Enthusiastic assistance given - staff could not have been more helpful with the preparations - Queen's 90th Birthday Celebrations</i></p> <p>Thank were passed on to a Housing Officer &amp; Building Inspector for their <i>"Courteous manner....constructive efforts to help us whilst adhering to council policies &amp; rules"</i></p>		

**POLICY & RESOURCES SCRUTINY COMMITTEE  
30<sup>th</sup> NOVEMBER 2016**

**Revenue & Capital Budget  
Monitoring Report 2016/17**

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

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

**Reasons:**

- To provide the Committee with an update on the latest budgetary position, as at 31<sup>st</sup> August 2016, in respect of 2016/17.

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

**Executive Board Member Portfolio Holders:**

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

<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>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**  
**POLICY & RESOURCES SCRUTINY COMMITTEE**  
**30th NOVEMBER 2016**

**Revenue & Capital Budget**  
**Monitoring Report 2016/17**

The Financial Monitoring report is presented as follows:

**Revenue Budgets**

**Appendix A – Authority Corporate Budget Monitoring report**

Overall, the monitoring report forecasts an end of year overspend of £1,971k on the Authority's net revenue budget with an overspend at departmental level of £2,975k. Summary position and main variances on agreed budgets for all departments are also included.

**Appendix B**

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

**Capital Budgets**

**Appendix C - Corporate Capital Programme Monitoring 2016/17**

The total projected net expenditure for 2016/17 is **£47.651m** compared to the allocated net budget for the year of **£61.568m**, giving a **-£13.917m** variance. The variance will be slipped into future years, as the funding will be required to ensure that the schemes are completed.

**Appendix D**

Details the main variances on agreed budgets.

**Appendix E**

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

**DETAILED REPORT ATTACHED?**

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



## IMPLICATIONS

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

Signed: Owen Bowen 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

Overall, the Authority is forecasting an overspend of £1,971k.

Policy and Resources Services are projecting to be over the approved budget by £251k.

#### Capital

The capital programme shows a net variance of **-£13,917k** against the 2016/17 approved budget. The reported under spends will be incorporated into future years of the Capital Programme.

## CONSULTATIONS

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

Signed: Owen Bowen 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
2016/17 Budget	Corporate Services Department, County Hall, Carmarthen

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**REPORT OF THE DIRECTOR OF CORPORATE SERVICES**  
**POLICY AND RESOURCES SCRUTINY - 30<sup>th</sup> NOVEMBER 2016**  
**COUNCIL'S BUDGET MONITORING REPORT 2016/17 as at 31st August 2016**

Head of Service & Designation	Author & Designation	Telephone No	Directorate
O Bowen, Head of Financial Services	O Bowen, Head of Financial Services	01267 224886	Corporate Services

Table 1

Forecasted for year to 31 March 2017

Department	Working Budget				Actual				Aug 16 Forecasted Variance for Year £'000	Jun 16 Forecasted Variance for Year £'000
	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000	Controllable Expenditure £'000	Controllable Income £'000	Net Non Controllable £'000	Total Net £'000		
Chief Executive	18,181	-6,292	1,777	13,666	19,810	-7,407	1,777	14,179	514	559
Education & Children	175,538	-37,399	24,187	162,326	178,661	-38,969	24,183	163,876	1,550	1,017
Corporate Services	82,126	-51,475	-8,350	22,301	83,848	-53,459	-8,350	22,039	-263	-135
Communities	127,312	-47,893	11,572	90,991	128,209	-48,002	11,572	91,779	788	845
Environment	126,206	-87,292	8,321	47,235	123,356	-84,055	8,321	47,621	386	423
<b>Departmental Expenditure</b>	<b>529,362</b>	<b>-230,350</b>	<b>37,507</b>	<b>336,519</b>	<b>533,884</b>	<b>-231,892</b>	<b>37,503</b>	<b>339,494</b>	<b>2,975</b>	<b>2,710</b>
Capital Charges/Interest				-9,519				-10,269	-750	-500
Pension Reserve Adjustment				-5,085				-5,085	0	0
<b>Levies and Contributions:</b>										
Brecon Beacons National Park				138				138	0	0
Mid & West Wales Fire & Rescue Authority				9,172				9,172	0	0
<b>Net Expenditure</b>				<b>331,225</b>				<b>333,450</b>	<b>2,225</b>	<b>2,210</b>
Outcome Agreement Grant				0				0	0	0
Contribution from Balances				-65				-65	0	0
Transfer from Balances/Earmarked Reserves				-200				-200	0	0
Transfers to/from Departmental Reserves										
- Corporate Services				0				132	132	67
- Environment				0				-386	-386	-423
<b>Net Budget</b>				<b>330,960</b>				<b>332,931</b>	<b>1,971</b>	<b>1,854</b>

**Chief Executive Department**  
**Budget Monitoring as at 31st August 2016**

Division	Working Budget				Forecasted				Aug 16 Forecasted Variance for Year £'000	Jun 16 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	-613	0	-329	-942	-71	0	-329	-400	542	547
People Management & Performance	3,677	-1,058	-2,251	368	3,864	-1,359	-2,251	254	-114	-45
Admin and Law	3,982	-591	1,565	4,956	3,957	-573	1,565	4,949	-7	-25
Customer Focus and Policy	4,484	-987	-2,266	1,230	4,681	-1,229	-2,266	1,186	-45	-43
Statutory Services	763	-2	152	913	1,108	-269	152	991	78	109
Property	1,152	-1,166	792	778	1,103	-1,113	792	782	5	-1
Regeneration	4,736	-2,487	4,115	6,363	5,167	-2,863	4,115	6,418	55	16
<b>GRAND TOTAL</b>	<b>18,181</b>	<b>-6,292</b>	<b>1,777</b>	<b>13,666</b>	<b>19,810</b>	<b>-7,407</b>	<b>1,777</b>	<b>14,179</b>	<b>514</b>	<b>559</b>

## Chief Executive Department - Budget Monitoring as at 31st August 2016

### Main Variances

Division	Working Budget		Forecasted		Aug 16 Forecasted Variance for Year £'000	Notes	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Chief Executive</b>							
Corporate Savings Target	-949	0	-402	0	547	Standby and Health and Safety Corporate savings yet to be implemented	547
<b>People Management &amp; Performance</b>							
Business Support	199	-1	166	-1	-33	Savings on Supplies & Services	-29
Personnel Management	903	-199	874	-204	-34	Vacant Posts	-27
Fitness For Work	607	-343	601	-397	-59	Vacant posts and savings on supplies and services	-3
<b>Admin and Law</b>							
Land Charges Administration	80	-275	80	-294	-19	Additional searches income anticipated	-22
Corporate Serv-Administration	188	-0	170	0	-17	Maternity leave and reduced spend on supplies and services	0
Local Duplicating Centre	16	-53	3	-9	31	Income generation potential curtailed following introduction of printer rationalisation programme and directive to reduce printing in general	0
<b>Regeneration ,Policy and Property</b>							
<b>Customer Focus and Policy</b>							
Communications	16	0	2	0	-14	Reduced spend on supplies and services	-15
Press	93	-7	216	-104	25	Waiting for service realignment to be implemented	9
Performance Management	558	-19	494	-19	-64	Vacant post	-67
Chief Executive-Policy	516	-63	488	-24	11	Income target not achievable	25
<b>Statutory Services</b>							
Registration Of Electors	152	-2	170	-1	20	Additional cost of individual electoral registration	42
Coroners	279	0	368	0	89	Additional storage costs and anticipated increase in Coroners salary	94
Electoral Services - Staff	262	0	228	0	-34	Vacant post	-26
<b>Property</b>							
Industrial Premises – JV's	40	-125	41	-91	35	Shortfall in income	-1
Provision Markets	520	-595	490	-592	-27	Vacant Posts	0

**Chief Executive Department - Budget Monitoring as at 31st August 2016**  
**Main Variances**

Division	Working Budget		Forecasted		Aug 16	Notes	Jun 16
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Regeneration</b>							
West Wales European Centre	421	-307	257	-130	13	Net overspend mainly due to projected non-achievement of income target, partly netted off by cost savings on salaries (vacant posts), premises costs (following move to Nant Y Ci) and other supplies and services - pending realignment of budgets.	19
Physical Regeneration	451	0	406	0	-45	Underspend mainly due to staff vacancies	-40
Regen Core & Policy Performance	0	0	10	0	10	Increased staffing costs	6
Regeneration Business Support Unit	333	-107	331	-76	29	Efficiency saving identified for 14/15 in relation to premises costs at Nant Y Ci, with the intention of selling the property. However, property still hasn't been sold so ongoing overspend shown as a result.	44
UN Sir Gar	167	-128	175	-84	52	Overspend mainly due to projected non-achievement of income target.	11
<b>Other Variances</b>					-1		-9
<b>Grand Total</b>					<b>514</b>		<b>559</b>

**Department for Education & Children**  
**Budget Monitoring as at 31st August 2016**

Division	Working Budget				Forecasted				Aug 16 Forecasted Variance for Year £'000	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Director & Strategic Management	681	0	-149	532	729	-55	-149	526	-6	-0
Education Services Division	118,059	-1,725	19,650	135,984	119,500	-2,128	19,646	137,018	1,034	810
Strategic Development	9,134	-7,155	1,118	3,097	9,169	-7,247	1,118	3,040	-58	-63
School Improvement	15,075	-12,763	518	2,830	15,610	-13,297	518	2,830	0	4
Learner Programmes	10,280	-9,389	617	1,508	10,794	-9,903	617	1,509	0	0
Children's Services	22,308	-6,367	2,433	18,373	22,859	-6,338	2,433	18,953	580	267
<b>GRAND TOTAL</b>	<b>175,538</b>	<b>-37,399</b>	<b>24,187</b>	<b>162,326</b>	<b>178,661</b>	<b>-38,969</b>	<b>24,183</b>	<b>163,876</b>	<b>1,550</b>	<b>1,017</b>

**Department for Education & Children - Budget Monitoring as at 31st August 2016**  
**Main Variances**

Division	Working Budget		Forecasted		Aug 16	Notes	Jun 16
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Education Services Division</b>							
School Redundancy & EVR	1,612	0	2,457	0	845	School redundancies and EVR	680
School Modernisation	68	-5	375	-10	302	Short term transport for pupils from closed schools £90k, property decommissioning and cost of sales £212k (which includes £175k NNDR)	312
Additional Education Needs	3,128	-1,449	3,113	-1,493	-59	Termination of Out of County placement, reduction in tri-partite funding -£212k. Additional statementing yr 6 transition £294k. Staff vacancies -£33k. Maximising grant income -£82k, decrease in supplies and services -£26k.	-90
Sensory Impairment	330	-12	346	-16	11	Increase in staff cost due to incremental progression and Structured Professional Assessments £16k, Reduction in supplies and services -£5k	4
Educational Psychology	906	0	1,002	-160	-64	Vacant post -£38k and additional recharge income -£26k	-41
<b>Strategic Development</b>							
Information & Improvement	450	-35	485	-117	-47	Salary savings relating to part-year vacant post, 2 employees not being at the top of grade and maternity leave.	-48



**Department for Education & Children - Budget Monitoring as at 31st August 2016**  
**Main Variances**

Division	Working Budget		Forecasted		Aug 16 Forecasted Variance for Year £'000	Notes	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Children's Services</b>							
Commissioning and Social Work	6,059	-19	6,161	-25	97	Salary overspend relating to social work and legal currently being investigated.	4
Corporate Parenting & Leaving Care	729	0	776	0	47	Increasing age profile of Looked After Children (LAC) resulting in more costly support for longer - impact of When I'm ready & Social Care Well Being Act on 15 to 25 year olds	67
Fostering Services & Support	3,593	0	3,825	-15	217	The taxi's budget faces ongoing pressure £20k due to the high number of placement moves, some away from school areas, additional transport costs for the Fostering Support Team due to carers being in rural areas £32k. An increase in additional payments has led to an overspend in admin equipment, boarding out payments and residence orders £165k. An improved method of forecasting for commitments has now been developed and implemented.	-56
Adoption Services	497	-55	591	-115	33	Additional staff resource to reduce the number of placements needing to be purchased at greater cost which reduces budget pressure in other areas. Currently looking at the possibility of recharging costs as part of an agreement with 4 other authorities.	40
Respite & Residential Accommodation	919	-151	897	0	129	Planned additional contribution from the LHB is unlikely to be achieved in 2016-17 £150k netted off with salary savings -£21k	116
Garreglwyd residential Accommodation	530	-156	585	-156	55	Additional residents have led to increased staffing and maintenance costs	5
Direct payments / Short Breaks	611	-82	586	-82	-25	Salary savings in Short Breaks due to forecasted reduction in the use of casual workers -£42k. Increased take up of the Direct Payments scheme £17k. Improved working practices have led to a more favourable position than previously reported due to an increased recharge to Adult Services	59
Family Aide Services	220	0	190	-4	-34	Salary saving due to employees not being on the top of their grade	-5
Out of Hours Service	262	-64	322	-64	60	Referrals fluctuate depending on activity, service to be analysed between Adult & Children with potential for level of recharge to reflect findings	104
<b>Other Variances</b>					-18		-134
<b>Grand Total</b>					<b>1,550</b>		<b>1,017</b>

