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WEDNESDAY, 24 FEBRUARY 2021

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

I HEREBY SUMMON YOU TO ATTEND A VIRTUAL MEETING
OF THE **POLICY & RESOURCES SCRUTINY COMMITTEE**
WHICH WILL BE HELD AT **2.00 PM ON TUESDAY, 2ND
MARCH, 2021** FOR THE TRANSACTION OF THE BUSINESS
OUTLINED ON THE ATTACHED AGENDA.

Wendy Walters

CHIEF EXECUTIVE

Democratic Officer:	Martin S. Davies
Telephone (Direct Line):	01267 224059
E-Mail:	MSDavies@carmarthenshire.gov.uk

Wendy Walters Prif Weithredwr, *Chief Executive*,
Neuadd y Sir, Caerfyrddin. SA31 1JP
County Hall, Carmarthen. SA31 1JP

POLICY & RESOURCES SCRUTINY COMMITTEE 13 MEMBERS

PLAID CYMRU GROUP – 6 MEMBERS

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

LABOUR GROUP – 3 MEMBERS

- | | | |
|----|------------|--------------|
| 1. | Councillor | Deryk Cundy |
| 2. | Councillor | Kevin Madge |
| 3. | Councillor | John Prosser |

INDEPENDENT GROUP – 3 MEMBERS

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

NEW INDEPENDENT GROUP – 1 MEMBER

- | | | |
|----|------------|--------------|
| 1. | Councillor | Jeff Edmunds |
|----|------------|--------------|

AGENDA

1. APOLOGIES FOR ABSENCE.
2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.
3. PUBLIC QUESTIONS (NONE RECEIVED).
4. CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021. 5 - 48
5. CARMARTHENSIRE COUNTY COUNCIL CORPORATE COMPLAINTS POLICY. 49 - 66
6. STRATEGIC EQUALITY PLAN ANNUAL REPORT 2019-20 AND ACTION PLAN 2020-24. 67 - 100
7. WELSH LANGUAGE ANNUAL REPORT 2019-20. 101 - 138
8. SICKNESS ABSENCE MONITORING REPORT. 139 - 164
9. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT. 165 - 166
10. FORTHCOMING ITEMS. 167 - 180
11. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 3RD FEBRUARY 2021. 181 - 186

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POLICY AND RESOURCES SCRUTINY COMMITTEE 2ND MARCH 2021

CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021

To update the Corporate Strategy and Well-being Objectives relevant to this Scrutiny Committee.

To consider and comment on the following issues:

The adjustment to the Corporate Strategy and Well-being Objectives adopted in June 2018 to reflect developing priorities and the impact of the Coronavirus COVID-19 Pandemic, Brexit and climate change

Reasons:

- It is good practice to ensure our Corporate Strategy is up to date to ensure resources are allocated to priorities.
- Legally we must publish our Improvement Objectives annually under both the Local Government (Wales Measure 2009) and The Well-being of Future Generations Act.

To be referred to the Executive Board / Council for decision

Executive Board: YES (22 March) / County Council: YES (14 April)

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Corporate Overview:

Cllr. Cefin Campbell (Communities and Rural Affairs)

Well-Being Objective Portfolio Holders

Cllr. Mair Stephens (Deputy Leader)

Cllr David Jenkins (Resources)

Directorate:	Designations:	Tel Nos. E Mail Addresses:
Chief Executive's / Corporate Services		
Names of Heads of Service:		
Noelwyn Daniel	Head of ICT & Corporate Policy	01267246270 ndaniel@carmarthenshire.gov.uk
Paul Thomas	Assistant Chief Executive	01267246123 prthomas@carmarthenshire.gov.uk
Linda Rees-Jones	Head of Admin & Legal	01267224010 lrjones@carmarthenshire.gov.uk
Randal Hemingway	Head of Financial Services	01267224886 rhemingway@carmarthenshire.gov.uk
Helen L. Pugh	Head of Revenues and Financial Compliance	01267246223 hlpugh@carmarthenshire.gov.uk
Report Author:	Performance Planning & Business Officer	01267 224486 RNJames@carmarthenshire.gov.uk
Rob James	Principal Business Development Officer	TrThomas@carmarthenshire.gov.uk
Tracey Thomas		

Executive Summary
Policy and Resources Scrutiny Committee
2nd March 2021

Corporate Strategy 2018/23 - Update April 2021

1. The following sections within the document are **relevant to Policy and Resources Scrutiny Committee**:

- Introduction
- WBO 4. Tackling poverty
- WBO 12. Promoting Welsh language and culture
- WBO 13. Better Governance and Use of Resources
- Appendices

2. **Statutory requirements.** The Corporate Strategy published in June 2018 consolidated statutory planning obligations and brought together a duty to publish Improvement Objectives and Well-being Objectives. By updating the Corporate Strategy, we meet our duty to:

- publish our Improvement Objectives by the 30th June
- review our Well-being Objectives to ensure they are still valid and current.

3. **Good Practice.** Its good practice to ensure that our Corporate Strategy and Well-being Objectives are kept up to date.

What has changed

4. **Mergers.** Previously we had 15 Well-being Objectives and we have taken the opportunity to merge some to reduce the number to 13.

Old		New	
WbO#	Well-being Objectives 2018-21	New WbO number	Mergers <i>Well-being Objectives Merged for 2021-22</i>
3	Support and improve progress and achievement for all learners	3	Support and improve progress, achievement, and outcomes for all learners
4	Reduce the number of young adults that are Not in Education, Employment or Training (NEET)		

10	Support the growing numbers of older people to maintain dignity and independence in their later years	9	Support older people to age well and maintain dignity and independence in their later years
11	A Council wide approach to supporting Ageing Well in Carmarthenshire		

5. **Specific focus for 2021/22.** These priorities will be embedded in the relevant Well-being Objectives.

- Tackling poverty
- Community/social cohesion
- Tackling inequality
- Support for small business as part of wider economic recovery
- Local housing crisis
- Children and young people's welfare and achievement
- Bilingual county
- Net zero carbon
- Rural regeneration
- Delivery of Pentre Awel
- Climate change with a particular focus on flooding

6. **Renaming.** To reflect the focus of a well-being objective it has been renamed as below:

WbO#	Well-being Objective 2018-21	New WbO number	Re-titled for 2021-22
9	Supporting good connections with friends and family and safer communities.	8	Supporting Community Cohesion and Resilience

7. We will be consulting on the Well-being Objectives as part of budgetary consultation.

8. Department and Service business plans will be aligned to support the delivery of the Corporate Strategy and Well-being Objectives. Key actions and targets will be identified, and their delivery monitored quarterly.

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:

Noelwyn Daniel	Head of ICT & Policy
Paul Thomas	Assistant Chief Executive
Linda Rees-Jones	Head of Admin & Legal
Randal Hemingway	Head of Financial Services
Helen L Pugh	Head of Revenues and Financial Compliance

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	YES	YES	YES	YES

1. Policy, Crime & Disorder and Equalities

Our key strategic policies are addressed throughout our Well-being Objectives

Crime and disorder are identified and addressed through the *Well-being Objective 8*:

Equality implications are addressed within the Well-being Objective 13: Better Governance and Use of Resources

2. Legal

The law states that:-

- a) We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is
'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'
- b) We must demonstrate 5 ways of working:
 Long term, integrated, involving, collaborative and preventative
- c) We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.
 1. A prosperous Wales
 2. A resilient Wales
 3. A healthier Wales
 4. A more equal Wales
 5. A Wales of cohesive communities
 6. A Wales of vibrant culture and thriving Welsh Language
 7. A globally responsible Wales

3. Finance

We need to continue to strengthen the links between Strategic and Financial Planning. The Act requires the publication of a statement detailing how a public body proposes to ensure that resources are allocated annually for the purpose of taking such steps to meet the well-being objectives. Para 53 SPSF 1

4. ICT

ICT implications are being taken forward within our Digital Transformation Strategy and feature within the *Well-being Objective 13*

5. Risk Management Issues

Our key strategic risks are identified and addressed within Service Business Plans that underpin our Well-being Objectives

6. Physical Assets

The key strategic Asset Management Plan incorporates our Well-being Objectives, Capital prioritisation takes into account the Objectives.

7. Staffing Implications

People Management Strategy issues are identified in Well-being Objective 13

CONSULTATIONS

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

Signed:

Noelwyn Daniel	Head of ICT & Policy
Paul Thomas	Assistant Chief Executive
Linda Rees-Jones	Head of Admin & Legal
Randal Hemingway	Head of Financial Services
Helen L Pugh	Head of Revenues and Financial Compliance

1. Scrutiny Committee

Scrutiny Committee	Date	Outcomes
Community and Regeneration	25 th Feb	
P+R	2 nd March	
Environment and Public Protection	5 th March	
Social Care and Health	11 th March	
Education and Children's Services	17 th March	

2. Local Member(s) N/A

3. Community / Town Council N/A

4. Relevant Partners N/A

5. Staff Side Representatives and other Organisations N/A

**EXECUTIVE BOARD PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

YES

Include any observations here

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations (Wales) Act 2015		The Essentials Guide
Shared purpose:shared future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015		SPSF 1 Core guidance SPSF 2 Individual Role (public bodies)
Local Government Measure (2009)		Local Government Measure (2009)
Moving forward in Carmarthenshire: the next 5 years		Moving forward in Carmarthenshire: the next 5 years
Corporate Risk Register		Risk-with score 16+ (October 2020)
Budget Consultation on Well-being Objectives		Consultation Top 5
Community Impact Assessment -Coronavirus Covid-19 September 2020		Link
The Auditor General for Wales - 4 challenges to public sector 2020-25		Audit Wales
Future Generations Commissioner Post COVID-19 – 5 recommendations to public bodies		Post COVID-19 –5 recommendations
<u>8 Welsh Government Reconstruction Priorities</u>		Full document

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Moving Forward in Carmarthenshire

The Council's Corporate Strategy 2018-2023

Updated April 2021



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

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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	5. Create more jobs and growth throughout the county 13
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Update News in Brief....

1. We last published an update in June 2019
2. We published an Annual Report on 2019/20 in October 2020
3. We published a Community Impact Assessment of COVID-19 in September 2020 and this has informed our approach
4. We have reviewed the Well-being Objectives **and will consult** upon them as part of budget consultation
5. We have amalgamated some Well-being Objectives and tweaked the names of some - *Appendix 1*

Moving Forward in Carmarthenshire: the next 5 years

In January 2018, Carmarthenshire County Council's Executive Board presented its key aspirations for the next 5 years – *'Moving Forward in Carmarthenshire: the next 5 years'*.

Given this direction, the Council published a Corporate Strategy that consolidated and aligned our plans and we have kept this strategy up to date over the last few years. This document is a refresh of the previous update of July 2019. It is important to keep our plans updated and it is a statutory requirement.