**Corporate Services Department**  
**Budget Monitoring as at 31st August 2016**

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Division	Working Budget				Forecasted				Aug 16 Forecasted Variance for Year £'000	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Financial Services	7,559	-3,358	-3,252	949	7,427	-3,425	-3,252	750	-199	-103
Audit Risk & Procurement	1,074	-28	-1,003	44	1,017	-5	-1,003	9	-35	-32
ICT	4,516	-807	-3,716	-7	4,518	-740	-3,716	63	70	78
Performance & Development	184	0	-245	-60	186	-1	-245	-60	1	-1
Other Services	68,793	-47,281	-136	21,376	70,701	-49,288	-136	21,277	-99	-77
<b>GRAND TOTAL</b>	<b>82,126</b>	<b>-51,475</b>	<b>-8,350</b>	<b>22,301</b>	<b>83,848</b>	<b>-53,459</b>	<b>-8,350</b>	<b>22,039</b>	<b>-263</b>	<b>-135</b>

## Corporate Services Department - Budget Monitoring as at 31st August 2016

### Main Variances

Division	Working Budget		Forecasted		Aug 16 Forecasted Variance for Year £'000	Notes	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Financial Services</b>							
Chief Officer	331	-42	320	-42	-10	Reduction in supplies and services	0
Accountancy	1,703	-295	1,717	-406	-98	Vacant posts	-98
Housing Benefits Admin	1,448	-749	1,394	-746	-51	Underspend as a result of posts being temporarily vacant due to continual and significant staff movement within Benefits Section	0
Revenues	810	-140	795	-140	-16	Minor underspends on supplies and services within 4 different service areas in Revenue Services Unit	0
<b>Audit Risk &amp; Procurement</b>							
Audit	605	-20	546	0	-38	Part year vacant post	-33
<b>ICT</b>							
Information Technology	3,443	-446	3,475	-409	70	Sickness cover for Head of IT	78
<b>Other Services</b>							
Audit Fees	364	-84	317	-84	-47	Reduction in grant audit fees	-46
Bank Charges	61	0	50	0	-11	Savings from bank tender in 2013/14	-10
Rent Allowances	47,077	-47,090	49,062	-49,092	-16	This relates to 3 benefit payment types where the overall expenditure is c£63m per annum. Minor fluctuations due to caseload changes, changes in scheme, etc., have significant cash implications but are difficult to predict.	0
Miscellaneous Services	6,183	-107	6,163	-112	-25	Reduction in Subscriptions	-20
<b>Other Variances</b>					-20		-4
<b>Grand Total</b>					<b>-263</b>		<b>-135</b>

**Department for Communities**  
**Budget Monitoring as at 31st August 2016**

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Division	Working Budget				Forecasted				Aug 16 Forecasted Variance for Year £'000	Jun 16 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>Adult Services</b>										
Older People	50,355	-17,715	3,124	35,764	51,865	-18,341	3,124	36,649	884	1,184
Physical Disabilities	5,987	-740	92	5,339	5,665	-757	92	5,001	-339	-351
Learning Disabilities	31,164	-8,462	1,349	24,051	31,199	-8,115	1,349	24,433	383	100
Mental Health	9,038	-3,322	130	5,847	8,829	-3,286	130	5,673	-173	-41
Director's Office	966	0	116	1,081	942	0	116	1,058	-24	-14
Support	3,932	-1,705	698	2,925	4,061	-1,877	698	2,882	-43	-33
<b>Public Protection &amp; CF Housing</b>										
Public Protection	3,129	-604	673	3,198	3,102	-587	673	3,188	-10	-10
Council Fund Housing	8,902	-8,365	541	1,078	9,074	-8,527	541	1,088	10	10
<b>Leisure &amp; Recreation</b>										
Leisure & Recreation	13,839	-6,981	4,849	11,707	13,471	-6,513	4,849	11,807	100	0
<b>GRAND TOTAL</b>	<b>127,312</b>	<b>-47,893</b>	<b>11,572</b>	<b>90,991</b>	<b>128,209</b>	<b>-48,002</b>	<b>11,572</b>	<b>91,779</b>	<b>788</b>	<b>845</b>

## Department for Communities - Budget Monitoring as at 31st August 2016

### Main Variances

Division	Working Budget		Forecasted		Aug 16 Forecasted Variance for Year £'000	Notes	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Adult Services</b>							
<b>Older People</b>							
Older People - Commissioning	2,858	-19	2,826	-19	-32	Staff vacancies	-81
Older People - Private/ Vol Homes	17,488	-8,954	18,493	-9,264	695	Net effect of efficiencies slippage and additional placements	671
Older People - Extra Care	784	0	935	0	152	Lower than anticipated saving from contract renegotiations	152
Older People - Direct Payments	614	0	696	0	82	Increase in packages	60
Older People - Grants	268	0	237	0	-31	Reduced grant payments	0
Older People - Private Home Care	9,320	-2,003	9,725	-2,003	405	Net effect of efficiencies slippage and additional care hours	611
Older People - Ssmss	1,063	-228	1,040	-275	-69	Staff vacancies and reduced spend on supplies & services	-25
Older People - Careline	1,060	-1,165	1,211	-1,450	-134	Additional staffing & other costs offset by additional income	-134
Older People - Enablement	2,077	-800	1,738	-800	-338	Staff vacancies	-303
Older People - Day Services	1,059	-76	1,215	-65	167	Efficiencies slippage £150k, staff vacancies and additional private day care provision - proposal to CMT to reduce spend with a significant re-shape of the service.	217
<b>Physical Disabilities</b>							
Phys Dis - Commissioning & OT Services	598	-71	525	-71	-73	Staff vacancies	-65
Phys Dis - Private/Vol Homes	561	-111	519	-111	-42	Reduction in packages	-40
Phys Dis - Group Homes/Supported Living	1,358	-116	1,282	-116	-77	Reduction in packages	-28
Phys Dis - Community Support	90	0	50	0	-41	Reduction in packages	-53
Phys Dis - Direct Payments	1,831	0	1,759	0	-72	Reduction in packages	-175
<b>Learning Disabilities</b>							
Learn Dis - Employment & Training	2,404	-891	2,371	-733	125	Reduction in grant for Workchoice programme, and sale of meals in cafes.	0
Learn Dis - Commissioning	891	0	915	0	24	Additional salary costs	53
Learn Dis - Direct Payments	1,275	0	1,446	0	170	Increase in packages	144
Learn Dis - Group Homes/Supported Living	6,295	-1,068	6,323	-1,068	27	Increase in packages	-122
Learn Dis - Adult Respite Care	932	-812	905	-812	-28	Staff vacancy	-20
Learn Dis - Day Services	3,067	-258	3,113	-246	59	Additional packages of care	-0

## Department for Communities - Budget Monitoring as at 31st August 2016

## Main Variances

Division	Working Budget		Forecasted		Aug 16	Notes	Jun 16
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Learn Dis - Transition Service	502	0	469	0	-34	Staff vacancies	5
Learn Dis - Community Support	2,150	-137	2,121	-137	-29	Reduction in packages	0
Learn Dis - Grants	156	0	248	0	92	Partial non achievement of efficiencies savings re grants to voluntary organisations	123
<b>Mental Health</b>							
M Health - Private/Vol Homes	6,268	-2,874	6,118	-2,840	-116	Reduction in placement costs	-63
M Health - Group Homes/Supported Living	474	-128	440	-128	-35	Reduction in placement costs	-48
M Health - Substance Misuse Team	338	-142	313	-142	-24	Staff vacancy	-10
<b>Director's Office</b>							
Ssmss - Adult Safeguarding & Improvement Team	966	0	942	0	-24	Staff vacancy	-14
<b>Support</b>							
Departmental Support	2,424	-138	2,375	-147	-58	Reduced spend on supplies & services	-39
Other Variances					-53		32
<b>Public Protection</b>							
Air Pollution	95	-32	94	-24	7	Forecast underachievement of licence fee income	4
PP Management support	68	-7	63	-13	-11	General underspend in supplies and services to cover the underachievement of licence fee income in Public Health	-7
Other Variances					-6		-7
<b>Council Fund Housing</b>							
Home Improvement (Non HRA)	488	-278	512	-312	-10	Additional income from providing landlord training	-11
Penybryn Traveller Site	126	-119	137	-119	10	Overspend anticipated due to the legal costs and other associated costs of removing a bad paying tenant from the site	10
Temporary Accommodation	279	-185	279	-174	11	Underachievement of Housing Benefit income due to income support issues with 16-17 years olds	11
Other Variances					-1		0

## Department for Communities - Budget Monitoring as at 31st August 2016

### Main Variances

Division	Working Budget		Forecasted		Aug 16 Forecasted Variance for Year £'000	Notes	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Leisure &amp; Recreation</b>							
Burry Port Harbour	130	-181	122	-129	43	Projected shortfall in income from Mooring Fees	7
Discovery Centre	87	-113	96	-91	30	Projected shortfall in a number of income budgets £19k, forecast overspend in Staffing £11k	5
Pembrey ski shop	111	-115	35	-22	17	Projected shortfall in sales income	15
Carmarthen Leisure Centre	1,207	-1,131	1,213	-1,093	43	Projected income shortfall	32
Sport & Leisure East	209	-64	165	-36	-16	Part year vacancy	-14
Amman Valley Leisure Centre	703	-543	694	-498	36	Projected income shortfall	36
Sport & Leisure General	643	-50	606	-99	-86	One off income projected during 16-17	-35
Pembrey Country Park	528	-581	555	-542	68	Projected income shortfall £40k, forecast overspend in Staff £28k	7
Mobile Library	120	0	168	0	48	Delay in delivery of new mobile library vehicles resulting in only part year effect of efficiencies being met	40
Museums General	180	0	135	0	-45	Part year vacancies	-36
Leisure Management	278	0	267	0	-11	Numerous minor underspends	-12
Other Variances					-28		-45
<b>Grand Total</b>					<b>788</b>		<b>845</b>

**Environment Department**  
**Budget Monitoring as at 31st August 2016**

Division	Working Budget				Forecasted				Aug 16 Forecasted Variance for Year £'000	Jun 16 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		
Business Support & Performance	849	0	-739	110	1,012	-42	-739	230	121	87
Waste & Environmental Services	23,948	-8,300	1,536	17,184	22,761	-7,060	1,536	17,237	53	44
Highways & Transportation	57,141	-38,994	8,706	26,853	57,141	-38,983	8,706	26,864	10	205
Property	40,233	-37,557	-1,738	938	38,534	-35,686	-1,738	1,109	172	234
Planning	4,035	-2,440	555	2,150	3,908	-2,283	555	2,181	31	-147
<b>GRAND TOTAL</b>	<b>126,206</b>	<b>-87,292</b>	<b>8,321</b>	<b>47,235</b>	<b>123,356</b>	<b>-84,055</b>	<b>8,321</b>	<b>47,621</b>	<b>386</b>	<b>423</b>



## Environment Department - Budget Monitoring as at 31st August 2016

### Main Variances

Division	Working Budget		Forecasted		Aug 16 Forecasted Variance for Year £'000	Notes	Jun 16 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
<b>Business Support &amp; Performance</b>							
Departmental - Policy	596	0	737	-36	105	Severance efficiencies not fully delivered; short-term additional pay costs to support the implementation of the Business Support review.	83
<b>Waste &amp; Environmental Services</b>							
Cleansing Service	1,886	-52	1,978	-53	91	Previously identified efficiencies (labour and plant) have not been met due to the sustained demands on the cleansing service.	44
Grounds Maintenance Service	4,820	-3,431	3,816	-2,460	-33	Grounds - Effect of ongoing efficiency savings within the grounds maintenance service	0
<b>Highways &amp; Transportation</b>							
Passenger Transport	3,960	-2,517	4,709	-3,199	100	Managed pool car efficiency not fully achieved	200
School Transport	9,885	-1,073	10,011	-1,139	26	Estimated overspend based on an initial assessment of demand however this may change when the new academic year commences. A number of routes have also been re tendered which may impact on the forecast	24
Car Parks	1,635	-3,156	1,459	-3,104	-124	Demand for car parks has increased, generating additional income	-59
Nant y Ci Park & Ride	1	0	74	-29	44	Members decision to withdraw the service/funding in 15/16 - the modified service is currently being trialled with the Local Health Board to generate additional revenue to cover the shortfall.	41
Public Rights Of Way	235	-11	201	-11	-34	Underspend due to vacant posts - recruitment process now underway	0
<b>Property</b>							
Building Maintenance Operational	25,105	-28,226	23,156	-26,074	202	On-going review of Building Maintenance expenditure and income will hopefully reduce the forecasted overspend by the year-end.	234
Industrial Premises	344	-1,260	317	-1,265	-32	Forecast based on current occupancy levels which are very high and could reduce during the year.	-32
County Farms	70	-308	54	-316	-25	Entitlements reduced and rent increases implemented	-14
Peststock Markets	39	-174	68	-181	22	Forecast based on last year's income and expenditure which is subject to change following new lease negotiations that could potentially provide additional income however this is currently difficult to quantify	22