Further Challenges Facing the Council

The impact of COVID-19, Brexit uncertainty and climate change are all unprecedented challenges that we now face in addition to other pressures. Our strategic plans must take account of the challenges that we face most of which are driven by factors outside of the Council's control. However, they are factors that we have to consider as we develop and, in some instances, change the way that we work and do things. Below is an outline of key challenges.

1. The impact and recovery of the Coronavirus pandemic
2. Developing a dynamic economy in the context of Brexit
3. Addressing a climate emergency
4. Acting in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs (WbFG principle)
5. Increasing demand and complexity for services
6. Increasing expectations of provision at the same time as managing tightening budgets
7. Challenging economic position and support for local economy
8. Increasing need to strengthen the digital infrastructure and support digital inclusion for individual residents as well as public, private and third sector organisations looking to develop economic prosperity.
9. To understand our ways of working and how customer expectations have changed
10. Changing demographic profile of the county and in particular its ageing population
11. Increasing risks to ensure children and young people are protected from harm
12. Increasing deprivation and poverty with growing inequities between communities
13. Increasing legislation and regulation from Welsh Government
14. Managing the workforce risks associated with the pace of change required by the organisation.
15. New requirements as a result of the Local Government and Elections Act.
16. Welsh Government priorities may change as a result of Senedd elections

The impact of COVID-19

In September 2020 we published a [Community Impact Assessment of COVID-19](#).

This initial period of response was an enormous challenge and the organisation pulled together in a crisis to ensure that we supported our residents and communities. It saw the best of us in commitment, conscientiousness, compassion, and creativity for the well-being of our communities. The Pandemic continues and we are still adapting to ensure continued provision of services. This will be an on-going challenge and although there is now hope with the vaccine being rolled-out that the end is in sight for the initial crisis the challenges and need to find new ways of working for the longer-term will continue.

To make sure that we learn from this unprecedented experience as we reintroduce our services and re-set our strategic and operational priorities, we have been identifying our key learning points at an organisational level and across the breadth of our services. One thing is evident, we cannot and will not be returning to the pre COVID-19 "status quo". This learning will shape and reset our Well-being Objectives.

The Council's Core Values

In delivering this strategy it is important that we maintain our core values in everything we do:-



Equality and Diversity

Carmarthenshire County Council has developed a [Strategic Equality Plan 2020-24](#).

This strategic plan sets out the principles of our commitment to equality and diversity as well as outlining our objectives and how we intend to fulfil our responsibilities and ensure that we follow our principles through into practice. These objectives focus on:

1. Being a leading employer
2. The needs and rights of people with Protected Characteristics shaping the design of services
3. Safe and Cohesive communities that are resilient, fair and equal
4. Improving access to our services and access to our environment.

We will fulfil these objectives ensuring we fully take account of our duty under the Equality Act 2010 to the following **protected characteristics**:

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

Bringing Plans together

This Corporate Strategy consolidates the following requirements and plans into one document:

1. It incorporates our Improvement Objectives as required by the Local Government Measure 2009 (See *Appendix 2*)
2. It includes our Well-being Objectives as required by the Well-being of Future Generations (Wales) Act 2015. Our Well-being Objectives are set to maximise our contribution to the shared vision and set of national goals that all public bodies work towards (See *Appendix 2*)
3. It includes Carmarthenshire County Council's Executive Board key projects and programmes for the next 5 years as set out in '*Moving Forward in Carmarthenshire: the next 5 years*'.

Delivering on our Plans

We have set out the steps we will take to *deliver* each objective. These steps, and the way we work will be supported by actions and targets set out in Service Business Plans.

The '*delivery plans*' behind each Well-being Objective will be monitored quarterly and scrutinised. We will report annually on progress.

We have set out how we will measure our success against our Well-being Objectives in *Appendix 5*.

The Council's Vision can be summed up as follows.....

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



Well-being Objectives

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

2. Help children live healthy lifestyles.

3. Support and improve progress, achievement, and outcomes for all learner.

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

5. Create more jobs and growth throughout the county.

6. Increase the availability of rented and affordable homes.

7. Help people live healthy lives (tackling risky behaviour and obesity).

8. Support community cohesion, resilience & safety.

9. Support older people to age well and maintain dignity and independence in their later years.

10. Look after the environment now and for the future.

11. Improve the highway and transport infrastructure and connectivity.

12. Promote Welsh language and culture.

13. Better Governance and Use of Resources

Start Well



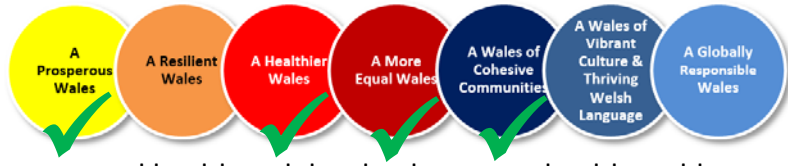


Well-being Objective 1

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

So why is this important?

- Giving every child the best start in life is crucial to reducing inequalities across the life course.
- Children who experience stressful and poor-quality childhoods are more likely to experience poor mental health and develop long term health problems as they move into adulthood.
- What happens during these early years has lifelong effects on many aspects of health and well-being - from obesity, heart disease and mental health, to educational achievement and economic status.
- There is a growing recognition of the detrimental impact which exposure to Adverse Childhood Experiences in childhood, particularly multiple ACEs, can have upon physical and mental health and well-being, relationships with others, educational attainment and prosperity outcomes into adulthood.
- Looked After Children (LAC) are more likely to have been exposed to high rates of **Adverse Childhood Experiences** (ACE's) associated with poor long term outcomes before entering care.



Why this should concern us?

- Adverse Childhood Experiences (ACEs) have harmful impacts on health and well-being across the life course. For every 100 adults in Wales, 47 have suffered at least one ACE during their childhood and 14 have suffered 4 or more. Children who experience stressful and poor-quality childhoods are more likely to adopt health harming behaviours. (*National Survey of ACE's in Wales*)
- Children in workless households are more likely to experience ACE's. 8.7% of children in Carmarthenshire are living in workless households, this is lower than the 2017 figure of 10.2% and is currently below Wales (12.6%) and the UK (10.5%).
- In Carmarthenshire there are currently 70 children on the Child Protection Register, 148 Looked After Children and 839 children in receipt of care and support (@ 14/12/20).

What do we need to do?

- We need to give every child the best start in life and ensure development throughout early childhood.
- We need to build resilience against adverse experiences.
- We will ensure that children with complex needs and disabilities and their families get the right support to enable them to participate as fully as possible in their communities.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will support families by:**
- a. working together to reduce the number of children who suffer ACEs.
 - b. working together to reduce the number of children who need to be in the care of the Local Authority.
 - c. promoting bonding and attachments to support positive good parent-child relationships.
 - d. better equipping parents and care-givers with the necessary skills to avoid ACEs arising within the home environment and encourage development of social and emotional well-being and resilience in the child.
 - e. identifying and intervening where children may already be victims of abuse, neglect or living in an adverse environment.
 - f. continuing to provide attachment awareness training in schools to ensure they become *attachment awareness schools* and are able to meet the emotional well-being needs of vulnerable children.
- B. We will ensure that every child with identified **additional learning needs (ALN)** in all Carmarthenshire schools will have access to appropriate integrated support services – e.g. Educational and Child Psychology, Sensory Impairment Service support, Specialist Advisory Teacher and Teaching Assistant support, Behaviour Support Community Team and access to family support through Family Liaison Officers.**



Lead Executive Board Member
Cllr Glynog Davies

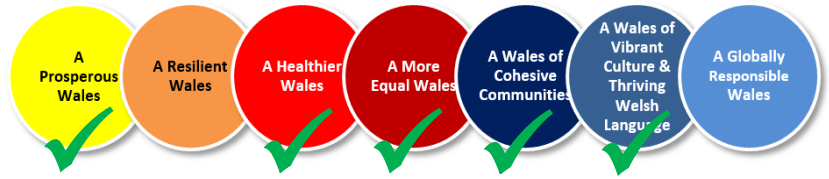


Well-being Objective 2

Start Well - Help children live healthy lifestyles

So why is this important?

- Projections suggest an increase in trends for childhood obesity with figures showing males between the ages of 2 – 15 being at greatest risk.
- Assessment engagement activity with primary school children showed being physically active to be the second most important factor for positive well-being of children aged 6 – 11, after connections with family and friends.
- Living healthy lives allows children to fulfil their potential and meet education aspirations.
- Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.



Why this should concern us?

- Carmarthenshire has the 12th highest levels of childhood obesity in Wales with 26.6% (492) of 4-5 year olds being overweight or obese, just above the Welsh average of 26.4%. *Child Measurement Programme for Wales 2017/18*
- Engagement with primary schools identified a strong link between physical activity and opportunities to play in outside spaces, and to feel safe in that environment.
- Mental health disorders in children and young people are equally as prevalent, with 1 in 10 children and young people aged five to sixteen suffering from a diagnosable mental health disorder. Between the ages of one to twelve, 1 in 15 young people deliberately self-harm.

Source: - *Our Health Our Future, Hywel Dda Interim Integrated Medium Term Plan 2016/17 - 2018/19 (page 56)*

What do we need to do?

- We need to work with partners to ensure children across Carmarthenshire: eat healthily, are physically active and maintain good mental health.
- We will address the Wales Audit Office recommendations following their review of this Well-being Objective under the Well-being of Future Generations Act (Wales) 2015.
- We need to measure activity through schools.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will increase the range of **physical activity** opportunities available for children, and target those at higher risk of inactivity.
- B. We will **address mental health** including reducing exposure to adverse childhood experiences.
- C. We will **promote eating healthy**, including through school meals, the *Healthy Schools scheme* and the *School Holiday Enrichment Programme*.
- D. We will **increase awareness** of healthy lifestyles through the Healthy Schools scheme.
- E. We will continue to develop, promote and deliver the **Flying Start Programme**.
- F. We will work with partners to deliver the Early Years Transformation Programme.
- G. We will develop a multi-agency strategy and delivery plan to respond to the impact of COVID-19 on the mental health and wellbeing of children and young people.



Lead Executive Board Member
Cllr Glyn Davies

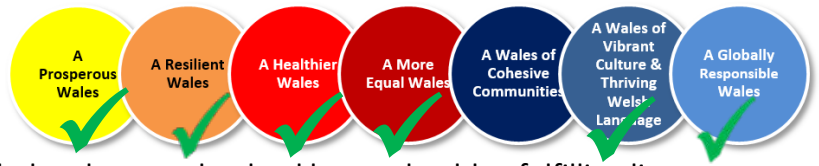


Well-being Objective 3

Start Well - Support and improve progress, achievement and outcomes for all learners

So why is this important?