**Environment Department - Budget Monitoring as at 31st August 2016**  
**Main Variances**

Division	Working Budget		Forecasted		Aug 16	Notes	Jun 16
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Planning</b>							
Building Control - Other	205	0	183	0	-22	Underspend as a result of staff vacancies.	-11
Minerals	254	-107	252	-153	-48	Underspend mainly due to charging out of staff to 2 projects as a 'direct cost'.	-53
Policy-Development Planning	457	-21	391	-22	-67	Underspend mainly as a result of vacant posts.	-91
Development Management	1,475	-1,252	1,393	-982	187	Overspend due to projected non-achievement of planning fee income target. Greater overspend forecast in August return due to income levels dropping further in July & August.	14
<b>Other Variances</b>					-6		21
<b>Grand Total</b>					<b>386</b>		<b>423</b>

## Policy & Resources Scrutiny Report

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

Division	Working Budget				Forecasted				Aug-16 Forecasted Variance for Year £'000	Notes	Jun-16 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>											
Chief Executive-Chief Officer	336	0	-329	6	331	0	-329	2	-5		-0
Corporate Savings Target	-949	0	0	-949	-402	0	0	-402	547	Standby and Health and Safety Corporate savings yet to be implemented	547
<b>Chief Executive Total</b>	<b>-613</b>	<b>0</b>	<b>-329</b>	<b>-942</b>	<b>-71</b>	<b>0</b>	<b>-329</b>	<b>-400</b>	<b>542</b>		<b>547</b>
<b>People Management &amp; Performance</b>											
SCWDP	658	-417	0	241	658	-417	0	240	-0		0
Practise Placements	64	-67	0	-3	90	-95	0	-5	-2		-2
Business Support	199	-1	-199	-0	166	-1	-199	-33	-33	Savings on Supplies & Services	-29
Personnel Management	903	-199	-696	7	874	-204	-696	-26	-34	Vacant Posts	-27
Consultancy & Development	109	-13	-94	2	114	-13	-94	7	5		6
Job Evaluation	95	-4	-92	-1	97	-4	-92	1	3		3
Fitness For Work	607	-343	-257	7	601	-397	-257	-53	-59	Vacant posts and savings on supplies and services	-3
Corporate Learning & Development	541	-13	-527	1	645	-110	-527	8	7		7
Admin HR	389	0	-386	2	389	-0	-386	2	0		-0
DBS Checks	114	0	0	114	114	-1	0	114	0		0
Childcare Voucher Scheme	0	0	0	0	116	-116	0	-0	-0		0
Assessment centre training	0	0	0	0	0	0	0	0	0		0
<b>People Management &amp; Performance Total</b>	<b>3,677</b>	<b>-1,058</b>	<b>-2,251</b>	<b>368</b>	<b>3,864</b>	<b>-1,359</b>	<b>-2,251</b>	<b>254</b>	<b>-114</b>		<b>-45</b>
<b>Admin and Law</b>											
Corp. Mgmt ( Chief Exec)	20	0	578	598	20	0	578	598	-0		0
Democratic	1,660	0	2,654	4,314	1,660	-0	2,654	4,314	-0		-3
Civic Ceremonial	22	0	68	89	22	-0	68	89	-0		-0
Land Charges Administration	80	-275	84	-111	80	-294	84	-130	-19	Additional searches income anticipated	-22
Corporate Serv-Democratic	486	0	-474	12	486	0	-474	12	-0		-0
Corporate Serv-Administration	188	-0	-189	-1	170	0	-189	-19	-17	Maternity leave and reduced spend on supplies and services	0
Corporate Serv-Legal	1,405	-262	-1,132	11	1,411	-269	-1,132	10	-1		-0
Local Duplicating Centre	16	-53	20	-18	3	-9	20	13	31	Income generation potential curtailed following introduction of printer rationalisation programme and directive to reduce printing in general	-0
Corporate Serv-Land Charges	65	0	-65	-1	65	0	-65	-1	0		0
Police and Crime Commissioner	0	0	0	0	0	0	0	0	0		0
Central Mailing	40	0	22	62	40	0	22	62	0		-0
<b>Admin and Law Total</b>	<b>3,982</b>	<b>-591</b>	<b>1,565</b>	<b>4,956</b>	<b>3,957</b>	<b>-573</b>	<b>1,565</b>	<b>4,949</b>	<b>-7</b>		<b>-25</b>

## Policy &amp; Resources Scrutiny Report

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

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Division	Working Budget				Forecasted				Aug-16 Forecasted Variance for Year £'000	Notes	Jun-16 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>Regeneration &amp; Policy</b>											
<b>Customer Focus and Policy</b>											
TIC Team	96	-91	0	6	96	-91	0	6	0		0
Executive Board Support	6	0	0	6	6	0	0	6	0		0
Registrars	379	-238	131	272	451	-310	131	272	0		0
Welsh Language	169	0	-169	-0	175	0	-169	7	7		11
Communications	16	0	-16	0	2	0	-16	-14	-14	Reduced spend on supplies and services	-15
Press	93	-7	-87	0	216	-104	-87	25	25	Waiting for service realignment to be implemented	9
Corporate Serv-Translation	493	-15	-272	206	493	-15	-272	206	-0		0
Direct Communications	530	-268	-263	-1	499	-239	-263	-3	-2		0
Customer Services	57	-6	-46	6	57	-6	-46	5	-1		-1
Carbon Reduction Programme	405	0	0	405	405	0	0	405	0		0
Domestic Abuse Services Grant	0	0	0	0	113	-113	0	0	0		0
Performance Management	558	-19	-413	127	494	-19	-413	63	-64	Vacant post	-67
Chief Executive-Policy	516	-63	-456	-3	488	-24	-456	8	11	Income target not achievable	25
CCTV Operators	33	0	19	52	33	0	19	52	0		0
Local Service Board Activity	9	0	10	19	9	0	10	19	-0		0
Equalities	6	0	33	38	2	0	33	34	-4		0
Community Safety-Revenue	29	0	74	103	29	0	74	103	-0		0
Community Cohesion Fund	0	0	0	0	19	-19	0	-0	-0		-0
Customer Services Centres	528	-222	-319	-14	527	-222	-319	-14	-0		-1
Contact Centre	562	-59	-494	9	561	-59	-494	8	-1		-6
Customer Focus Wales	0	0	0	0	8	-8	0	0	0		0
<b>Customer Focus and Policy Total</b>	<b>4,484</b>	<b>-987</b>	<b>-2,266</b>	<b>1,230</b>	<b>4,681</b>	<b>-1,229</b>	<b>-2,266</b>	<b>1,186</b>	<b>-45</b>		<b>-43</b>
<b>Statutory Services</b>											
Elections-County Council	70	0	140	210	74	0	140	214	4		0
Elections-Community Council	0	0	0	0	0	0	0	0	0		0
Elections-Parliamentary	0	0	0	0	269	-269	0	-0	-0		0
Registration Of Electors	152	-2	255	404	170	-1	255	424	20	Additional cost of individual electoral registration	42
Coroners	279	0	18	297	368	0	18	386	89	Additional storage costs and anticipated increase in Coroners salary	94
Electoral Services - Staff	262	0	-261	1	228	0	-261	-33	-34	Vacant post	-26
Individual Electoral Registration	0	0	0	0	0	0	0	0	0		0
<b>Statutory Services Total</b>	<b>763</b>	<b>-2</b>	<b>152</b>	<b>913</b>	<b>1,108</b>	<b>-269</b>	<b>152</b>	<b>991</b>	<b>78</b>		<b>109</b>

## Policy & Resources Scrutiny Report

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

Division	Working Budget				Forecasted				Aug-16 Forecasted Variance for Year £'000	Notes	Jun-16 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>Property</b>											
Property	553	-122	-535	-104	533	-106	-535	-108	-4		0
Industrial Premises – JV's	40	-125	0	-85	41	-91	0	-49	35	Shortfall in income	-1
Commercial Property – Chief Executive	39	-324	876	591	39	-324	876	591	0		0
Provision Markets	520	-595	450	375	490	-592	450	348	-27	Vacant Posts	0
<b>Property Total</b>	<b>1,152</b>	<b>-1,166</b>	<b>792</b>	<b>778</b>	<b>1,103</b>	<b>-1,113</b>	<b>792</b>	<b>782</b>	<b>5</b>		<b>-1</b>
<b>Regeneration</b>											
WWEC Matchfunding for Future Schemes	1	0	24	25	1	0	24	25	0		0
RDP LEADER Running Costs (E)	62	-62	0	-0	59	-59	0	0	0		0
RDP LEADER Animation Costs (E)	109	-109	0	0	107	-107	0	0	0		0
RDP LEADER Implementation Costs (E)	188	-188	0	0	62	-62	0	0	0		0
RDP LEADER Cooperation (E)	115	-115	0	0	10	-10	0	0	0		0
Regional Engagement Team - ERDF (E)	0	0	0	0	68	-68	0	0	0		0
External Funding	0	0	0	0	0	0	0	0	0		0
West Wales European Centre	421	-307	97	211	257	-130	97	223	13	Net overspend mainly due to projected non-achievement of income target, partly netted off by cost savings on salaries (vacant posts), premises costs (following move to Nant Y Ci) and other supplies and services - pending realignment of budgets.	19
Regional Engagement Team - ESF (E)	0	0	0	0	66	-66	0	-0	-0		0
Marketing Tourism Development	392	-21	59	430	390	-26	59	424	-7		-12
Visitor Information	75	-9	15	80	77	-5	15	87	7		12
Llanelli Community	41	0	25	66	41	0	25	66	0		0
Communities First - CCC Cluster (E)	580	-580	0	0	581	-581	0	-0	-0		0
Communities First Lift (E)	93	-93	0	0	93	-93	0	0	0		0
Communities for Work - Priority 1 (E)	157	-157	0	0	144	-144	0	0	0		0
Amman Gwendraeth Community	97	0	12	109	97	0	12	109	0		7
3 T's Community Dev Core Budget	291	0	31	322	291	0	31	322	-0		-6
Betws wind farm community fund	111	-111	2	2	111	-111	2	2	0		0
Community Grants	148	0	5	153	148	0	5	153	-0		-0
Rural Carmarthenshire	25	0	5	30	37	-12	5	30	-0		0
Physical Regeneration	451	0	3,149	3,600	406	0	3,149	3,555	-45	Underspend mainly due to staff vacancies	-40
Amman Gwendraeth Regeneration	24	0	3	27	24	0	3	27	0		0
Llanelli Regeneration	21	0	3	23	21	0	3	23	0		0
Llanelli Coast Joint Venture	135	-135	5	5	207	-207	5	5	-0		0
Opportunity Street (E)	0	0	0	0	40	-40	0	0	0		0
The Beacon	126	-126	8	8	164	-164	8	8	-0		-0

## Policy &amp; Resources Scrutiny Report

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

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Division	Working Budget				Forecasted				Aug-16 Forecasted Variance for Year £'000	Notes	Jun-16 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			
Support for Carmarthenshire Businesses	0	0	0	0	0	0	0	0	0		0
Carmarthen town centre partnership (E)	10	-10	0	0	10	-10	0	0	0		0
Ammanford town centre partnership (E)	13	-13	0	0	13	-13	0	-0	-0		0
RLP - UK Futures (E)	0	0	0	0	30	-30	0	-0	-0		0
RLP Transition	0	0	0	0	150	-150	0	0	0		-0
Workways Plus	0	0	0	0	409	-409	0	0	0		0
Exploitation of Digital Technology in Carmarthenshire (E)	43	-43	0	0	35	-35	0	0	0		0
SW Wales Regional RTEF Promotion 16-17	100	-100	0	0	100	-100	0	0	0		0
Destination Sirgar 3	44	-44	0	0	44	-44	0	0	0		0
Regen Core & Policy Performance	0	0	0	0	10	0	0	10	10	Increased staffing costs	6
Regeneration Business Support Unit	333	-107	317	543	331	-76	317	572	29	Efficiency saving identified for 14/15 in relation to premises costs at Nant Y Ci, with the intention of selling the property. However, property still hasn't been sold so ongoing overspend shown as a result.	44
Match Funding Earmarked for Future Schemes	7	0	300	307	7	0	300	307	0		0
Regeneration Management	0	0	0	0	0	0	0	0	0		0
Business Support Projects	0	0	0	0	0	0	0	0	0		-0
UN Sir Gar	167	-128	0	39	175	-84	0	91	52	Overspend mainly due to projected non-achievement of income target.	11
Business Services	308	0	54	362	304	0	54	358	-4		1
Sector Development	0	0	0	0	0	0	0	0	0		-23
Events	47	-29	3	21	46	-28	3	21	0		-0
<b>Regeneration Total</b>	<b>4,736</b>	<b>-2,487</b>	<b>4,115</b>	<b>6,363</b>	<b>5,167</b>	<b>-2,863</b>	<b>4,115</b>	<b>6,418</b>	<b>55</b>		<b>16</b>
<b>Financial Services</b>											
Chief Officer	331	-42	-288	0	320	-42	-288	-10	-10	Reduction in supplies and services	-0
Accountancy	1,703	-295	-1,492	-84	1,717	-406	-1,492	-181	-98	Vacant posts	-98
Treasury and Pension Investment Section	218	-110	-107	1	215	-110	-107	-2	-3		-2
Local Taxation	818	-713	669	774	802	-701	669	770	-4		0
Housing Benefits Admin	1,448	-749	-571	128	1,394	-746	-571	77	-51	Underspend as a result of posts being temporarily vacant due to continual and significant staff movement within Benefits Section	0
Housing Advances Admin	0	0	3	3	0	0	3	3	0		0
Revenues	810	-140	-670	0	795	-140	-670	-16	-16	Minor underspends on supplies and services within 4 different service areas in Revenue Services Unit	0

## Policy & Resources Scrutiny Report

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

Division	Working Budget				Forecasted				Aug-16 Forecasted Variance for Year £'000	Notes	Jun-16 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			
Benefits Fraud	52	0	-52	0	44	0	-52	-8	-8		0
Payroll	549	-320	-229	1	549	-320	-229	1	0		0
Grants & Technical	275	-94	-70	111	245	-64	-70	111	0		0
Payments	486	-81	-394	10	477	-81	-394	1	-9		-3
Pensions	869	-814	-50	4	869	-814	-50	4	0		0
<b>Financial Services Total</b>	<b>7,559</b>	<b>-3,358</b>	<b>-3,252</b>	<b>949</b>	<b>7,427</b>	<b>-3,425</b>	<b>-3,252</b>	<b>750</b>	<b>-199</b>		<b>-103</b>
<b>Audit Risk &amp; Procurement</b>											
Procurement	339	-5	-336	-2	339	-5	-336	-1	0		0
Audit	605	-20	-537	47	546	0	-537	9	-38	Part year vacant post	-33
Risk Management	131	-2	-130	-1	132	0	-130	2	3		1
<b>Audit Risk &amp; Procurement Total</b>	<b>1,074</b>	<b>-28</b>	<b>-1,003</b>	<b>44</b>	<b>1,017</b>	<b>-5</b>	<b>-1,003</b>	<b>9</b>	<b>-35</b>		<b>-32</b>
<b>ICT</b>											
Information Technology	3,443	-446	-3,007	-10	3,475	-409	-3,007	60	70	Sickness cover for Head of IT	78
Central Telephone Network	1,073	-362	-709	3	1,043	-331	-709	3	0		0
<b>ICT Total</b>	<b>4,516</b>	<b>-807</b>	<b>-3,716</b>	<b>-7</b>	<b>4,518</b>	<b>-740</b>	<b>-3,716</b>	<b>63</b>	<b>70</b>		<b>78</b>
<b>Performance &amp; Development</b>											
Business Support Unit	96	0	-143	-47	98	0	-143	-46	1		0
Corporate Services Training	88	0	-101	-13	88	-1	-101	-14	-1		-1
<b>Performance &amp; Development Total</b>	<b>184</b>	<b>0</b>	<b>-245</b>	<b>-60</b>	<b>186</b>	<b>-1</b>	<b>-245</b>	<b>-60</b>	<b>1</b>		<b>-1</b>
<b>Other Services</b>											
Audit Fees	364	-84	4	284	317	-84	4	237	-47	Reduction in grant audit fees	-46
Bank Charges	61	0	1	63	50	0	1	52	-11	Savings from bank tender in 2013/14	-10
Council Tax Benefits	15,108	0	61	15,168	15,108	0	61	15,168	0		0
Rent Allowances	47,077	-47,090	1,302	1,288	49,062	-49,092	1,302	1,272	-16	This relates to 3 benefit payment types where the overall expenditure is c£63m per annum. Minor fluctuations due to caseload changes, changes in scheme, etc., have significant cash implications but are difficult to predict.	0
Miscellaneous Services	6,183	-107	-1,503	4,572	6,163	-112	-1,503	4,547	-25	Reduction in Subscriptions	-20
<b>Other Services Total</b>	<b>68,793</b>	<b>-47,281</b>	<b>-136</b>	<b>21,376</b>	<b>70,701</b>	<b>-49,288</b>	<b>-136</b>	<b>21,277</b>	<b>-99</b>		<b>-77</b>
<b>TOTAL FOR POLICY &amp; RESOURCES</b>	<b>100,307</b>	<b>-57,766</b>	<b>-6,574</b>	<b>35,967</b>	<b>103,658</b>	<b>-60,866</b>	<b>-6,574</b>	<b>36,218</b>	<b>251</b>		<b>424</b>

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Capital Programme 2016/17							Variance for Year £'000
Capital Budget Monitoring - Report for August 2016							
	Working Budget			Forecasted			
DEPARTMENT	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	
<b>COMMUNITIES</b>							
- Private Housing	2,917	-16	2,901	2,924	-23	2,901	0
- Social Care	2,564	0	2,564	1,006	0	1,006	-1,558
- Leisure	3,872	-1,050	2,822	1,135	-50	1,085	-1,737
<b>ENVIRONMENT</b>	27,310	-5,189	22,121	24,548	-2,462	22,086	-35
<b>EDUCATION &amp; CHILDREN</b>	25,143	-5,536	19,607	19,400	-6,078	13,322	-6,285
<b>CORPORATE SERVICES</b>	1,880	-72	1,808	1,305	-72	1,233	-575
<b>CHIEF EXECUTIVE</b>							
- Regeneration	15,575	-5,830	9,745	10,356	-4,338	6,018	-3,727
<b>TOTAL</b>	<b>79,261</b>	<b>-17,693</b>	<b>61,568</b>	<b>60,674</b>	<b>-13,023</b>	<b>47,651</b>	<b>-13,917</b>

Capital Programme 2016/17								
Capital Budget Monitoring - Report for August 2016 - Main Variances								
	Working Budget			Forecasted			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
<b>DEPARTMENT/SCHEMES</b>								
<b>COMMUNITIES</b>								
- Private Housing	2,917	-16	2,901	2,924	-23	2,901	0	
- Social Care	2,564	0	2,564	1,006	0	1,006	-1,558	
Learning Disabilities Accomodation Developments	228	0	228	0	0	0	-228	Options are being considered for the location of future learning disability provision as part of a review of council buildings
Carmarthen Area Extra Care	576	0	576	346	0	346	-230	Contingencies included in contract not fully utilised - final sum yet to be agreed - Savings identified
Ammanford / Llandybie Extra Care	260	0	260	160	0	160	-100	Contingencies included in contract not fully utilised - final sum yet to be agreed - Savings identified
Extra Care - Llanelli Area	1,500	0	1,500	500	0	500	-1,000	Options/Appraisals being considered for potential scheme
- Leisure	3,872	-1,050	2,822	1,135	-50	1,085	-1,737	
Countryside Recreation & Access	676	-300	376	403	-50	353	-23	Due to monies being retained to match fund
Carmarthen Museum - Abergwili	750	0	750	30	0	30	-720	£250k planned match funding for 2017/18 for Tywi Gateway. Remainder planned match funding for HLF bid.
Carmarthenshire Archives Relocation	250	0	250	49	0	49	-201	Design development 2016/17 with construction timetable to follow. Likely slippage to 2017/18
Carmarthen Park Velodrome	286	0	286	70	0	70	-216	Currently surface testing. Tenders Dec'16, works scheduled for Summer 2017. Fees and consultancy works only this year
Closed Circuit Track	500	0	500	22	0	22	-478	Some initial fees for testing and consultancy works will be incurred this financial year. Final site selection for the facility will require political endorsement.
Pembrey Country Park - Strategic Infrastructure Development	1,000	-750	250	151	0	151	-99	Works to the play area in 16/17. Remaining spend on new toilet and shower block is likely to be carried out in 17/18
Other Projects with Minor Variances	410	0	410	410	0	410	0	
<b>ENVIRONMENT</b>	27,310	-5,189	22,121	24,548	-2,462	22,086	-35	
Murray Street Car Park, Llanelli - Exp	149	0	149	104	0	104	-45	Expenditure profile being planned in accordance with whole of life care plan
Trebeddrod Reservoir, Furnace, Llanelli	185	0	185	322	0	322	137	Additional Works required
IT Fit-out of Eastgate Offices	350	0	350	223	0	223	-127	Delay at procurement and design stage - works to be completed early 17/18
Other Projects with Minor Variances	26,626	-5,189	21,437	23,899	-2,462	21,437	0	
<b>EDUCATION &amp; CHILDREN</b>	25,143	-5,536	19,607	19,400	-6,078	13,322	-6,285	
MEP External Funding Income	0	-5,300	-5,300	0	-5,841	-5,841	-541	Re-Profile of MEP funding required due to profile of Band A Schemes Works
Ffwrnes - New Two Form Entry School	943	0	943	190	0	190	-753	Savings on project based on budget

Dinefwr Project - Dyffryn Aman	323	0	323	173	0	173	-150	Re-Profile of budget required
Dinefwr Project - Ysgol Bro Dinefwr	1,256	0	1,256	883	0	883	-373	Re-Profile of budget required
Ysgol Pen Rhos CP School - New Two Form Entry (Formerly Seaside)	3,333	0	3,333	2,750	0	2,750	-583	Welsh Government delay with approval of Business Case
Llangadog - Major Redevelopment	2,041	0	2,041	213	0	213	-1,828	Delay due to change in brief for the Cwm Tywi Area
Ysgol Trimsaran - New School Building	3,924	0	3,924	2,601	0	2,601	-1,323	Works on site delayed due to tender process with contractor
Parc Y Tywyn Band A	3,526	0	3,526	1,500	0	1,500	-2,026	Due to original projection of spend being optimistic - re-profile required
Laugharne VCP Works	100	0	100	0	0	0	-100	Design works ongoing
St John Lloyd	405	0	405	1,400	0	1,400	995	Business Case completed and approved ahead of schedule, works progressing well
Ysgol Dewi Sant - Band A	223	0	223	613	0	613	390	Initial site selection and design works being carried out ahead of schedule
Other Projects with Minor Variances	9,069	-236	8,833	9,077	-237	8,840	7	
<b>CORPORATE SERVICES</b>	<b>1,880</b>	<b>-72</b>	<b>1,808</b>	<b>1,305</b>	<b>-72</b>	<b>1,233</b>	<b>-575</b>	
IT Strategy Developments	1,805	0	1,805	1,230	0	1,230	-575	Various projects on hold pending review of collaboration opportunities
Other Projects with Minor Variances	76	-72	4	76	-72	4	0	
<b>CHIEF EXECUTIVE</b>								
- Regeneration	15,575	-5,830	9,745	10,356	-4,338	6,018	-3,727	
Rural Enterprise Fund	2,000	-1,000	1,000	500	-250	250	-750	Funds committed at stage 1, some projects will commence construction in 2016/17 majority in 17/18
Transformation Commercial Property Development Fund	3,330	-1,830	1,500	0	0	0	-1,500	Fully committed at stage 1 but project delivery will be in 2017-18
Ammanford Town Centre Regeneration	446	0	446	189	0	189	-257	Budget re-profiled to support the Ammanford masterplan including Property Development Grant
Cross Hands East strategic Employment Site	528	0	528	318	0	318	-210	Slippage required to meet land acquisition costs
Cross Hands East Enabling Fund	850	0	850	0	0	0	-850	Subject to scheme approval and linked to anticipated WG funding package (Property Development Fund). We currently await further confirmation from WG
Margaret St - Retaining Wall & Road Widening	230	0	230	70	0	70	-160	Works on retaining wall in 16/17 is subject to legal agreement with proposed developer. Road widening works to be carried out in 17/18
Other Projects with Minor Variances	8,191	-3,000	5,191	9,279	-4,088	5,191	0	
<b>TOTAL</b>	<b>79,261</b>	<b>-17,693</b>	<b>61,568</b>	<b>60,674</b>	<b>-13,023</b>	<b>47,651</b>	<b>-13,917</b>	

**Chief Executive & Corporate Services**  
**Capital Budget Monitoring - Scrutiny Report for August 2016 - Detailed Variances**

Scheme	Target Date for Completion	Working Budget			Forecasted			Variance for Year £'000	Comment
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
<b>Corporate Services</b>									
IT Strategy Developments	Ongoing	1,805	0	1,805	1,230	0	1,230	-575	Various projects on hold pending review of collaboration opportunities
Cross Hands West (LR00200)	Completed	76	-72	4	76	-72	4	0	
<b>Regeneration</b>									
Llanelli JV General	Mar-17	1,355	0	1,355	1,355	0	1,355	0	
Community Development	Mar-17	145	0	145	162	-17	145	0	
RDP2 (Rural Dev Plan Ph2) Axis3 - Physical Regeneration Projects	Completed	9	0	9	9	0	9	0	
Mynydd Y Betws Wind Farm Community Benefit Fund	Ongoing	69	0	69	69	0	69	0	
<b>County Wide Regeneration fund 2015-16 Onwards</b>	<b>Ongoing</b>	<b>5,330</b>	<b>-2,830</b>	<b>2,500</b>	<b>500</b>	<b>-250</b>	<b>250</b>	<b>-2,250</b>	
Rural Enterprise Fund	Ongoing	2,000	-1,000	1,000	500	-250	250	-750	Funds committed at stage 1, some projects will commence construction in 2016/17 majority in 17/18
Transformation Commercial Property Development Fund	Ongoing	3,330	-1,830	1,500	0	0	0	-1,500	Fully committed at stage 1 but project delivery will be in 2017-18
Health & Safety Remediation Works	Mar-17	100	0	100	100	0	100	0	
Llanelli and Coastal Belt Area	Ongoing	1,570	0	1,570	2,369	-799	1,570	0	
Carmarthen and Rural Area	Ongoing	4,943	-3,000	1,943	5,215	-3,272	1,943	0	
<b>Ammanford and Crosshands Growth Zone</b>	<b>Ongoing</b>	<b>2,054</b>	<b>0</b>	<b>2,054</b>	<b>577</b>	<b>0</b>	<b>577</b>	<b>-1,477</b>	
Ammanford Town Centre Regeneration	Ongoing	446	0	446	189	0	189	-257	Budget re-profiled to support the Ammanford masterplan including Property Development Grant
Cross Hands East strategic Employment Site	Mar-18	528	0	528	318	0	318	-210	Slippage required to meet land acquisition costs
Cross Hands East Enabling Fund	Ongoing	850	0	850	0	0	0	-850	Subject to scheme approval and linked to anticipated WG funding package (Property Development Fund). We currently await further confirmation from WG
Margaret St - Retaining Wall & Road Widening	Mar-18	230	0	230	70	0	70	-160	Works on retaining wall in 16/17 is subject to legal agreement with proposed developer. Road widening works to be carried out in 17/18
<b>NET BUDGET</b>		<b>33,031</b>	<b>-11,732</b>	<b>11,554</b>	<b>22,018</b>	<b>-8,748</b>	<b>7,252</b>	<b>-4,302</b>	

## POLICY & RESOURCES SCRUTINY COMMITTEE 30<sup>th</sup> NOVEMBER 2016

**Mid Year Treasury Management and Prudential Indicator Report  
1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016**

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

- Members are requested to satisfy themselves that the activities undertaken in the attached report are consistent with the requirements of the Treasury Management Policy and Strategy approved by Full Council on the 23<sup>rd</sup> February 2016.