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



Why this should concern us?

- There is currently a gap nationally (including Carmarthenshire) between the performance of vulnerable pupils including those eligible for free school meals (eFSM) and those who are not. This aspect of our end of key stage performance and achievement continues to challenge and concern us.
- We have a number of schools that have identified key areas of improvement through the means of their annual self-evaluation processes.
- Outcomes of international comparison activities continue to show Wales adrift from the rest of the UK.
- OECD Reports monitoring the Welsh Government's curriculum review programme acknowledges that whilst substantial progress has been achieved there are aspects to address in [specific areas](#)

What do we need to do?

- We need to ensure that all children and young people in Carmarthenshire have the best possible opportunities to study, train and gain worthwhile employment locally, regionally or nationally.
- We will ensure that all vulnerable learners including those with a disability or additional learning needs are fully included in all learning programmes.
- We will continue to further improve progress, well-being and outcomes for all learners with a focus on those who are vulnerable including those entitled to eFSM and - see also *Tackling Poverty Well-being Objective 4*.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will ensure a relentless emphasis on **improvement in pupil progress, well-being and outcomes** for all children and young people across all learning phases (focusing on vulnerable and eFSM learners) in line with the vision and aims of '*Education in Wales: Our National Mission.*'
- B. We will continue to **address low school attendance** and learner well-being.
- C. We will provide **an excellent school in the right place**.
- D. We will continue **workforce development and succession planning**.
- E. We will continue the **development of Welsh in all our services**, thus moving towards ensuring that every pupil is confidently bilingual.
- F. As part of the Carmarthenshire Curriculum development, we will focus on skills demands and employability of new and existing labour market entrants to ensure that local and regional demands are met.
- G. We will implement the **Youth Engagement and Progression Framework** to support vulnerable learners.
- H. We will ensure continuation of planning and delivery for **externally funded projects**.



Lead Executive Board Member
Cllr Glynog Davies

Live Well



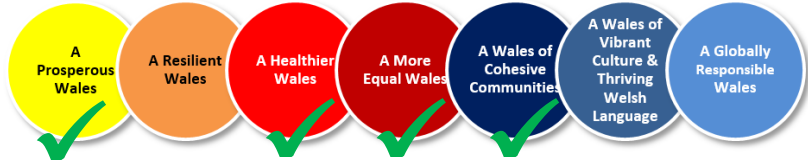


Well-being Objective 4

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

So why is this important?

- Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities and prospects for children and young people, damages the quality of life for families and communities.
- Poverty can be a barrier to full participation in society and is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now and in the future.



Why this should concern us?

- 33.8% (27,691) of households in Carmarthenshire can be defined as **living in poverty**, 13th highest in Wales (Welsh average 32.9%). *Welsh Government defines poverty as when "household income is less than 60% of the GB median income". This means a household where income is less than £19,967 a year (2020 - 60% of £33,278).*
- We have a new statutory Socio-Economic Duty to reduce inequalities of socio-economic disadvantage.
- The COVID-19 Pandemic may have impacted more significantly on the most deprived communities.

What do we need to do?

- We need to better understand the challenges facing our county and develop a focused plan to respond accordingly. We will need to look at this in the round across the spectrum of Council and partner services with a focus on key geographical areas (akin to the current programme of work in Tyisha) and population groups who face particular disadvantages.
- We need to **prevent poverty** – there is a strong correlation between being born poor and experiencing a lifetime of poverty and many of the triggers of poverty experienced in childhood and later life are preventable if identified and addressed in a timely manner. Providing early, targeted, and holistic interventions can therefore help reduce the likelihood of poverty occurring in our communities.
- We need to **help people into work** - work is one of the most fundamental and effective means of tackling poverty in all its forms. Work provides income and opportunities for improved health and well-being.
- We need to **improve the lives of people living in poverty** by supporting those in poverty and improving access to help to maintain basic standards of living.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will undertake a fundamental review of our approach to Tackling Poverty and prepare a cross-departmental Council action plan to respond to key issues relating to poverty, rural poverty and child poverty. We will discuss this further with relevant stakeholders and Carmarthenshire PSB members
- B. Our children and education services will work to **prevent poverty** through delivering key early intervention programmes such as flying start and team around the family (TAF), and ensure that financial literacy is on the school curriculum. In addition, services such as housing will take a more proactive, preventative approach to addressing key triggers of poverty to prevent escalation of issues such as homelessness and fuel poverty.
- C. We will **help people into work** by building their confidence and skills through the dedicated Communities 4 Work and Communities 4 Work Plus programmes and targeted support for those who are furthest from the labour market e.g. those who are Not in Employment, Education or Training (NEET). We will continue to extend the Hwb model as a one stop shop for employment advice and support.
- D. We will **improve the lives of those living in poverty** through promoting and supporting greater financial literacy via services such as trading standards and housing benefits. We will also deliver initiatives to support key vulnerable groups including the School Holiday Enrichment Programme (SHEP), Toy Box & Hamper appeal (**Rural Poverty** – see also Well-being objective 5c)



Lead Executive Board Member
Cllr Cefin Campbell

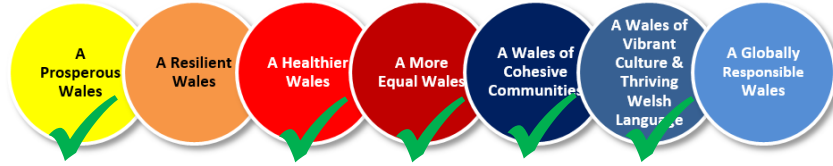


Well-being Objective 5

Live Well - Create more jobs and growth throughout the county

So why is this important?

- Providing secure and well-paid jobs for local people is central to everything we are seeking to achieve.
- Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.



Why this should concern us?

- As at March 2020, of the 71.5% of Carmarthenshire's workforce, 60.7% were employed in the professional/technical/skilled trade occupations - well *below* the Welsh average of 63.8%, whilst 39.2% were employed in the caring/leisure/customer service/machine operative occupations – well *above* the 35.8% Welsh average.
- We must tackle a GVA (gross value added) gap that is widening between UK GVA and Wales GVA; Total GVA in Carmarthenshire represents 4.8% of Wales total GVA, which is a relatively high share. However, GVA per job is low (£44,833), ranking 18th out of 22 authorities, indicating low productivity. *GVA is the measure of the value of the wages and profits from goods and services produced in an area.*
- The economy of Carmarthenshire has been badly affected by COVID-19 in 2020, and the employment impacts are likely to get worse in 2021. We will develop and implement a business and economy recovery plan that will enable the authority and our key partners to co-ordinate and target available resources to contain the scale of the likely economic downturn and to stimulate demand and confidence during the recovery, ensuring that Carmarthenshire's economy can recover as quickly as possible to become one which is more productive, more equal, greener, and with healthier and more sustainable communities.
- We must also strengthen the foundational economy with a particular emphasis upon developing a progressive procurement principle and supporting businesses to become more productive and able to pay higher wages.

What do we need to do?

- We need to build a knowledge-rich, creative economy by maximising employment and training places for local people through creating jobs and providing high quality apprenticeships, training and work experience opportunities, in order to have an on-going skilled and competent workforce to face the future
- We need to evolve Carmarthenshire's position in the Swansea Bay City Region (Swansea, Carmarthenshire, Pembrokeshire and Neath Port Talbot) into a confident, ambitious and connected county.
- We need to continue to invest in our local rural infrastructure, including transportation to attract businesses, tourism/leisure to the county to promote economic growth and activity by building better connections and generating a strong tourism industry (*see Improving highway & transport infrastructure & connectivity WBO13*)
- We need to continue to invest in the strategic regeneration of our 3 principal towns, 10 rural market towns, key strategic employment sites and continue to support business growth.
- We need to support Welsh Government's - [Prosperity for All-the National Strategy: Economic Action Plan](#)
- Monitor the impact of Brexit on the economy of Carmarthenshire, so we can mitigate any problems and embrace all opportunities which may arise
- We need to address the issues facing rural communities as identified in the [Moving Rural Carmarthenshire Forward](#) report
- We will support those everyday businesses that are all around us and are the foundation of our economy.
- We will look to support and upscale our grounded businesses as part of our COVID-19 recovery plan, through strengthening local procurement and supply chains, supporting business diversification, upskilling and the development of fit for purpose premises for businesses to grow and flourish.

- A.** Regionally, by co-ordinating and delivering the Swansea Bay City Deal and specifically the Carmarthenshire based project of Pentre Awel
- B.** Locally, by delivering the 6 Transformational Strategy Area Plans targeting urban, coastal and rural Carmarthenshire
- C.** To develop the rural economy of Carmarthenshire in line with the emerging Rural Vision for Wales and the Council's Rural Action Plan. There will be a particular focus on the 10 Towns Initiative
- D.** To strengthen the foundational economy and community resilience. There will be a particular emphasis upon developing a progressive procurement principle and supporting businesses to become more productive and able to pay higher wages
- E.** By developing learning, skills, employability and encouraging a spirit of entrepreneurship throughout the county to support new businesses in the county (Regional Learning & Skills Partnership)
- F.** By ensuring clear business support plans in order to support any implications from Brexit
- G.** By supporting local and digital economic growth
- H.** Continue the Council's own recruitment of graduates and apprentices.



**Lead Executive Board Member
Cllr Emlyn Dole (Leader)**



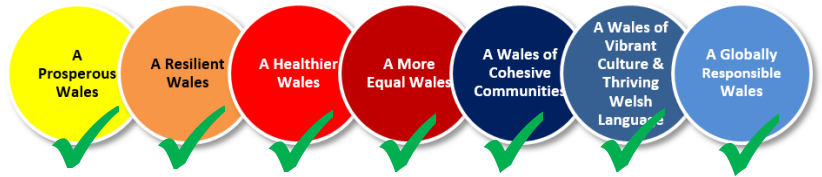


Well-being Objective 6

Live Well - Increase the availability of rented and affordable homes

So why is this important?

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



Why this should concern us?

- People told us during our consultation on affordable Housing in 2015 that we need to:
 - Target help where the need is highest, in both urban and rural areas, by delivering more affordable homes for rent and buy.
 - Be more flexible - whether by bringing wasted homes back into use, buying existing homes or building new ones.
 - Do whatever it takes by developing innovative and creative ways to deliver more homes.
 - Use our resources in the best possible way to ensure as many new homes as possible.
 - Use the expertise, skills and resources of those we work with.

What do we need to do?