**Reasons:**

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

**To be referred to the Executive Board / Council for decision: YES**  
Referred to Executive Board 21<sup>st</sup> November 2016.

**Executive Board Member Portfolio Holder(s):**

- Cllr. David Jenkins (Resources Portfolio Holder)

<p><b>Directorate:</b> Corporate Services</p> <p><b>Director:</b> Chris Moore</p> <p><b>Report Author:</b> Anthony Parnell</p>	<p><b>Designations:</b></p> <p>Director of Corporate Services</p> <p>Treasury &amp; Pension Investments Manager</p>	<p><b>Tel Nos. / E-Mail Addresses:</b></p> <p>01267 224160 <a href="mailto:cmoore@sirgar.gov.uk">cmoore@sirgar.gov.uk</a></p> <p>01267 224180 <a href="mailto:aparnell@sirgar.gov.uk">aparnell@sirgar.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# POLICY & RESOURCES SCRUTINY COMMITTEE 30<sup>th</sup> NOVEMBER 2016

**Mid Year Treasury Management and Prudential Indicator Report  
1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016**

### 1. BRIEF SUMMARY OF PURPOSE OF REPORT.

To inform Members of the activities within the Treasury Management Function for the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016.

DETAILED REPORT ATTACHED?

YES

## IMPLICATIONS

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

Signed: Chris Moore          Director of Corporate Services

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

### 1. Policy, Crime & Disorder and Equalities

**Policy: Within the requirements of the Treasury Management Policy and Strategy Report 2016-2017**

### 2. Finance

The authority's investments during the period returned an average return of 0.49%, exceeding the 7 day LIBID rate.

Gross interest earned on investments for the period amounted to £0.178m and interest paid on loans was £8.87m.

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

At the period end the investments included £0.65m of KSF investments. 83.75% of the claim submitted has now been received.

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



## CONSULTATIONS

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

Signed: Chris Moore                      Director of Corporate Services

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

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

**THESE ARE DETAILED BELOW:**

Title of Document	File Ref No. / Locations that the papers are available for public inspection
CIPFA – Treasury Management in the Public Services – Code of Practice – Revised 2011	County Hall , Carmarthen



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# MID YEAR TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT

1<sup>ST</sup> April 2016 – 30<sup>TH</sup> September 2016

## **A. TREASURY MANAGEMENT REPORT**

### **1. Introduction**

The Treasury Management Policy and Strategy for 2016-2017 was approved by Council on 23<sup>rd</sup> February 2016. Section B 1.1(2) stated that Treasury Management activity reports would be made during the year. This report outlines the Treasury Management activities in the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016 and satisfies the reporting requirement stated above.

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

### **2. Economic update**

The referendum vote for Brexit in June 2016 delivered a shock fall in confidence indicators and business surveys, pointing to an impending sharp slowdown in the economy. However, subsequent surveys have shown a sharp recovery in confidence and business surveys, though it is generally expected that although the economy will now avoid flat lining, growth will be weak through the second half of 2016 and in 2017.

The Bank of England meeting in August 2016 addressed this expected slowdown in growth by a package of measures including a cut in Bank Rate from 0.50% to 0.25%. The Inflation Report included an unchanged forecast for growth for 2016 of 2.0% but cut the forecast for 2017 from 2.3% to just 0.8%. The new Chancellor Phillip Hammond announced after the referendum result, that the target of achieving a budget surplus in 2020 will be eased in the Autumn Statement in November 2016.

The Inflation Report also included a sharp rise in the forecast for inflation to around 2.4% in 2018 and 2019. CPI has started rising during 2016 as the falls in the price of oil and food twelve months ago fall out of the calculation during the year and, in addition, the post referendum 10% fall in the value of sterling on a trade weighted basis is likely to result in a 3% increase in CPI over a time period of 3-4 years.

### **3. Prospects for Interest Rates**

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

	Apr 2016	Jun 2016	Sep 2016	Dec 2016	Mar 2017
Base Rate %	0.50	0.50	0.25	0.10	0.10

(Source: CAPITA Treasury Services)

Capita Asset Services undertook a quarterly review of its interest rate forecasts after the August 2016 MPC meeting that cut Bank Rate to 0.25% and gave forward guidance that it expected to cut Bank Rate again to near zero before the year end. The forecast therefore includes a further cut to 0.10% in November 2016 and a first increase in May 2018, to 0.25%, but no further increase to 0.50% until a year later.

Revised projection based on the recent review:

	2016-17	2017-18	2018-19
	%	%	%
Revised Average Bank Rate	0.27	0.10	0.24
Original Average Bank Rate (TM Strategy 2016-17)	0.88	1.50	1.94

#### 4. Investments

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

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

The total investments at 1<sup>st</sup> April 2016 and 30<sup>th</sup> September 2016 analysed between Banks, Building Societies, Local Authorities and Money Market Funds, are shown in the following table:

Investments	1.4.16				30.9.16			
	Call and notice	Fixed Term	Total		Call and notice	Fixed Term	Total	
	£m	£m	£m	%	£m	£m	£m	%
Banks and 100% wholly owned Subsidiaries	13.00	0.65	13.65	30	14.00	0.65	14.65	27
Building Societies	0.00	7.00	7.00	15	0.00	7.00	7.00	13
Local Authorities	0.00	10.00	10.00	22	0.00	20.00	20.00	37
Money Market Funds	15.00	0.00	15.00	33	13.00	0.00	13.00	24
<b>TOTAL</b>	<b>28.00</b>	<b>17.65</b>	<b>45.65</b>	<b>100</b>	<b>27.00</b>	<b>27.65</b>	<b>54.65</b>	<b>100</b>

Investments on call are available immediately on demand. Fixed term investments are fixed to a maturity date. The current longest investment is maturing on 27<sup>th</sup> March 2017.

The £54.65m includes £0.65m (16.25% of original claim) invested in Kaupthing Singer and Friedlander which has been reduced from the original £4.0m by distributions.

During the period the total investments made by the Council and repaid to the Council (turnover) amounted to £632.4m. This averaged approximately £24.2m per week or £3.46m

	£m
Total Investments 1st April 2016	45.65
Investments made during the period	320.70
<b>Sub Total</b>	<b>366.35</b>
Investments Repaid during the period	(311.70)
<b>Total Investments 30th September 2016</b>	<b>54.65</b>

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

The benchmark return for the London money market is the "7 day LIBID rate". For 2016-2017 the Council has compared its performance against this "7 day LIBID rate". For the period under review the average "7 day LIBID rate" was 0.28% whereas the actual rate the Council earned was 0.49%, an out performance of 0.21%.

This outperformance can be quantified to £75k additional interest earned compared to the "7 day LIBID rate".

The gross interest earned on investments for the period amounted to £0.178m.

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

## **5. Update on the investments with Kaupthing Singer & Friedlander (KSF)**

No dividends were received during the period. As at 30<sup>th</sup> September 2016 the sum of £3.35m principal and £205k interest had been received from the administrators, which equates to 83.75% of the claim submitted. The administrators currently expect the total repayment to be up to 85.5% of the original claim with further dividends expected in 2016-2017 and 2017-2018.

A further update will be provided in future reports.

## **6. Security, Liquidity and Yield (SLY)**

Within the Treasury Management Strategy Statement for 2016-2017, the Council's investment priorities are:

- Security of Capital
- Liquidity and
- Yield

The Council aims to achieve the optimum return (yield) on investments commensurate with proper levels of security and liquidity. In the current economic climate it is considered appropriate to keep investments short term to cover short term cash flow needs but also to seek out value available in significantly higher rates in periods up to 12 months with highly credit rated financial institutions.

Attached at Appendix 1 is the Investment Summary and Top 10 Counterparty Holdings (excluding the £0.65m in KSF) as at 30<sup>th</sup> September 2016.

## 7. Borrowing

One of the methods used to fund capital expenditure is long term borrowing. The principal lender for Local Authorities is the Public Works Loan Board (PWLB).

Under the Treasury Management Strategy it was agreed to borrow when interest rates are at their most advantageous.

The total loans at 1<sup>st</sup> April 2016 and 30<sup>th</sup> September 2016 are shown in the following table:

<b>Loans</b>	<b>Balance at 01.04.16 £m</b>	<b>Balance at 30.09.16 £m</b>	<b>Net Increase/ (Net Decrease) £m</b>
Public Works Loan Board (PWLB)	369.59	374.13	4.54
Market Loan	3.00	3.00	0.00
Salix, Invest to Save, HILS & TCL	3.44	3.37	(0.07)
<b>TOTAL</b>	<b>376.03</b>	<b>380.50</b>	<b>4.47</b>

The Salix interest free loans have been provided by an independent publicly funded company dedicated to providing the public sector with loans for energy efficiency projects.

The interest free Invest-2-Save funding is to assist in the conversion of traditional street lighting to LED, which will help deliver a legacy of reduced energy costs and associated carbon taxes.

The Home Improvement Loan Scheme (HILS) repayable funding is provided by the Welsh Government to help individual home owners, small portfolio landlords, developers and charities to improve homes and increase housing supply.

The Town Centre Loan (TCL) repayable funding is provided by the Welsh Government to provide loans to reduce the number of vacant, underutilised and redundant sites and premises in town centres and to support the diversification of the town centres by encouraging more sustainable uses for empty sites and premises, such as residential, leisure and for key services.

### 7.1 New Borrowing

The following loans were borrowed during the period to fund the capital programme:

<b>Loan Reference</b>	<b>Amount (£m)</b>	<b>Interest Rate</b>	<b>Start Date</b>	<b>Period</b>	<b>Maturity Date</b>
505287	5.00	1.93%	12th August 2016	48yrs	28th September 2064
505288	5.00	1.94%	12th August 2016	49yrs	28th September 2065
<b>Total</b>	<b>10.00</b>				

## **7.2 Interest Paid**

Interest paid on loans during the period was:

<b>PWLB Interest Paid £m</b>	<b>Market Loan Interest Paid £m</b>	<b>Total Interest Paid £m</b>
8.80	0.07	8.87

## **8. Rescheduling and Premature Loan Repayments**

The current economic climate and the consequent structure of interest rates meant that no rescheduling opportunities arose during the period and there were no premature loan repayments.

## **9. Leasing**

No leases were negotiated during the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016.

## **B. PRUDENTIAL INDICATOR REPORT**

### **1. Prudential Indicators**

As part of the 2016-2017 Budget and the Treasury Management Policy and Strategy 2016-2017, the Council adopted a number of Prudential Indicators. These Indicators are designed to ensure that any borrowing or other long-term liabilities entered into for capital purposes were affordable, sustainable and prudent.

The Indicators are required by the Local Government Act 2003 and the Revised Prudential Code of Practice in order to control Capital Finance. The Prudential Code also required that those Prudential Indicators that were forward looking should be monitored and reported. Some of the indicators are monitored by officers monthly, and are only reported if they are likely to be breached, others are to be monitored quarterly by the Executive Board.

#### **1.1 Affordability Prudential Indicator**

##### **1.1.1 Ratio of Financing Costs to Net Revenue Stream**

The indicator set for 2016-2017 in the Budget was:

	<b>2016-2017 %</b>
Non –HRA	5.77
HRA	37.46

An examination of the assumptions made in calculating this indicator concluded that there have been no changes in this period.