- We need to provide additional affordable homes to meet the needs of residents in Carmarthenshire.
- We need to build new council homes across the County.
- We need to actively work with private landlords to encourage them to make their properties available at affordable rental levels, including bringing more private sector homes into the management of our in-house 'Simple Lettings Agency'.
- We need to work in partnership with Housing Associations in Carmarthenshire to maximize the supply of new build affordable homes.
- We need to actively work with property owners to bring empty homes back into use.
- We need to purchase homes from the private sector and increase the Council Social Housing stock.
- We need to maximize the number of affordable homes delivered through developer contributions from the planning system.
- We need to maximize all funding opportunities for both the Council and Housing Associations.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will deliver all of the above through our [Affordable Homes Delivery Plan](#) and the Council's new build programme. Our plans to increase the supply of affordable homes to buy and rent will have a huge impact on the health, economic, social and cultural well-being of the County. We will also continue to bring empty homes back into use to increase choice and provide the right type of home in the right areas.



Lead Executive Board Member
Cllr Linda Evans

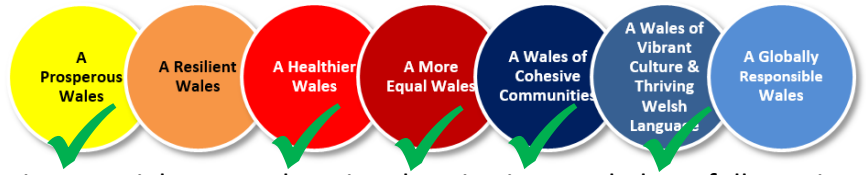


Well-being Objective 7

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

So why is this important?

- Our way of life is changing, people are living longer with a higher quality of life.
- The challenge is to prevent ill health.
- Living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- Many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.
- Playing a part in providing accessible, inclusive, exciting, sustainable services, which promote and facilitate learning, culture, heritage, information, well-being and leisure.



Why this should concern us?

- There is a significant gap in life expectancy and a healthy life expectancy. In Carmarthenshire:
 - Life expectancy for males is 77.8 years (2016-18) compared to a healthy life expectancy of 65 years (2010-14)
 - Life expectancy for females is 82.3 years (2016-18) compared to a healthy life expectancy of 66 years (2010-14)
 - Healthy life expectancy of both males and females are below the Welsh average of 65.3 and 66.7 years.
- 16.2% of adults are still smoking in Carmarthenshire and 63.6% of adults are overweight or obese (Welsh Average of 59.9%) National Survey for Wales 2018/19 & 2019/20
- Referrals to substance misuse services have increased during the COVID-19 pandemic and we are seeing an increase in associated issues such as Alcohol Related Brain Damage.
- The comorbidity of mental health and substance misuse is also a matter of concern.

What do we need to do?

- We need to work with partners to ensure people across Carmarthenshire:
 - Eat and breathe healthily
 - Are physically active; and
 - Maintain good mental health.
- We need to remove inequalities around opportunities for people to address these areas

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. Eat and breathe healthily:** We will provide healthy food and drink options at our Culture, Leisure and Outdoor Recreation facilities, whilst making more and more of these services available online as well. We will ensure that our outdoor recreation facilities i.e. Country Parks, open spaces and Rights of Way networks are maintained and can be accessed safely and enjoyed by everyone.
- B. Physical Activity:** We will continue investment in the new state of the art Pentre Awel (Wellness Village) in Llanelli; work in partnership with schools and the voluntary and health sectors to get “more people more active more often”; and, enable employers to support Workplace Health initiatives.
- C. Mental Health:** We will continue to work with health and third sector partners to transform mental health services and respond to the impact of COVID-19 on the mental health and well-being of our population in Carmarthenshire. We will collaborate to improve access to information, advice, preventive and crisis services. We will aim for people to experience the positive health benefits of taking inspiration from our Cultural collections to promote creativity, mindfulness and self-confidence.
- D. Substance Misuse:** We will collaborate with partners to raise public awareness of Substance Misuse and develop a range of collaborative interventions to improve outcomes in this area.



Lead Executive Board Member
Cllr Peter Hughes Griffiths

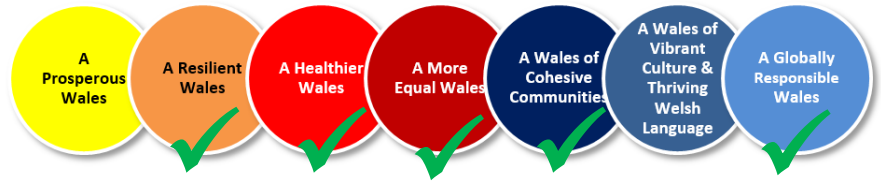


Well-being Objective 8

Live Well/Age Well - Support community cohesion, resilience & safety

So why is this important?

- Safety and a feeling of belonging are important to personal well-being and more people now appreciate the value of kindness and being part of a community.
- Public bodies have clear obligations to create and support cohesive communities in Wales. Cohesive Communities is one of the National Goals set out in the Well-being of Future Generations (Wales) Act. A cohesive community is an area where those from different backgrounds share positive relationships, feel safe in their neighbourhood, and have a sense of mutual respect and shared values.
- **Community Resilience** is also essential to enable communities to respond to, withstand, and recover from adverse situations. The COVID-19 crisis has shown what can be achieved when communities work together.



Why this should concern us?

- Only half (51.5%) of Carmarthenshire residents feel they live in cohesive communities, where people treat each other with respect and consideration, that people from different backgrounds get on well together, and feel they belong to their local area. Five years ago, the figure was 73% and we had the 5th best result in Wales whereas now we are ranked 14th out of the 22 local authority areas (National Survey for Wales, 2018/19).
- Feeling safe at home and in the local community impacts on everyone's sense of well-being. In particular, the impact of COVID-19 on the mental health and well-being of our population is significant.

What do we need to do? [See FG Report May 2020 – A Wales of Cohesive Communities](#)

- We need to continue to build greater community cohesion and to support and empower communities to address their safety, collective well-being, and the well-being of those within the community.
- We will collaborate with partners to ensure a multi-agency response to mental health and well-being.
- We need to ensure services provide proactive information, advice, access, and assistance fairly to all.
- We need to work with partners to help communities feel safer. This includes road safety, public protection, tackling anti-social behaviour and protecting vulnerable people including victims of domestic abuse.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will continue to develop and implement how we provide information, advice, and assistance.
- B. For greater community cohesion we will:
 - Increase understanding of our communities by engaging and communicating key issues
 - Ensure individuals whose safety is at risk understand the support available
 - Encourage communities to be empowered to improve their circumstances
 - Support a culture of tolerance and raise awareness of minority communities' experiences
- C. We will encourage resilience and develop an early intervention and community resilience strategy to respond to the impact of COVID-19 on the mental health and well-being of our population.
- D. We will continue to work with partners to help our residents feel safe, building on the partnership and regeneration work taking place in Tyisha.



Lead Executive Board Member
Cllr Cefin Campbell

Age Well

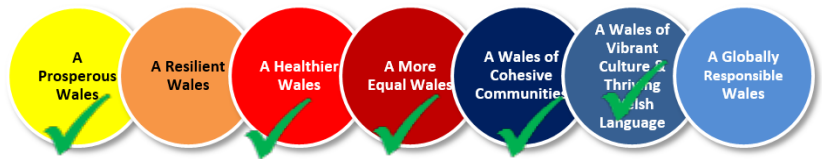




Well-being Objective 9

Age Well - Support older people to age well and maintain dignity and independence in their later years

So why is this important?



- Carmarthenshire has a high proportion of residents over 65 who are a vital and vibrant part of the community. We want the county to be a place to age well.
- Consultations have demonstrated that 'what matters' to older people is to be able to be as independent and as well as possible for as long as possible.
'Being respected as an older person and not being seen as a burden on the local health and social care system'
- Research shows that a vital factor of healthy ageing is for older people is social participation, respect and inclusion.
- Older people contribute to the economy in Carmarthenshire by caring for their grandchildren or other family members.
- Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- The Council has determined to make Carmarthenshire a dementia friendly County along the lines of the [Alzheimer's Society Dementia Friendly Community Programme](#).
- The impact of COVID-19 on our care homes

Why this should concern us?

- Current projections suggest that the population of people over 65 living in Carmarthenshire is growing and by 2030 this will increase by 60%. There has been, and continues to be, a significant increase in the 'oldest of the old' with the greatest rise represented in the over 85 age group: with a predicted growth of 116%.
- Older people are statistically more likely to have a life limiting health condition with 55% of the over 65 population reporting having a long-term illness or disability. Demand for hospital and community services by those aged 75 and over is in general more than three times greater than from those aged between 30 and 40.
- Whilst the people of Carmarthenshire are living longer there is not a similar trend in increased years of being well. This is defined as healthy and disability-free life expectancy and it is rising more slowly than life expectancy. In simple terms this means that people are living longer with illness and disabilities. For males in the area, life expectancy is 77.4, with disability free life estimated at 59.4 and healthy life at 64. For females, it is 82, with 61.2 disability free years and 65.7 healthy ones.
- It is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.
- Older people are a significant asset to Wales, worth over £1bn to the Welsh economy annually. We must take forward an asset-based approach which, rather than focusing on the costs of providing services for older people, considers instead the cost of not investing in older people.
- When surveyed older people have told us that they want as much support as possible to help them do the things they enjoy and to be able to manage day to day.

What do we need to do?

- The introduction of vaccine centres is a way out of the COVID-19 pandemic
- We need to continue to integrate health and social care at population health level to address the complex needs associated with age related multiple conditions and frailty.
- We need to work with individuals and communities together with the public, private and voluntary sectors to develop and promote Age-friendly Communities in Carmarthenshire across the domains of civic participation, communication and information social participation, outdoor spaces and buildings, transportation, respect and social inclusion, housing and community support and health services.

- We need a 'joined-up' approach across all Council departments to support independent living and to help older people live in their communities. Making sure that the impact of all service changes on elderly people are carefully thought through.
- We need to involve older people who are often 'experts by experience' and know the services they need to remain active and independent in their communities.
- We need to work with Public Services Board (PSB) to achieve the Older People's Commissioner for Wales' targets for inclusion in the PSBs *Well-Being Plan*.
- We need to reflect on research undertaken by the Older People's Commissioner's Office 'Leave no-one behind: Action for an age-friendly recovery' and respond to the Welsh Government's Strategy for an Ageing Society: age friendly Wales, as we transition from the pandemic
- We need to focus on outcome-based approaches to draw out the changes and improvements seen in an individual's life – we need to build services around the outcomes that older people need.

Our steps to improve this  Actions to deliver these are in our [Departmental and Service Business Plans](#)

The Welsh Government commissioned a Parliamentary Review of the Long-Term Future of Health and Social Care: 'A Healthier Wales' is the Welsh Government's response to that Review. The report adopts a 'Quadruple Aim'. They are to continually work towards:

- Improved population health and well-being;
- Better quality and more accessible health and social care services;
- Higher value health and social care; and
- A motivated and sustainable health and social care workforce.

In response, we have developed our approach in partnership to delivering 'A Healthier Carmarthenshire', and in doing this we have looked at how we will improve outcomes for older people in the County. In doing this, the Council will also take account of the *Older People's Commissioner's* priorities, Welsh Government *Strategy for an ageing society: age friendly Wales*, and the *World Health Organisation's* age friendly priorities for action.



Healthy, Safe & Prosperous Environment



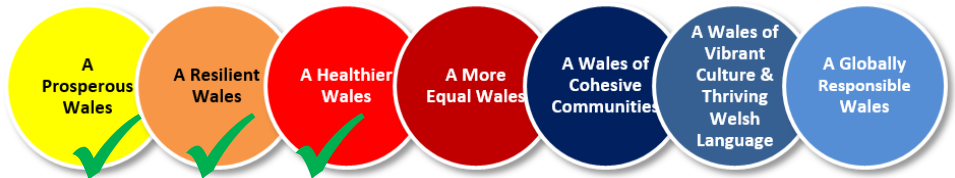


Well-being Objective 10

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

Why is this important?

- The *Natural Environment* is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to *maintain & enhance biodiversity & promote ecosystem resilience*.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – *tourism, farming, forestry, and renewable energy*. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- The *conservation and enhancement of biodiversity* is vital in our response to climate change and key ecosystem services such as food, flood management, pollination, clean air and water.
- The impact of the COVID-19 pandemic showed the strong relationship between *residents' well-being and their surrounding natural environment* from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.
- We have declared a *climate emergency* as a Council and were the first in Wales to have published our [Route Towards becoming a Net Zero Carbon Local Authority by 2030](#). In July 2020 public services across Wales [pledged to ensuring decarbonisation](#).



Why this should concern us?

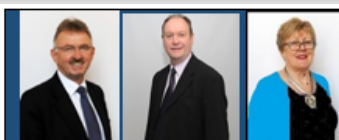
- The environment contributes £8.8 billion of goods and services annually to the Welsh economy, 9% of Welsh GDP and 1 in 6 Welsh jobs; with the environment being relatively more important to the Welsh economy than is the case for the other UK nations.
- Annual budget consultation results show that 'Looking after the environment now and for the future' is the second most important Well-being Objective to citizens.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience, as well as our health and well-being. Ash Dieback will see significant tree loss.
- The COVID-19 pandemic saw an increased appreciation of the benefits of access to the natural environment and air quality, and concerns about fly-tipping, littering and recycling.
- Rising sea levels are likely to impact not only the 6,388 properties in Carmarthenshire already at risk of tidal and rising river level flooding, but additional properties along our coastal and river communities as a result of increased frequency and intensity of storm events such as storms Callum and Dennis. A biodiverse natural environment will be more resilient to both climate change, and changes in sea level.

What do we need to do?

- We need to ensure that in delivering all our strategies, plans, projects and programmes for development, the road to economic growth and the attraction of inward investment, we deliver our Environment (Wales) Act duties and actively maintain and protect biodiversity and promote ecosystem resilience.
- We need to sustain and enhance natural & built spaces to encourage healthy living for residents & visitors.
- We need to support ecological resilience within our rural and urban communities.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will work to improve the environment, biodiversity and ecosystem resilience and comply with the Environment (Wales) Act 2016 and play our role in ensuring nature recovery.
- B. We will plan, design, and build sustainable communities and infrastructure for the future to address long term challenges and ensure well-being and embrace the spirit of the Planning (Wales) Act 2015.
- C. We will implement the Route towards becoming a Net Zero Carbon Local Authority by 2030 and support the Carmarthenshire Global Goalkeepers Climate Action 8-point Manifesto.
- D. We will mitigate the effects of flooding and damage caused by rising sea levels and increased frequency of storms as far as is reasonably practicable with respect to our natural and built environment, including properties, through delivering our obligations under the Flood and Water Management Act; we will address the lessons learnt from storms Callum and Dennis. We will manage our coastline assets in accordance with the Shoreline Management Plan.
- E. We will deliver actions from the 'Towards Zero Waste strategy', to become a high recycling nation by 2025 and a zero-waste nation by 2050.



Lead Executive Board Members:
Cllr Phillip Hughes, Cllr Cefin Campbell
& Cllr Hazel Evans

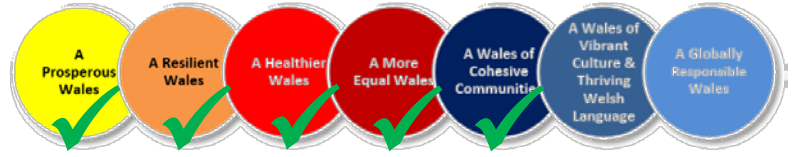


Well-being Objective 11

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

Why is this important?

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



Why this should concern us?

- Our highway network is the second largest in Wales covering 3,545 Kilometres, more than double the Welsh average of 1,566 Kilometres; covering 16 million square metres of carriageway.
- The condition of our roads was ranked 17th out of 22 across Wales in 2017/18.
- 18.8% of residents do not have access to a car or van. However, 43.5% of households have one car per household, which may indicate reduced accessibility in areas not well served by public transport.
- Only 55% aged 80 or over have access to a car/van therefore public transport and community based services are important to enable people to continue to live within their communities; it can mean the difference between a person staying independent at home or entering residential care.
- Air quality is a concern in Llandeilo, Carmarthen and Llanelli. [Impact of COVID-19 lockdown on Air Quality](#).

What do we need to do? [The FG Commissioners May 2020 Report - Transport](#)

- We need to improve connectivity and support access to services.
- We need to develop a transportation system that will enable businesses to grow and flourish in line with our economic ambitions as an authority
- We need to sustain investment into our public and community transport systems and facilitate travel to and from schools to support our Modernising Education Programme.
- We need to also invest in infrastructure to support more sustainable journeys and Active Travel. For example, through cycle ways, footpaths and public transport infrastructure.
- We need to continue to sustain investment in our existing highway infrastructure to improve connectivity.
- We need to ensure our fleet of vehicles are safe, modern and efficient, and design our replacement strategy to adapt to changes in vehicle technology.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will develop the highway infrastructure to meet the priorities of our Regeneration Plan and Swansea Bay City Deal. We will continue to develop a new highway at Cross Hands and develop strategic schemes to connect communities to promote 'Active Travel' and tourism.
- B. We will continue the successful integrated public transport network such as Bwcabus/LINC and Traws Cymru, develop a Metro for South West Wales to integrate Active Travel, bus and rail stations and work with regional colleagues to improve rail connectivity and journey times to West Wales.
- C. We will plan to redesign our school transport network to support the Modernising Education Programme.
- D. We will continue to support community and rural transport (see Well-being Objective 5, Step C)
- E. We will meet our objectives set out in our Road Safety Strategy.
- F. We will continue to modernise our vehicle fleet to improve efficiency and reduce emissions, and support the development of electrical vehicle charging infrastructure.



Lead Executive Board Member
Cllr Hazel Evans

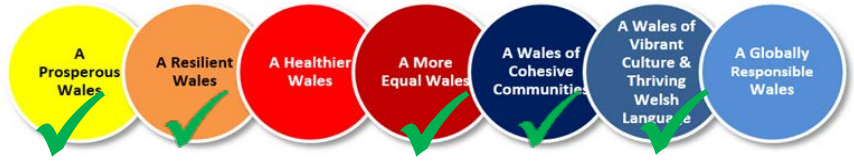


Well-being Objective 12

Healthy & Safe Environment - Promote Welsh Language and Culture

So why is this important?

- Carmarthenshire is a stronghold for the Welsh language and is considered to be of high strategic importance in its future.
- Bilingualism is beneficial to both the economy and individuals through cognitive and social benefits.
- It is a unique selling point. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position.
- Engaging in cultural activity has demonstrable positive impact on starting well, living well and ageing well.



Why this should concern us?

- According to the results of the 2019/20 National Survey for Wales **37.4%** of people in Carmarthenshire said that they spoke Welsh. *(Based on a sample of 12,400 in Wales)*
- The 2011 Census showed that the number of Welsh speakers in Carmarthenshire had reduced to **43.9%** compared to 50.1% in 2001.
- The Welsh Government’s ambition, through the [Cymraeg 2050 - Welsh language Strategy](#), is to see the number of people able to enjoy speaking and using Welsh reach a **million by 2050**.
- The Welsh Government’s [Light Springs through the Dark: A Vision for Culture in Wales](#) is reinforcing the importance of culture as a priority.

What do we need to do?

- We need to ensure compliance with the [Welsh Language Standards](#)
- We need to continue to implement and promote the ‘WESP’ [Welsh in Education Strategic Plan](#) in partnership with school leaders for the benefit of all Carmarthenshire learners. *(Also see WBO3)*
- We need to promote the use of the Welsh Language in our communities working with partners such as Mentrau Iaith, Urdd and Mudiad Meithrin to realise the vision set out in our [Welsh Language Promotion Strategy](#)
- We need to promote ourselves as a bilingual employer & explore the possibilities of doing so in cooperation with other public sector organisations in the County, with a key focus on our apprenticeships programme
- We need to develop the language skills of our staff and the use of the Welsh Language in the workplace and ensure that we take advantage of technological developments to this aim
- We need to ensure that economic development and prosperity of the Welsh language happen side by side by regenerating rural economies and communities
- We need to increase the number of people participating in cultural activity
- We need to ensure that our County’s heritage assets are protected and accessible for future generations.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will implement and monitor the **Welsh Language Standards** under the Welsh Language Measures 2011.
- B. We will continue the **development of Welsh in all our Education services**, thus moving towards ensuring that every pupil is confidently bilingual. Pupils can fulfil their potential in gaining skills to operate as bilingual citizens in their communities, the workplace and beyond/worldwide.
- C. We will assess the impact of **Language Promotion Strategy**, which will facilitate the use of Welsh in everything we do across all communities and start revising the strategy with key partners
- D. We will promote our **Welsh Culture & Heritage**
- E. We will continue to support our Annual Cultural awards, whilst working with local communities to promote the annual village and town of Culture.



Lead Executive Board Member
Cllr Peter Hughes-Griffiths

Better Governance & Use of Resources



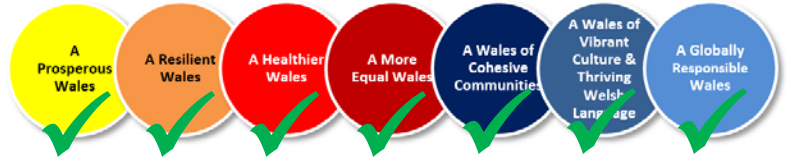


Well-being Objective 13

Better Governance and use of Resources

So why is this important?