## 1.2 Prudence Prudential Indicators

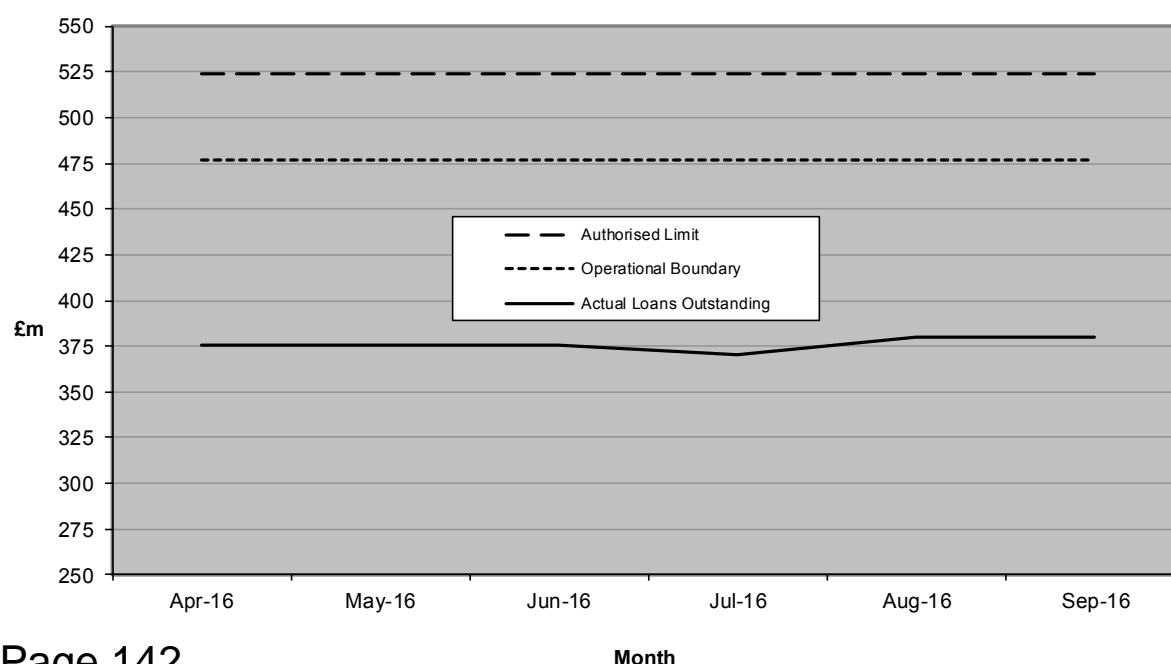
### 1.2.1 Capital Financing Requirement (CFR)

The Director of Corporate Services reports that no difficulties are envisaged for the current or future years in complying with this prudential indicator.

	2016-2017	As at	2016-2017
	Estimate	30.09.16	Forecast
	£m	£m	£m
<b>Capital Financing Requirement</b>			
CFR – non housing	263	257	257
CFR – housing	137	136	136
CFR - housing subsidy buy-out	77	77	77
<b>Total CFR</b>	<b>477</b>	<b>470</b>	<b>470</b>

### 1.2.2. Authorised Limit and Operational Boundary

The actual value of loans outstanding must not exceed the Authorised Limit. In normal activity actual loans outstanding should be close but less than the Operational Boundary. The Operational Boundary can be breached in the short term due to adverse cash flows.



	Authorised Limit for External Debt		Operational Boundary for External Debt	
	2016-2017	2016-2017	2016-2017	2016-2017
	Estimate	Forecast	Estimate	Forecast
	£m	£m	£m	£m
Borrowing	523.5	523.5	476.9	476.9
Other Long-Term Liabilities	0.5	0.5	0.1	0.1
<b>Total</b>	<b>524</b>	<b>524</b>	<b>477</b>	<b>477</b>

	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
	£m	£m	£m	£m	£m	£m
Authorised Limit	524	524	524	524	524	524
Operational Boundary	477	477	477	477	477	477
Loans Outstanding	376	376	376	370	381	381

Neither the Authorised Limit nor the Operational Boundary have been breached.

## **2.1 Treasury Management Prudential Indicators**

### **2.1.1 Interest Rate Exposure**

Position as at 30<sup>th</sup> September 2016:

	Fixed Interest Rate £m	Variable Interest Rate £m	TOTAL £m
Borrowed	377.50	3.00	380.50
Invested	(27.65)	(27.00)	(54.65)
<b>Net</b>	<b>349.85</b>	<b>(24.00)</b>	<b>325.85</b>
Limit	445.00	20.00	
<b>Proportion of Net Borrowing Actual</b>	<b>107.37%</b>	<b>(7.37)%</b>	<b>100.00%</b>
Limit	150.00%	10.00%	

The authority is within limits set by the 2016-2017 indicators.

### **2.1.2 Maturity Structure Of Borrowing**

	Structure at 30.09.16 %	Upper Limit %	Lower Limit %
Under 12 months	1.04	15	0
12 months to 2 years	3.39	25	0
2 years to 5 years	6.23	50	0
5 years to 10 years	10.40	50	0
10 years to 20 years	17.63	50	0
20 years to 30 years	22.08	50	0

30 years to 40 years	22.42	50	0
40 years and above	16.81	50	0

The authority is within the limits set by the 2016-2017 indicators.

### **2.1.3 Maximum principal sums invested longer than 364 days**

	<b>2016-2017 £m</b>
Limit	10
Actual as at 30 <sup>th</sup> September 2016	NIL

### **3. Conclusion**

For the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016 the actual Prudential Indicators to be monitored by the Executive Board are within the limits set by the Budget 2016-2017 and the Treasury Management Policy and Strategy 2016-2017. This is also true for the indicators being monitored by officers.



## Investment Summary as at 30th September 2016

Carmarthenshire County Council

Totals		
<b>Total</b>	<b>£54,000,000</b>	
<b>Calls &amp; MMFs</b>	£27,000,000	50%
<b>Fixed Deposits</b>	£27,000,000	50%
<b>Specified</b>	£54,000,000	100%

Weighted Average		
<b>Yield</b>		0.41%
<b>Maturity (Days)</b>		
Total Portfolio	Total Portfolio	43.07
<b>Long Term</b>		
<b>Short Term</b>		
AAA	-	1.00
AA	F1	67.25
A	F1	46.10
BBB	F2	0.00
CCC	C	0.00

Risk Factors		
<b>&lt; 1 year</b>	£3,107	0.006%
<b>1 - 2 years</b>	£0	0.000%
<b>2 - 3 years</b>	£0	0.000%
<b>3 - 4 years</b>	£0	0.000%
<b>4 - 5 years</b>	£0	0.000%
<b>Total Portfolio</b>	£3,107	0.006%

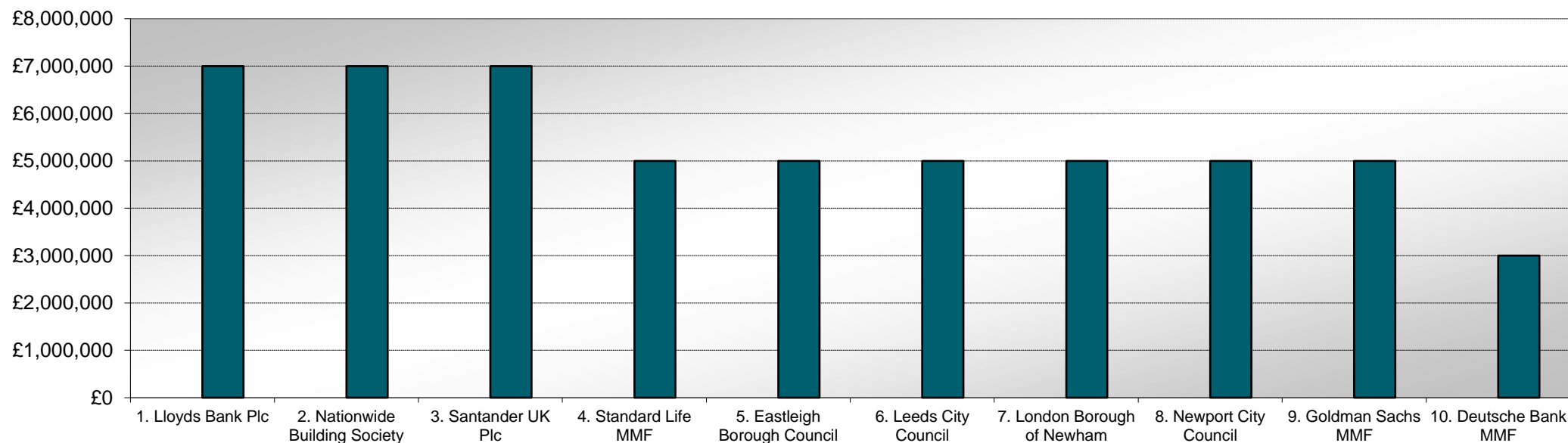
Maturity Structure		
<b>&lt; 1 Week</b>	£27,000,000	50%
<b>&lt; 1 Month</b>	£5,000,000	9%
<b>2 - 3 Months</b>	£10,000,000	19%
<b>3 - 6 Months</b>	£12,000,000	22%
<b>6 - 9 Months</b>	£0	0%
<b>9 - 12 Months</b>	£0	0%
<b>12 Months+</b>	£0	0%
<b>Total</b>	<b>£54,000,000</b>	<b>100%</b>

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## Top 10 Counterparty Holdings

Carmarthenshire County Council

Counterparty	Principal	% of Total Holding	WAM (Days)	WAYield	WADefault
1. Lloyds Bank Plc	£7,000,000	12.96%	1	0.37%	0.000%
2. Nationwide Building Society	£7,000,000	12.96%	136	0.46%	0.035%
3. Santander UK Plc	£7,000,000	12.96%	1	0.69%	0.000%
4. Standard Life MMF	£5,000,000	9.26%	1	0.31%	0.000%
5. Eastleigh Borough Council	£5,000,000	9.26%	49	0.22%	0.002%
6. Leeds City Council	£5,000,000	9.26%	143	0.25%	0.007%
7. London Borough of Newham	£5,000,000	9.26%	14	0.50%	0.001%
8. Newport City Council	£5,000,000	9.26%	63	0.50%	0.003%
9. Goldman Sachs MMF	£5,000,000	9.26%	1	0.31%	0.000%
10. Deutsche Bank MMF	£3,000,000	5.56%	1	0.32%	0.000%



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**POLICY & RESOURCES SCRUTINY  
COMMITTEE  
30<sup>TH</sup> NOVEMBER 2016**

**Explanation for non-submission  
of scrutiny report**

ITEM	RESPONSIBLE OFFICER(S)	EXPLANATION	REVISED SUBMISSION DATE
Ageing Well Plan Update	Kevin Pett	November was put in as a provisional date for this report. Work on the report is still on going.	11 <sup>th</sup> January 2017
Welsh Language Standards Annual Report 2015/16	Llinos Evans	November was put in as a provisional date for this report. Work on the report is still on going.	11 <sup>th</sup> January 2017



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**POLICY & RESOURCES SCRUTINY COMMITTEE  
30<sup>th</sup> NOVEMBER 2016**

**Policy & Resources Scrutiny Committee  
Actions and Referrals Update**

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

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

**Reasons:**

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

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

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

<p><b>Directorate:</b> Chief Executive's</p> <p><b>Name of Head of Service:</b> Linda Rees-Jones</p> <p><b>Report Author:</b> Martin S. Davies</p>	<p><b>Designations:</b></p> <p>Head of Administration &amp; Law</p> <p>Democratic Services Officer</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 224059 <a href="mailto:MSDavies@carmarthenshire.gov.uk">MSDavies@carmarthenshire.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# POLICY & RESOURCES SCRUTINY COMMITTEE 30<sup>th</sup> NOVEMBER 2016

## Policy & Resources Scrutiny Committee Actions and Referrals Update

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

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
----------------------------------	------------

## IMPLICATIONS

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

Signed: Linda Rees-Jones                      Head of Administration & Law

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

## CONSULTATIONS

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

Signed: Linda Rees-Jones                      Head of Administration & Law

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

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

**THESE ARE DETAILED BELOW:**

Title of Document	File Ref No. / Locations that the papers are available for public inspection
P&R Scrutiny Committee Reports and Minutes	<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> <b>Meetings from September 2015 onwards:</b> <a href="http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=170">http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=170</a>



**Pwyllgor Craffu Polisi ac Adnoddau - Diweddraf am Weithrediadau ac Atgyfeiriadau  
Policy and Resources Scrutiny Committee - Actions and Referrals Update**

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
5th October 2016	<b>Strategy to Promote the Welsh Language -</b> RESOLVED that the draft Strategy be endorsed.	At its meeting on the 17th October 2016, the Executive Board unanimously resolved to approve the draft Strategy.	Llinos Evans	17th October 2016	Completed

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## POLICY & RESOURCES SCRUTINY COMMITTEE

14<sup>th</sup> JULY 2016

**Present:** Councillor D.W.H. Richards (Chair)

**Councillors:** S.M. Allen, G. Davies (Vice-Chair), T. Devichand, J.S. Edmunds, W.J.W. Evans, J.K. Howell, A.W. Jones, A. Lenny, D. Price, R. Thomas, D.E. Williams

**Also in attendance:**

**Councillor D.M. Jenkins – Executive Board Member for Resources**

**Councillor P.A. Palmer – Executive Board Member for Communities**

**Councillor L.M. Stephens – Executive Board Member for Human Resources, Efficiencies & Collaboration**

**The following officers were in attendance:**

Mr. P.R. Thomas – Assistant Chief Executive (People Management & Performance)

Mrs. W. Walters – Assistant Chief Executive (Regeneration & Policy)

Mr. C. Moore – Director of Corporate Services

Mr. J. Fearn – Head of Property

Mrs. L. Rees-Jones – Head of Administration & Law

Mr. P. Sexton – Head of Audit, Risk & Procurement

Mr. N. Davies – IT Infrastructure Manager

Mr. J. Owen – TIC Programme Manager

Mrs. A. Wood – HR Manager

Ms. R. Llewellyn – Performance Governance & Policy Officer

Mr. S.J. Williams – TIC Officer

Mr. M. Hughes – Democratic Services Officer

**Venue:** County Hall Chamber, Carmarthen (10:00am – 1:15pm)

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor A.G. Morgan.