- The general purpose of the *Well-being of Future Generations Act (Wales) 2015*, is to ensure that the governance arrangements of public bodies for improving the Well-being of Wales take the needs of future generations into account. To make this work there are key areas of corporate change that are required by the Act.
- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering 'more (or even the same) for less'.
- The way we work needs to focus on the long term, working in partnership and collaboration, involving people more, preventing problems before they materialise and ensuring we work in an integrated way to maximise our resources and reduce duplication; one of the ways we do this is through the Public Services Board (PSB).



Why this should concern us?

- There are further financial pressures as a result of the COVID-19 Pandemic and Brexit.
- The Pandemic has shown the importance of digital connectivity and new ways of working.

What do we need to do?

- Our Transform, Innovate and Change (TIC) approach will make sure that we take the opportunity to learn the lessons of the COVID-19 Pandemic and build on the of the new ways of working that were successful.
- We will comply with the Local Government and Elections (Wales) Act on the establishment of a new and reformed legislative framework for local government elections, democracy, governance, and performance.
- We will apply the new Socio-Economic Duty to reduce inequalities due to socio-economic disadvantage.
- We will invest in regeneration through the council's capital programme by developing and building employment space for businesses and providing financial support to the private sector for development.
- We will make better use of our resources which will help to minimise the impact on services primarily by making smarter use of our buildings, our people, and our spending.
- We need to embed tackling inequality across all Services. [See A More Equal Wales](#)

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. By transforming innovating and changing the way we work and deliver services.**
Our *Transform, Innovate and Change* (TIC) programme is aimed at thinking differently, acting differently and therefore delivering differently.
- B. We shall follow the 7 Principles of Good Governance** set out Chartered Institute of Public Finance and Accountancy (CIPFA)/ Society of Local Authority Chief Executives (SOLACE):
- B1. Integrity and Values** (*Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law*)
 - B2. Openness and engagement** (*Ensuring openness and comprehensive stakeholder engagement*)
 - B3. Making a difference** (*Defining outcomes in terms of sustainable economic, social, & environmental benefits*)
 - B4. Making sure we achieve what we set out to do** (*Determining the interventions necessary to optimise the achievement of the intended outcomes*)
 - B5. Valuing our people; engaging, leading and supporting** (*Developing capacity and the capability of leadership and individuals*)
 - B6. Managing risks, performance and finance** (*Managing risks and performance through robust internal control and strong public financial management*)
 - B7. Good transparency and accountability** (*good practices, reporting, and audit to deliver effective accountability*)



Lead Executive Board Members
Cllr David Jenkins &
Cllr Mair Stephens

APPENDICES



Well-being Objective - Mergers and rewording

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

	OLD		NEW		
	No.	Well-being Objective's 2018-21	No.	Well-being Objective 2021-22	Specific focus for 2021/22
Start Well	1	Help to give every child the best start in life and improve their early life experiences	1	Continue	<ul style="list-style-type: none"> Expansion of Flying Start under the auspices of the Early years transformation programme
	2	Help children live healthy lifestyles (Childhood Obesity)	2	Continue	<ul style="list-style-type: none"> Tackling children's mental health issues – possibly resulting from lockdown measures
	3	Support and improve progress and achievement for all learners	3	Support and improve progress, achievement, and outcomes for all learners	<ul style="list-style-type: none"> Ensure learners are supported to re-engage in learning and regain any learning lost due to COVID Ensure that those in examination group are well supported in order that they can follow their chosen pathway
	4	Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways.			
Live Well	5	Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty	4	Continue	<ul style="list-style-type: none"> Tackling Poverty
	6	Create more jobs and growth throughout the county	5	Continue	<ul style="list-style-type: none"> SME & foundational economy Rural regeneration Pentre Awel
	7	Increase the availability of rented and affordable homes	6	Continue	<ul style="list-style-type: none"> Local housing crisis - escalating costs and second homes
	8	Help people live healthy lives (Tackling risky behaviour and Adult obesity)	7	Continue	
	9	Support good connections with friends, family and safer communities	8	Support community cohesion, resilience, and safety	<ul style="list-style-type: none"> Community Cohesion
Age Well	10	Support the growing numbers of older people to maintain dignity and independence in their later years	9	Support older people to age well and maintain dignity and independence in their later years	<ul style="list-style-type: none"> Age Friendly Communities
	11	A Council wide approach to supporting Ageing Well in Carmarthenshire			
In a healthy and safe environment	12	Look after the environment now and for the future	10	Continue	<ul style="list-style-type: none"> Climate change with particular focus on flooding Net Zero Carbon
	13	Improve the highway and transport infrastructure and connectivity	11	Continue	
	14	Promoting Welsh Language and Culture	12	Continue	<ul style="list-style-type: none"> Supporting national target of a million Welsh speakers
Corporate Governance	15	Building a better Council Making Better use of Resources	13	Better Governance and use of Resources	<ul style="list-style-type: none"> Embed tackling inequality across all of the Council's objectives

Statutory Requirements

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations and the requirements of both are fully aligned and combined in this Corporate Strategy.

The Local Government (Wales) Measure 2009

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

Well-being of Future Generations Act (Wales) 2015

The general purpose of the Act, is to ensure that the governance arrangements of public bodies for improving the well-being of Wales, take the needs of future generations into account. The Act is designed to improve the economic, social, environmental and cultural well-being of Wales, in accordance with sustainable development principles. The law states that: -

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

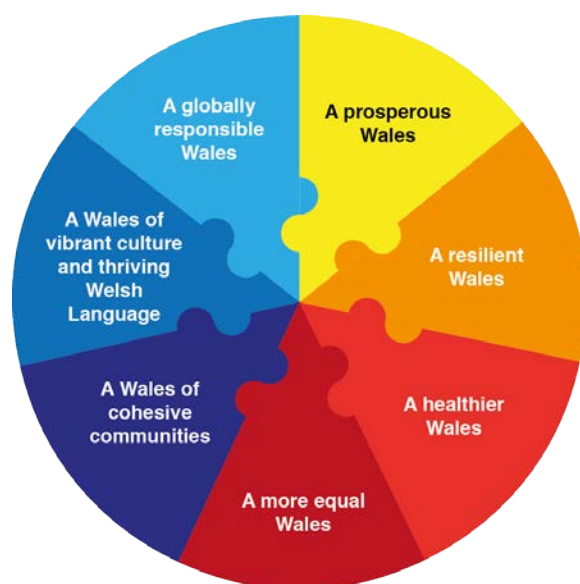
For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we are required to set and publish Well-being Objectives that maximise our Contribution to the Well-being Goals.

The Local Government and Elections (Wales) Act

The Local Government and Elections (Wales) Act provides for the establishment of a new and reformed legislative framework for local government elections, democracy, governance, and performance. The Act will replace the current improvement duty for principal councils set out in the Local Government (Wales) Measure 2009. We will report on 2021-22 under the terms of the new Act.

Socio-economic duty

From 31st March 2021, this duty will require councils, when taking strategic decisions such as ‘deciding priorities and setting objectives’, to consider how their decisions might help to reduce the inequalities associated with socio-economic disadvantage.



Financing the Council's Well-being Objectives

The financial position faced by local authorities has had a consistent theme over the last decade, with the level of resources available to public services seeing significant reductions, which means that we have less money to invest in services now than we have in the past. Over the last five years we have had to manage reductions in service budgets of around £**m, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations. We strive to manage this situation by reducing our spending without any significant impact on the frontline services valued by our communities.

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



To Follow.....

2. Help children live healthy lifestyles



3 Support and improve progress, achievement and outcomes for all learners



4 Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty



5 Create more jobs and growth throughout the county



6. Increase the availability of rented and affordable homes



7 Help people live healthy lives (tackling risky behaviour and obesity)



8. Support community cohesion, resilience and safety



9. Support older people to age well and maintain dignity and independence in their later years



10. Look after the environment now and for the future



11. Improve the highway and transport infrastructure and connectivity



12. Promote Welsh Language and Culture



13. Better governance and use of resources



Statements of Intent

Well-being Statement

We welcome our duties under the Well-being of Future Generations Act. We have already addressed much of the new Act's requirements but recognise that we can do more.

1. We feel that our Well-being Objectives contribute significantly to the achievement of the National Well-being Goals. Our Well-being Objectives relate to different aspects of life's course and address well-being in a systematic way.
2. These Well-being Objectives have been selected with considerable consultation feedback and a basket of different sources of information on need, performance data and regulatory feedback. In developing action plans to achieve these objectives we will involve people (in all their diversity) with an interest in achieving them.
3. The steps we take to achieve the Well-being Objectives (our action plans) will look to ensure that long term, preventative, integrated, collaborative and involvement approaches are fully embraced.
4. An Executive Board member has a specific responsibility for the overall Act. In addition, each Executive Board portfolio holder/s will have responsibility for the relevant Well-being Objectives.
5. To ensure that we take these action plan steps we will use our in house developed Performance Information Monitoring System dashboard. All the action plans will be monitored and reported on quarterly to Department Management Teams, Corporate Management Team and Executive Board. In addition, progress will be reported to Scrutiny Committees. The Council will prepare an Annual Report on its Well-being Objectives and revise the objectives if required.
6. The content of action plans to achieve the Well-being Objectives are adequately resourced and embedded in service business plans (see financial breakdown Appendix 3). To achieve these objectives services will 'join-up' and work together, work with partners and fully involve citizens in all their diversity.
7. Our Objectives are long term, but our action plans will include milestones that will enable monitoring and assurance of progress.
8. To ensure that our Well-being Objectives are deliverable and that the expectations of the Act are embraced we will adapt financial planning, asset management, risk assessment, performance management and scrutiny arrangements.
9. In May 2020 the Future Generations Commissioner published the Future Generations Report 2020 and made recommendations for public bodies that we will consider for 2021/22 in Service Business Plans.

How we measure the success of our Well-being Objectives

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

Well-being Objectives		Success measures
Start Well	WBO 1 - Help to give every child the best start in life and improve their early life experiences.	<ul style="list-style-type: none"> Children in care with 3 or more placements in the year
	WBO 2 - Help children live healthy lifestyles.	<ul style="list-style-type: none"> Children overweight or obese
	WBO 3 - Support and improve progress, achievement, and outcomes for all learners	<ul style="list-style-type: none"> Average Capped 9 points score for pupils Primary & Secondary School attendance rates Satisfaction with child's primary school Year 11 & 13 leavers Not in Education, Employment or Training (NEETs)
Live Well	WBO 4 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty.	<ul style="list-style-type: none"> Gap in average Capped 9 points score for those eligible for Free School Meals and those who are not eligible Households successfully prevented from becoming homeless Households in material deprivation Households Living in Poverty
	WBO 5 - Create more jobs and growth throughout the county.	<ul style="list-style-type: none"> Employment figures Jobs created with Regeneration assistance Average Gross weekly pay Number qualified to NVQ Level 4 or above People moderately or very satisfied with jobs
	WBO 6 - Increase the availability of rented and affordable homes.	<ul style="list-style-type: none"> Number of affordable homes in the County
	WBO 7 - Help people live healthy lives (tackling risky behaviour & obesity).	<ul style="list-style-type: none"> Adults who say their general health is Good or Very Good Adults who say they have a longstanding illness Adult mental well-being score Adults who have fewer than two healthy lifestyle behaviours
	WBO 8 - Support community cohesion, resilience and safety	<ul style="list-style-type: none"> People that have a sense of community People feeling safe

Well-being Objectives		Key success measure
Age Well	WBO 9 - Support older people to age well and maintain dignity and independence in their later years.	<ul style="list-style-type: none"> • The rate of people kept in hospital while waiting for social care • People agree there's a good Social Care Service available in the area • Number of calendar days taken to deliver a Disabled Facilities Grant • People who are lonely
In A Healthy, Safe & Prosperous Environment	WBO 10 - Look after the environment now and for the future	<ul style="list-style-type: none"> • Renewable energy generated • Waste reused, recycled or composted
	WBO 11 - Improve the highway and transport infrastructure and connectivity.	<ul style="list-style-type: none"> • Road conditions • Road casualties
	WBO 12 - Promote Welsh Language and Culture.	<ul style="list-style-type: none"> • Can speak Welsh • People attended arts events in Wales • People visited historic places in Wales • People visited museums in Wales
	WBO 13 - Better Governance and use of Resources.	<ul style="list-style-type: none"> • 'Do it online' payments • People can access information about the Authority in the way they would like to • People know how to find what services the Council provides • People have an opportunity to participate in making decisions about the running of local authority services • Staff sickness absence levels • Organisational 'running costs' • We ask for people's views before setting the budget

Outcome Measures

The Well-being of Future Generations Act promotes a shift in focus from service productivity, to all public bodies working together to progress outcomes that improves the quality of life of citizens and communities, both now and in the future.

How Services 'Join-up' to deliver Well-being Objectives

Dec 2020

Lead Officer		✓	WBO 1	WBO 2	WBO 3	WBO 4	WBO 5	WBO 6	WBO 7	WBO 8	WBO 9	WBO 10	WBO 11	WBO 12	WBO 13
Supporting Officer		✓													
CEX	Admin & Law	Linda Rees Jones													✓
	People Mgt	Paul Thomas				✓	✓		✓						✓
	Regeneration	Jason Jones				✓	✓						✓		✓
	ICT & Corp Policy	Noelwyn Daniel			✓	✓	✓			✓				✓	✓
CS	Financial Services	Randal Hemingway													✓
	Revenues & Financial Compliance	Helen Pugh				✓									✓
Communities	Head of Adult Social Care	Avril Bracey		✓					✓	✓	✓				
	Regional Collaboration	Martyn Palfreman		✓						✓	✓				
	Integrated Services	Alex Williams							✓	✓	✓				
	Homes & Safer Comm.	Jonathan Morgan				✓		✓	✓	✓	✓				
	Leisure	Ian Jones		✓					✓			✓		✓	
E&CS	Edu & Inclusion	Aneurin Thomas	✓	✓	✓	✓				✓					
	Curr & Wellbeing	Aeron Rees	✓	✓	✓	✓	✓							✓	
	Access to Education	Simon Davies	✓	✓	✓		✓								
	Children	Stefan Smith	✓	✓	✓	✓				✓					
ENV	Property	Jonathan Fearn			✓		✓	✓				✓			✓
	Planning	Llinos Quelch		✓			✓	✓	✓			✓			✓
	Trans.& Highways	Stephen Pilliner	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓
	Waste & Env.	Ainsley Williams		✓							✓	✓			✓

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Policy & Resources Scrutiny Committee

2 March 2021

CARMARTHENSHIRE COUNTY COUNCIL CORPORATE COMPLAINTS POLICY

Purpose:

The implementation of a new Complaints Policy in accordance with the requirements of the Complaints Standards Agency/Public Services Ombudsman for Wales.

To consider and comment on the following issues:

1. To consider the new Complaints Policy (which will replace the previous Complaints & Compliments Procedure).

Reasons:

The Council is required to adopt a new policy in line with a model and guidance issued by the Complaints Standards Agency under powers contained within Section 36 of the Public Services Ombudsman (Wales) Act 2019. They apply to all public service providers in Wales.

To formulate views for submission to the Executive Board for consideration

To be referred to the Executive Board for decision: YES

**EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-
Leader**

Cllr Mair Stephens, Deputy

Directorate: Chief Executive's

Name of Head of Service:

Noelwyn Daniel

Report Author:

John Tillman

Designations:

Head of ICT & Corporate Policy

Information Governance &
Complaints Manager

Tel Nos: 01267 224127

E Mail Addresses:

NDaniel@carmarthenshire.gov.uk

jwtillman@carmarthenshire.gov.uk

Executive Summary
Policy & Resources Scrutiny Committee
2 March 2021

Carmarthenshire County Council Corporate Complaints Policy

On 30th September 2020, the Public Services Ombudsman (PSOW) for Wales and its Complaints Standards Authority (CSA) formally launched a new Model Concerns & Complaints Policy (along with accompanying guidance):

<https://www.ombudsman.wales/complaints-standards-authority/>

Local authorities have been given 6 months from the above date to implement this new Policy/process and submit an updated document to the PSOW.

The model policy does not represent a significant departure from our existing Complaints & Compliments Procedure and complaints handling processes. Nonetheless, key changes include:

- A commitment to providing a refund/reimbursement to complainants in certain circumstances – specifically, where a person had to pay for a service that the Council should have provided. This may have financial implications in cases where this may arise, which are difficult to quantify.
- A requirement to provide bi-annual reports to (Scrutiny) Committees as well as quarterly reports to senior management;
- A commitment to reporting all ‘serious’ complaints to senior management;
- It is stated in the guidance document that complaints that cannot be resolved at Stage 1 (informal response) within 10 working days *should* be escalated to Stage 2. However, it is unclear at the present time whether the Ombudsman would strictly enforce this, given the wording of the guidance. This will be kept under review.

Arrangements to address these requirements are being progressed and it is suggested that complaints reporting are included in quarterly performance management reports from April 2021 onwards.

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: Noelwyn Daniel, Head of ICT & Corporate Policy

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

The recommendation is that a new corporate Complaints Policy be endorsed for approval and implementation.

2. Legal

This new Policy has a statutory basis as it has been issued under Section 36 of the Public Services Ombudsman (Wales) Act 2019.

Finance

The model policy contains a commitment to reimbursing complainants which may have an unquantifiable financial implication when implemented.

CONSULTATIONS

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

Signed: Noelwyn Daniel, Head of ICT & Corporate Policy

1. Local Member(s) N/A

2. Community / Town Council N/A

3. Relevant Partners The Complaints Standards Authority has been consulted on changes to the text of the model policy.

4. Staff Side Representatives and other Organisations N/A

EXECUTIVE BOARD PORTFOLIO
HOLDER(S) AWARE/CONSULTED

YES

Include any observations here

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
CSA - Guidance for Public Service Providers on Implementing the Concerns and Complaints Policy	N/A	https://www.ombudsman.wales/complaints-standards-authority/
CSA - Concerns and Complaints Policy for Public Services Providers in Wales	N/A	https://www.ombudsman.wales/complaints-standards-authority/
CSA - Complaint Handling Processes – Statement of Principles	N/A	https://www.ombudsman.wales/complaints-standards-authority/

Complaints Policy

Based on the Complaints Standards Agency
model policy

Version 5.0

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Page 53

Preface

This model policy is designed for public services providers in Wales. It represents a minimum standard of complaint handling for public bodies in Wales.

The policy is fully compatible with the Welsh Language Standards Regulations.

Please note that NHS bodies in Wales adhere to the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011, known as 'Putting Things Right'.

When the content of this policy conflicts with the Putting Things Right regulations, the Putting Things Right regulations will take precedence, including when references are made to timescales.

Also, the Social Services Complaints Procedure (Wales) Regulations 2014 outline the procedure for handling complaints about Social Services issues in Wales.

A Model Complaints Policy

Carmarthenshire County Council is committed to dealing effectively with any complaints you may have about our services. We aim to clarify any issues you may be unsure about. If possible, we'll put right any mistakes we may have made. We will provide any service you're entitled to which we have failed to deliver. If we did something wrong, we'll apologise and, where possible, try to put things right for you. We aim to learn from our mistakes and use the information we gain from complaints to improve our services.

When to use this policy

When you complain to us, we will usually respond to you as set out in this policy.

However, sometimes you may have a statutory right of appeal for example, planning decisions, parking fines or a decision not to give your child a place in a particular school. So, in cases like this, rather than investigate your concern, we will explain to you how you can appeal.

Where there are ongoing legal proceedings or another type of investigation, we may need to put a complaint "on hold" until these are concluded.

Sometimes, you might be concerned about matters that are not covered by this policy. Examples include, but aren't limited to:

- Insurance claims
- Complaints about a School, County Councillor, Town or Community Councils
- Complaints about Social Services
- Employment issues, including concerns about Council employees outside of the workplace which don't relate to the delivery of a service
- Reports of anti-social behaviour
- Allegations of serious officer misconduct and criminal activity

The Complaints Team will be happy to advise you about how to pursue a concern like this and can also give clear advice about the type and scope of complaints we can consider.

This policy does not apply to Freedom of Information, Subject Access or other information rights issues. Please contact foia@carmarthenshire.gov.uk in relation to these matters.

Asking us to provide a service?

If you are approaching us to request a service, for example reporting a faulty streetlight, or requesting an appointment this policy doesn't apply.

However, if you make a request for a service and then are not happy with our response, you will be able to make your complaint known as explained below.

Stage 1 - informal resolution

If possible, we believe it's best to deal with things straight away. If you have a complaint, please raise it with the person you're dealing with. They will try to resolve it for you there and then.

The Complaints Team is notified of all complaints and will assist with co-ordinating a response.

At this stage, we'll aim to deal with your complaint as quickly as possible and within 10 working days.

If there are any lessons to learn from addressing your complaint, the member of staff that dealt with your complaint will draw them to the Complaints Team's attention.

If it is not possible to resolve your complaint at this stage, you can then ask for a formal investigation.

How to make a complaint

You can make a complaint in any of the following ways:

- Use the form on our website at www.carmarthenshire.gov.uk
- Email us at complaints@carmarthenshire.gov.uk
- Ask for a copy of our form from the person with whom you are already in contact.
- Get in touch with our Complaints Team on 01267 224488 if you want to make your complaint over the phone.
- Write to us at:

Complaints Team
Carmarthenshire County Council
County Hall
Carmarthen
SA31 1JP

We aim to have complaint forms available at all of our customer service centres, public areas and also at appropriate locations in our libraries and leisure centres.