**2. DECLARATIONS OF PERSONAL INTEREST**

There were no declarations of personal interest.

**3. DECLARATION OF PROHIBITED PARTY WHIPS**

There were no declarations of party whips.

**4. PUBLIC QUESTIONS (NONE RECEIVED)**

No public questions were received.

## 5. FORTHCOMING ITEMS

The Committee **RESOLVED** that the items to be considered at its next meeting, scheduled for Wednesday 5th October 2016, be noted.

## 6. TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME ANNUAL REPORT 2015/16 AND BUSINESS PLAN 2016/17

The Committee considered the 2015/16 Annual Report for the Transform, Innovate & Change Programme, as well as its Business Plan for 2016/17. The Committee was reminded that the programme was launched in 2012 in response to the significant financial challenges being faced by the Local Authority and that to date, the TIC approach had assisted in identifying, or was helping to deliver, approximately £6.4m of efficiency savings. The Committee also received a presentation outlining projects relating to back office processes which had led to significant savings in both time and money, as well as leading to more efficient methods of working.

The following issues were discussed during consideration of the report and the presentation:

It was asked how many of the improvements being implemented amongst back office functions were actual savings rather than due to advancements in technology being adopted by different services. The TIC Officer stated that the technology had enabled the realisation of the savings, taking work out of the former time-consuming processes. Adopting technological approaches had not only improved processes internally but was now allowing the Authority to interact with external organisations and suppliers much more efficiently.

The developments outlined in the presentation and the embracing of new technologies were welcomed but it was asked how the desire to innovate and embrace more efficient ways of working was being embedded in line managers' thinking and whether managers should be expected to operate in this way. The TIC Programme Manager informed the Committee that the long-term strategy was to embed the methodology within services. The TIC Team had used the 'Vanguard' approach to enable departments to view and understand their services from a customer's perspective. Having used this model, departments themselves were now more confident of undertaking further reviews of their services using this approach, rather than depending on the TIC Team to facilitate further reviews. The TIC Programme Manager further clarified that when undertaking a Vanguard-style review, a cross-section of the relevant service was invited to participate, including heads of service, senior manager as well as front-line staff. Taster sessions for Third Tier Managers were planned for the autumn which would involve a range of staff members presenting their findings at these sessions.

In response to a question as to the capacity of the managers employed by the Authority to undertake such reviews, the TIC Programme Manager noted that due to the cross-cutting nature of many TIC reviews, a number of different managers would normally be involved. To date, managers who had been approached to assist with reviews had always shown commitment and enthusiasm. Lack of participation had never been a problem. He also stressed that there was a significant amount of work on-going within departments, quite separate to the main projects facilitated by TIC.

Reference was made to the review of Third Sector Funding which had now been completed and it was asked whether this meant the end of TIC's involvement with this particular project. The Assistant Chief Executive (Regeneration & Policy) reminded the Committee that it had received a report on this review at its last meeting in June and stated that whilst the review itself had been completed, a team within her division would from now on, be co-ordinating the Authority's spend on Third Sector services in order to ensure that there was no duplication of spend (e.g. paying different organisations for providing similar services). In response to a further query, the Assistant Chief Executive (Regeneration & Policy) confirmed that the savings identified in the report were linked to contracts that had ended or where funding had been reduced. It had been expected that the most significant savings would be realised first (as instances of duplication were identified) and would reduce over time. She also noted that an all-Wales study on third sector spending undertaken by the Wales Audit Office, was expected to be published in October. Carmarthenshire, along with a small number of other local authorities, had been selected as case studies for this particular review. She agreed to present the report to the Committee for its consideration, at a future meeting.

It was asked whether the improved processes meant that suppliers were now being paid quicker. The TIC Officer noted that as a significant amount of time had been removed from the process, suppliers should now receive payment earlier than they had previously.

Reference was made to one of the case studies where the school kitchen ordering process had been revised and it was asked whether this would lead to a reduction in the amount of food wasted. The TIC Officer stated that whilst this was not known, the new procedures did enable schools to order supplies up to two days before the delivery date, rather than a week in advance. In theory, this would mean that schools could manage their stocks more efficiently.

The Chair thanked the officers for their presentation and the Committee **RESOLVED** that the report be received.

## 7. TACKLING POVERTY ACTION PLAN

The Committee considered an update report in relation to the Authority's approach to and activities in tackling poverty. The report included details of the work of the cross-party Focus Group, the Council's Tackling Poverty Action Plan and the establishment of a Tackling Poverty Advisory Panel to support the Executive Board member with responsibility for the agenda.

The following issues were discussed during consideration of the report:

Clarification was sought as to the methods used during the rural poverty study and whether the definition for 'rural' was misleading in that the area included parts of the County's towns. The Performance Governance & Policy Officer informed the Committee that the Corporate Policy Team had undertaken the study and following an initial desktop exercise, a total of 5,000 questionnaires were sent to households across the Rural Development Plan area. Questionnaire were also sent to town and community councils, businesses and schools. A total of 1,099 responses were received. The findings were presented to the Community Scrutiny Committee and would be used to inform future projects in the area. She added that the report could be circulated to the Committee for information. The Assistant

Chief Executive (Regeneration & Policy) informed the Committee that the definition of the rural area had been the same for the past twelve years and used by those administering various sources of grants and funding.

Reference was made to assisting individuals into training and volunteering and it was asked how the success, or otherwise, of these activities was being monitored. The Assistant Chief Executive (Regeneration & Policy) informed the Committee that where there was a second programme working alongside such initiatives in order to help individuals find and access employment opportunities, it was possible to monitor the success of these initiatives. However, outside of this, it was extremely difficult to monitor and track individuals, especially if they left the County altogether. In response to a further suggestion, the Assistant Chief Executive (Regeneration & Policy) acknowledged that the use of technology (e.g. email, social media) could be used to follow up on individuals who had been assisted in this way in order to track their progress. She agreed to share this suggestion with officers in the relevant team within her division.

It was asked how many jobs had actually been created through initiatives such as Communities First. The Assistant Chief Executive (Regeneration & Policy) acknowledged that at first, such initiatives had not led to the creation of many jobs but since measures had been introduced to ensure the efficient and effective use of funding, this had led to a significant increase in those now finding employment.

Reference was made to a number of actions relating to Children's Services which were off target and it was suggested that the health visitor approach was not working, especially as these had been brought in-house from the Third Sector and the Health Board. The Assistant Chief Executive (Regeneration & Policy) informed the Committee that this particular service was the responsibility of the Head of Children's Services and that she would seek a response for the Committee on this matter.

During discussions it was noted that during the school holidays, some children would not be receiving a cooked meal every day, as they would during term time. It was therefore asked whether the Authority would consider opening school kitchens during the holidays in order to provide those who were eligible with a meal. In response, a member of the Tackling Poverty Focus Group and the Executive Board Member for Communities both informed the Committee that this was an option that had been discussed, possibly employing teaching assistants to provide the service. However, there were issues such as cost and the stigma associated with receiving free meals that would need to be addressed. There were examples of where voluntary organisations within the County had already been offering such services but that there was no overall co-ordinated approach.

**RESOLVED that the report be received.**

## **8. REVENUE AND CAPITAL BUDGET MONITORING REPORT 2015/16**

The Committee considered a report outlining the end of year financial position for the revenue and capital expenditure in relation to the remit of the Policy & Resources Scrutiny Committee, in respect of the 2015/16 financial year. The Committee was informed that the Authority was reporting an underspend of £418,000 for the financial year. Final outturn figures indicated an overspend of £33,000 for the financial year at departmental level, which in turn had been offset by an underspend of £1,399,000 on capital charges. The resultant outturn has

meant that the Authority has transferred £280,000 to its general reserves for the 2015/16 financial year.

The following issues were discussed during consideration of the report:

In response to a question about the additional placements and additional cost of increased fees (worth £391,000) paid to providers by the Communities Department, the Director of Corporate Services informed the Committee that this was linked to inflation and the overall cost of the service.

It was suggested that in light of the increase in the national minimum wage, private sector provision within the social care sector might well be as, if not more costly than that provided by the public sector. The Director of Corporate Services acknowledged that the changes to the minimum wage would create additional financial pressure and reminded the Committee that this had been flagged up as a potential budgetary pressure within the 2016/17 Budget Report presented to the County Council in February. However, whilst the margins were reducing between private and public providers, they were still not the same at the current time.

Assurance was sought that due to the current economic uncertainty, the County Council would not rush into borrowing money for unnecessary projects and that there was a need for careful planning ahead. The Director of Corporate Services agreed that there was a need to plan ahead in a detailed manner although such planning was compounded by the fact that the Welsh Government was not currently providing any clear guidance or indications of future funding allocations.

It was asked whether the working budget for public conveniences included the operating costs for the Danfo-operated toilets. The Director of Corporate Services confirmed that it did. In response to a further query about the public conveniences now run by the Local Authority, the Chair informed the Committee that this information could be circulated following the meeting.

Clarification was sought on the projects included in the Ammanford Town Centre Regeneration scheme, worth £466,000. The Assistant Chief Executive (Regeneration & Policy) informed the Committee that these priority projects had been agreed by local elected members and that whilst she did not have specific details to hand, this information could be forwarded following the meeting.

**UNANIMOUSLY RESOLVED** that the report be received.

## **9. END OF YEAR CORPORATE PERFORMANCE MANAGEMENT REPORT 1ST APRIL 2015 - 31ST MARCH 2016**

The Committee considered the report, which provided a year-end overview of how the Authority was performing. The report included:

- Improvement Plan Monitoring – Actions & Measures
- Sickness Absence
- Compliments / Complaints

The Committee was also given an update in relation to the Authority's sickness absence performance which had increased to 10.1 days, an increase of 1 full time equivalent day from last year's result. The Assistant Chief Executive (People

Management & Performance) expressed disappointment that despite having good clear policies and examples of significant improvement in many service divisions, the overall figure had increased. He expressed particular concern at the increase in sickness absence in primary schools and referred to on-going work to assist schools, especially in relation to sickness absence insurance costs and supply cover.

The following issues were discussed during consideration of the report:

It was suggested that the Committee invite heads of service to future meetings to discuss their approach in dealing with sickness absence. The Committee agreed to the proposal but other members suggested that the Chair and Vice-Chair liaise with the Assistant Chief Executive (People Management & Performance) to arrange this and that the proposal be for all services, not just those causing concern.

It was asked whether the reasons for sickness absence in school were any different to those for the local authority's own workforce. The Assistant Chief Executive (People Management & Performance) informed the Committee that there was no difference and that the same themes were evident, with stress being the most common cause. He reassured the Committee that resources had been deployed to assist schools as head teachers had identified sickness absence as being one of their biggest problems.

Given that stress was the biggest single cause of sickness absence, it was asked what the Authority was doing wrong in that the workforce was being affected in this way. It was asked whether workers were fatigued or overburdened as more responsibilities and expectations were placed on fewer workers. The Assistant Chief Executive (People Management & Performance) reminded the Committee that ultimately, good and proper management was the key factor in relation to sickness absence and that if stress was given as a reason for absence, then completion of a stress questionnaire was required of the employee. The Assistant Chief Executive (Regeneration & Policy) noted that stress was a difficult area to define as it could be interpreted differently from one individual to another. One small change in the workplace might be considered a major problem to one individual but it was how such a change was communicated and managed by the relevant manager that was the key. The Assistant Chief Executive (People Management & Performance) also voiced concern that stress was now becoming the new 'bad back syndrome' and that often it was not found to have been work-related but linked to matters in an individual's personal life. Major upheavals and investigations into malpractice in specific service areas were also known to trigger incidences of stress-related absence.

It was asked whether there were sufficient numbers of managers in post and whether the reduction in staff (e.g. severance), was placing remaining staff under increased strain as they picked up the resulting work left by the departing individual. The Assistant Chief Executive (People Management & Performance) informed the Committee that prior to a severance arrangement being approved, a robust business case for allowing an individual to leave was required and that their manager was required to confirm that there would be no adverse impact on the delivery of the service and on the remaining workforce.



In response to a further question about why staff members might feel that they had to take sick leave due to a specific issue in the workplace, the Assistant Chief Executive (People Management & Performance) noted that ultimately, it was about drilling down and seeking to understand individuals' reasons for their absence but that staff members' stated reasons had to be accepted. He added that the Authority had worked hard to make it easier for staff to be more open to discuss problems in the workplace or at home. Managers were also able to utilise flexible working practices (e.g. flexi time and home working) to provide staff members with options for dealing and coping with issues in their personal lives so that their work duties were not affected.

In response to a suggestion that the Authority's Whistleblowing Policy did not provide staff members with a sufficient protection, the Head of Administration & Law reminded the Committee that the Policy had been commended by the Wales Audit office and that there were contact officers for all departments should an individual wish to raise a matter of concern. There were safeguards in place to protect the anonymity of whistle-blowers and they were also asked for feedback on the process, once an investigation was completed.

**RESOLVED that:**

**9.1 The report be received.**

**9.2 The Chair and Vice-Chair, in conjunction with the Assistant Chief Executive (People Management & Performance), arrange for Heads of Services to attend future meetings of the Committee to discuss their approach to reducing sickness absence within their respective service areas.**

**10. END OF YEAR DEPARTMENTAL PERFORMANCE MANAGEMENT REPORT - 1ST APRIL 2015 TO 31ST MARCH 2016**

The Committee received, for consideration, the End of Year Performance Management Report for the services within its remit, for the period 1st April 2015 to 31st March 2016. The report included:

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

The following issues were discussed during consideration of the report:

In response to a question about the legal support for the Dyfed-Powys Police Panel, the Head of Administration & Law reminded the Committee that this Panel's membership comprised county councillors from the respective local authorities within Dyfed-Powys Police Force area and that Carmarthenshire County Council provided independent legal advice to this Panel.

Reference was made to the £20m borrowed during 2015/16 in order to support the capital programme and it was asked why this figure had been borrowed when elected members had previously been informed that this amount had been found within existing reserves. The Director of Corporate Services informed the

Committee that this was linked to cash flow and that he could provide a detailed explanation during consideration of Item 11.

It was asked whether officers were confident of achieving capital receipts in the current financial climate, in light of the fact that only 75% of the 2015/16 target had been achieved. The Director of Corporate Services reminded the Committee that whilst there was uncertainty at the present time, there were no legal commitments made in relation to the capital programme, beyond the 2016/17 financial year. The Assistant Chief Executive (Regeneration & Policy) added that whilst the banks continued to lend to developers, many had until this point looked for additional financial support from local authorities and EU funding. The Head of Property informed the Committee that whilst the previous year's target had not been achieved, on aggregate over recent years, the level of capital receipts had actually been exceeded.

In response to a question on the potential cost of maintaining ageing Council buildings, the Head of Property informed the Committee that asset management planning was an on-going activity and that the new Corporate Asset Management Plan would be presented to the Committee at a future meeting. Whilst the Authority retained a number of older buildings, there was an on-going maintenance programme to ensure that the fabric and structure of these buildings were maintained. Improvement works, for example, had recently been completed at Tŷ Elwyn, Llanelli and were about to start at Municipal Buildings, Llandeilo. Officers also monitored the use of office space on a regular basis to ensure the most efficient use of offices facilities across the County.

Clarification was sought as to what community benefits might be delivered as part of procurement exercises. The Head of Audit, Risk & Procurement informed the Committee that as part of procurement exercises, both over and under the value of £1m, officers sought to obtain benefits from the successful supplier or provider. One example was the current development of the Carmarthen West Link Road where a viewing platform had been installed to allow pupils from nearby schools an opportunity to view the construction work and encourage interest in subjects such as engineering and construction. He agreed to confirm what the non-core community benefits (linked to the bus companies) referred to in Report B (Action 11645) were and circulate details to the Committee.

**RESOLVED that the report be received.**

*The Committee's attention was drawn to the fact that the meeting had been underway for 3 hours. It was, accordingly, **UNANIMOUSLY RESOLVED** to suspend Standing Orders in order that the remaining items on the agenda could be considered.*

## **11. END OF YEAR TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 2015/16**

The Committee considered the Annual Report listing the treasury management activities which occurred during the 2015/16 financial year, in line with the Treasury Management Policy and Strategy 2015/16 that was adopted by Council on the 24th February 2015.

The following issues were discussed during consideration of the report:

Reference was made to the £20m borrowed during the 2015/16 financial year to support the capital programme. The Director of Corporate Services informed the Committee that the timing of the borrowing was linked more to cash flow and market rates than specifically when the Authority spent the capital programme within the year. He reminded the Committee that the Authority had under borrowed significantly over a number of years due to the internal funds being available as a short term funding source. This had saved the Authority money in terms of interest charges. The current Capital Financing Requirement (which was effectively the borrowing limit) was £454m. However due to the cash flow and reserve funds available during 2015/16, the borrowing was substantially lower at £376m and consequently at the year end, the Authority was utilising internal borrowing of £78m. As the Authority applied the reserves to the capital programme over future years, the internal borrowing would reduce.

The Director informed the Committee that decisions on when borrowing took place during the year, were influenced by cash flow need, the interest rate at that point in time and the forecasted future movements in rates. During 2015/16, the decision was made that the interest rate applicable on the 28th September 2015 was the optimum rate for drawing down the expected need within the year. Four individual loans, as opposed to one loan, were drawn down on that day to support the levelling of the future maturity profile.

**RESOLVED** that the report be received.

## **12. POLICY & RESOURCES SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE**

The Committee considered a report detailing progress in relation to actions, requests or referrals emerging from previous scrutiny meetings.

**RESOLVED** that the report be noted.

**SIGNED:** \_\_\_\_\_ (Chair)

**DATE:** \_\_\_\_\_

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Wednesday, 5 October 2016

**PRESENT:** Councillor D.W.H. Richards (Chair);

**Councillors:**

S.M. Allen, T. Devichand, J.S. Edmunds, W.J.W. Evans, J.K. Howell, A. Lenny, K. Madge  
(In place of A.W. Jones), A.G. Morgan, D. Price, R. Thomas and D.E. Williams

**Also in attendance:**

Councillor D. Jenkins, Executive Board Member (EBM), Resources;  
Councillor L.M. Stephens, Executive Board Member (EBM), Human Resources,  
Efficiencies, Collaboration and Welsh Language Champion;

**The following Officers were in attendance:**

P. Sexton, Head of Audit, Risk and Procurement;  
L. Rees-Jones, Head of Administration and Law;  
P.R. Thomas, Assistant Chief Executive (People Management and Performance);  
N. Daniel, Interim Head of ICT Service;  
O. Bowen, Head of Financial Services;  
H. Morgan, Economic Development Manager;  
L. Evans, Policy and Partnership Officer;  
M.S. Davies, Democratic Services Officer;  
J. Owen, Democratic Services Officer.

**Chamber, County Hall, Carmarthen - 10.00 am - 11.20 am**

**1. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor A.W. Jones.

**2. DECLARATIONS OF PERSONAL INTEREST**

There were no declarations of personal interest.

**3. DECLARATION OF PROHIBITED PARTY WHIPS**

There were no declarations of prohibited party whips.

**4. PUBLIC QUESTIONS (NONE RECEIVED)**

No public questions were received.

**5. 2016/17 IMPROVEMENT PLAN CORPORATE PERFORMANCE MONITORING REPORT**

The Committee considered a report which provided an overview of how each Scrutiny function was performing against the actions and measures in the Authority's 2016/17 Improvement Plan, as at 30<sup>th</sup> June 2016.

The Economic Development Manager, in response to a query, agreed to seek clarification as to why the breakdown figures for Education & Children's Services Scrutiny figures did not add up.

**RESOLVED to note the report.**

## 6. 2016/17 IMPROVEMENT PLAN DEPARTMENTAL PERFORMANCE MONITORING REPORT

The Committee considered the 2016/17 Improvement Plan Departmental Performance Monitoring report which provided an overview of how the Chief Executive's and Corporate Services' Departments had performed in quarter 1 [1st April-30<sup>th</sup> June] of 2016/17.

The following issues were raised during consideration of the report:

- In response to a query regarding the significant delay in responding to Freedom of Information Act (FOIA) requests the Economic Development Manager explained to the Committee that many of the requests were complex, often requiring data from multiple facets of the Authority and from a number of previous years. She added that in light of the number of requests being received the target would be reviewed;
- The Head of Financial Services, in response to a query, agreed to furnish members with details of the current proposals by Welsh Government following the withdrawal of the Wales Retail (Rate) Relief Scheme;
- An assurance was sought that the combined approach by the Street Scene and Building Services sections for acquiring sewerage and gulley emptiers would not impact on the service such a vehicle provided. The Head of Audit, Risk and Procurement stated that this was just one aspect of where the aforementioned sections were working together to improve current provisions and achieve efficiency savings but he would seek the reassurance sought from the service in question;
- Officers agreed to ascertain from the Electoral Services Division as to how prevalent in Carmarthenshire was the problem of people not registering to vote;
- In response to a query arising from 'Action 12007' the Head of Administration and Law advised that the Constitutional Review Working Group [CRWG] was due to meet shortly to review the changes it had recommended since its establishment and to consider whether any refinements were necessary. She also agreed to take back to CRWG a comment that the reference to improving 'the openness and transparency of the Council' should incorporate 'inclusion' also;
- the Interim Head of ICT Services stated that his service had engaged with Directors, Heads of Service and staff to establish how best ICT could meet their Service needs. In addition, Members were informed that a new Digital Transformation Strategy would be developed over the next 6 months with further extensive engagement with all service areas, elected members and partners and the Strategy would be aligned to the Corporate Strategy to ensure a more agile mobile workforce;
- The Assistant Chief Executive (People Management and Performance) informed Committee advised that the proposed joint working arrangement with Pembrokeshire County Council on ICT matters had stalled with the latter having appointed its own Head of ICT. Carmarthenshire County Council remained a willing partner however on collaborative working.

**RESOLVED to note the report.**

**7. STRATEGY TO PROMOTE THE WELSH LANGUAGE**

The Committee considered the draft Strategy to Promote the Welsh Language which the Council was required to publish as part of the Welsh Language Standards. The Strategy, which had been developed in partnership with the County's Strategic Welsh Language Forum, provided an opportunity for the Authority to work and share best practice with other organisations across the county through the Strategic Welsh Language Forum.

The following issues were raised during consideration of the draft Strategy:

- Members were advised that the Authority already collaborated with neighbouring local authorities on aspects of the strategy;
- It was suggested that, aside from the aforementioned Strategy which related to the Welsh language, consideration should be given to the possibility of introducing a separate strategy which would encourage people who had left Wales to return. The Policy and Partnership Officer agreed that such a strategy would be welcome but further research was needed as to why people had initially moved away and this would be a priority within the first 18 months of the Strategy's adoption;
- Concern was expressed that the Strategy was directed primarily at the public sector rather than the private sector. The Policy and Partnership Officer responded that there were many businesses in Carmarthenshire which operated bilingually and there was great emphasis on partnership working.

**RESOLVED that the draft Strategy be endorsed.**

**8. REVENUE AND CAPITAL BUDGET MONITORING REPORT**

The Committee considered the monitoring report that outlined the budgetary position for the 2016/17 financial year as at the 30<sup>th</sup> June 2016. The report included:

- Authority Corporate Budget Monitoring Report (Appendix A);
- The Chief Executive's and Corporate Services Revenue budget (Appendix B);
- Corporate Capital Programme Monitoring 2016/17 (Appendix C);
- Corporate Capital Programme Monitoring 2016/17 – main Variances and
- The Chief Executive's and Resources Capital Programme 2015/16 (Appendix D).

The following issues were raised during consideration of the report:

- In response to a query the Committee was informed that the standby savings had been identified following a review by the TIC [Transform, Innovate and Change] team which had identified that some employees had been receiving standby payments in line with their duties for a number of years but had never been called out;

- Reference was made to the costs associated with enhanced voluntary redundancy at schools which the Council had had to cover and it was noted that options relating to the management of the costs and the potential sharing of some of the cost with schools was being explored;
- Concern was expressed that some of the £632k underspend on extra care homes had been utilised to purchase the Guildhall, Carmarthen, rather than on social care. The Head of Financial Services confirmed that £225k of this money had been vired for that purpose following the Executive Board's decision to acquire the building.

**UNANIMOUSLY RESOLVED to endorse the report.**

**9. QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT**

The Committee considered the Quarterly Treasury Management and Prudential Indicator Report for the period 1<sup>st</sup> April 2016-30<sup>th</sup> June 2016 which listed the treasury management activities which had occurred during the first quarter of the year in line with the Treasury Management Policy and Strategy 2016-2017 adopted by Council on the 23<sup>rd</sup> February 2016.

**RESOLVED to endorse the report.**

**10. POLICY & RESOURCES SCRUTINY COMMITTEE - ANNUAL REPORT 2015/16**

The Committee considered the Policy and Resources Scrutiny Committee Annual Report for the 2015/16 municipal year which provided an overview of the work of the Committee including:-

- Overview of the Scrutiny Work Programmes
- Key issues considered
- Issues referred to or from Executive Board/Other Scrutiny Committees
- Member attendance at meetings

The Head of Administration and Law, in response to a comment, agreed to provide the Committee with details of the Executive Board's Forward Work Programme on a quarterly basis.

**UNANIMOUSLY RESOLVED to endorse the report.**

**11. FORTHCOMING ITEMS**

**RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on 11<sup>th</sup> November, 2016 be noted.**

**12. MINUTES**

**RESOLVED that the minutes of the meeting held on 9<sup>th</sup> June 2016 be signed as a correct record.**

\_\_\_\_\_  
**CHAIR**

\_\_\_\_\_  
**DATE**