Copies of this policy and the complaint form are available in Welsh and in other languages, as audio and large print upon request.

Dealing with your complaint

- We will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it.
- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you need documents in large type.
- We will deal with your complaint in an open and honest way.
- We will make sure that your dealings with us in the future do not suffer just because you have made a complaint.

Normally, we will only be able to look at your complaint if you tell us about it within 6 months. This is because it's better to look into your complaint while the issues are still fresh in everyone's mind.

We may exceptionally be able to look at complaints which are brought to our attention later than this. However, you will have to explain why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. In any event, we will not consider any complaint about matters that took place more than three years ago.

If you're expressing a complaint on behalf of somebody else, we'll need their agreement to you acting on their behalf.

What if there is more than one body involved?

If your complaint covers more than one body for example, a Housing Association and the Council regarding the handling of a noise nuisance issue, we will usually work with them to decide who should take the lead in dealing with your concerns. You will then be given the name of the person responsible for communicating with you while we consider your complaint.

If the complaint is about a body working on our behalf for example, a housing repair contractor, the operators of a Household Waste Recycling Centre or a town centre public convenience, you may wish to raise the matter informally with them first. However, if you want to make your complaint formally, we will look into this ourselves and respond to you.

Stage 2 – formal investigation

We will tell you who we have asked to look into your complaint. If your complaint is straightforward, we'll usually ask somebody from the relevant service area to look into it and respond to you. If it is more serious, we may use someone from elsewhere in the Council or in certain cases we may appoint an independent investigator.

We will set out our understanding of your complaint and ask you to confirm that we are right. We'll also ask you to tell us what outcome you're hoping for.

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us.

If there is a simple solution to your problem, we may ask you if you're happy to accept this. For example, where you asked for a service and we see straight away that you should have had it, we will offer to provide the service rather than investigate and produce a report.

We will aim to resolve complaints as quickly as possible and expect to deal with the vast majority within 20 working days. If your complaint is more complex, we will:

- Let you know within this time why we think it may take longer to investigate.
- Tell you how long we expect it to take.
- Let you know where we have reached with the investigation, and
- Give you regular updates, including telling you whether any developments might change our original estimate.

The person who is investigating your complaint will firstly aim to establish the facts.

The extent of the investigation will depend upon how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet with you to discuss your complaint.

Occasionally, we might suggest mediation or another method to try to resolve disputes.

We'll look at relevant evidence. This could include information you have provided, our case files, notes of conversations, letters, emails or whatever may be relevant to your particular complaint. If necessary, we'll talk to the staff or others involved and look at our policies, any legal entitlement and guidance.

Outcome

If we formally investigate your complaint, we will let you know what we find. If necessary, we will produce a report. We'll explain how and why we came to our conclusions.

If we find that we made a mistake, we'll tell you what happened and why.

If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.

If we make a mistake, we will always apologise for it.

Putting things right

If we didn't provide you with a service you should have had, we'll aim to provide it now, if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part, we'll try to put you back in the position you would have been in if we'd done things properly.

If you had to pay for a service yourself, when we should have provided it for you, or if you were entitled to funding you did not receive we will try to refund the cost.

The Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on the part of the service provider.
- Have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman normally expects you to bring your complaint to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

- Phone: 0300 790 0203
- Email: ask@ombudsman.wales
- The website: www.ombudsman.wales
- Writing to:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

There are also other organisations that consider complaints. For example, the Welsh Language Commissioner's Office deals with complaints about services in Welsh. We can advise you about such organisations.

Learning lessons

We take your complaints seriously and try to learn from any mistakes we've made. Our Corporate Management Team considers a summary of all complaints quarterly and is made aware of all serious complaints. Our Scrutiny Committees also consider our response to complaints twice a year. We share summary (anonymised) information on complaints received and complaints outcomes with the Ombudsman as part of our commitment to accountability and learning from complaints.

Where there is a need for significant change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it. We will let you know when changes we've promised have been made.

What if you need help?

Our staff will aim to help you make your complaint known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact organisations such as the Citizens Advice Bureau, Age Cymru or Shelter who may be able to assist you.

You can also use this complaints policy if you are under the age of 18. If you need help, you can speak to someone on the Meic Helpline:

- Phone 0808 802 3456
- Website www.meiccymru.org

or contact the Children's Commissioner for Wales. Contact details are:

- Phone 0808 801 1000
- Email post@childcomwales.org.uk
- Website www.childcom.org.uk

What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We therefore expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We have a separate policy to manage situations when we find that someone's actions are unacceptable.

Equalities statement

All employees are required to adopt a positive, open and fair approach and ensure the Authority's **Equality and Diversity Policy** is adhered to and applied consistently to all irrespective of race, colour, nationality, ethnic or national origins, disability, religion and belief or non-belief, age, sex, gender reassignment, gender identity and gender expression, sexual orientation, pregnancy or maternity, marital or civil partnership status.

In addition, the Welsh Language Standards ask us to 'ensure that the Welsh language is treated no less favourably than the English language' and this principle should be adopted in the application of this policy.

Appendix A

Complaint form

This form can be completed online by visiting our website:

www.carmarthenshire.gov.uk

Please Note: The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in Section B.

A: Your details

Please state how you would prefer us to contact you:

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

Surname	Forenames	Title
Address and postcode		
Email address		
Daytime contact telephone number		

B: Making a complaint on behalf of someone else: Their details:

Please note that we have to be satisfied that you have the authority to act on behalf of the person who has experienced the problem.

Their name in full	
Address and postcode	
What is your relationship with them?	
Why are you making the complaint on their behalf?	

C: About your complaint (please continue your answers to the following questions on a separate sheet(s) if necessary)

The name of the department/section/service you are complaining about:

What do you think they did wrong, or failed to do?

Please describe how you personally have suffered or have been affected:

What do you think should be done to put things right?

When did you first become aware of the problem?

Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so:

If it is more than six months since you first became aware of the problem, please say why you have not complained before now:

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

Complaints Team
Carmarthenshire County Council
County Hall
Carmarthen
SA31 1JP

Email: complaints@carmarthenshire.gov.uk

Telephone: 01267 224488

Policy & Resources Scrutiny Committee

2 March 2021

STRATEGIC EQUALITY PLAN ANNUAL REPORT 2019-20

AND ACTION PLAN 2020-24

Purpose:

To discuss the agreement of the Annual Report on the implementation of the Strategic Equality Plan 2019-20

To consider and comment on the following issues:

To consider the Annual Report for 2019-20 and the Action Plan for 2020-24

Reasons:

The Equality Act 2010 brings together legislation strengthening and refining the Law making it easier for people to understand and comply. The majority of the Act came into force on 1 October 2010.

Annual Reports provide a good opportunity for monitoring, review and reflection and an opportunity for the authority to identify its ongoing activity in meeting the general and specific duties. This includes considering whether the arrangements and actions are effective and still appropriate. Annual reports will assist authorities in monitoring their own work, as well as providing transparency for stakeholders.

Annual Reports are expected to include workforce, training and pay information. The Workforce Information Report is prepared by the People Management division.

To be referred to the Executive Board for decision: YES

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER: -

Cllr. Cefin Campbell, Executive Board Member for Communities and Rural Affairs

Directorate: Chief Executive's

Name of Head of Service:

Noelwyn Daniel

Report Author:

Llinos Evans

Designations:

Head of ICT & Corporate Policy

Policy Officer

Tel Nos.

01267 224914

E Mail Addresses:

NDaniel@carmarthenshire.gov.uk

LlinEvans@carmarthenshire.gov.uk

EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
2 MARCH 2021

Strategic Equality Plan Annual Report 2019-20 and Action Plan 2020-24

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

The new general duty covers the following protected characteristics:

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

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

Public bodies are required to have due regard to:

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

Annual Reporting as a Specific Duty

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

DETAILED REPORT ATTACHED?	YES Annual Report 2019-20 Action Plan 2020-24
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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: Noelwyn Daniel

Head of ICT & Corporate Policy

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

1. Policy, Crime & Disorder and Equalities

The development and publication of a Strategic Equality Plan is a Statutory responsibility under the Equality Act 2010.

Equality and Diversity issues are considered alongside the Well-being of Future Generations Act responsibilities.

2. Legal

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

3. Staffing Implications

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

CONSULTATIONS

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

Signed: Noelwyn Daniel, Head of ICT & Corporate Policy

1. Local Member(s) – N/A

2. Community / Town Council – N/A

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

4. Staff Side Representatives and other Organisations – 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
Equality and Human Rights Commission Guidance for the Public Sector in Wales	http://www.equalityhumanrights.com/wales/publications/guidance-on-the-equality-duty-for-the-welsh-public-sector/ or through Llinos Evans (LlinEvans@carmarthenshire.gov.uk / 01267 224914)
Carmarthenshire County Council's Strategic Equality Plan 2016-20	http://www.carmarthenshire.gov.uk/english/council/pages/equalitydiversity.aspx or through Llinos Evans (LlinEvans@carmarthenshire.gov.uk / 01267 224914)

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Strategic Equality Plan

Annual Report

2019-2020

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Foreword to the Strategic Equality Plan Annual Report 2019-20

We are pleased to present Carmarthenshire County Council's Annual Report for 2019-20 detailing the implementation of our Strategic Equality Plan and our Strategic Equality Objectives.

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

During the year, we have undertaken the revision of our **Strategic Equality Plan** and have worked in partnership with the Local Authorities across Dyfed Powys, both Health Boards, Dyfed Powys Police, Mid and West Wales Fire Service, Wales Ambulance Services NHS Trust, the Brecon Beacons National Park Authority, Pembrokeshire Coastal National Park Authority and the Dyfed Powys Police and Crime Commissioner, to undertake a detailed engagement and consultation exercise.

A mixed methods approach was employed to collect the views and experiences of stakeholders across Dyfed Powys. It was agreed to produce one central survey (and sister versions) and where possible, to hold local stakeholder events. This approach increased the robustness of collected data and facilitated comparability of results.

Following discussion with partners, the survey focused on the Equality and Human Rights Commission strategic domains and linked closely to the '**How Fair is Wales**' evidence report. The feedback has informed our next Strategic Equality Plan and Equality Objectives and has provided us with revised evidence on which to base our decisions.

We are once again a Proud Employer, through the **Stonewall Diversity Champions** programme and I'm personally looking forward to working with Stonewall Cymru and colleagues to embed inclusion across the authority. Through our previous membership, we learnt so much as an employer and provider of services and we are now ready to build upon that good work. I will also be working with Cllr Mair Stephens and the People Strategy Steering Group, to promote the progress made following our recent Investors in People accreditation.

During the year, we have worked to develop a **Diversity and Equality Promotion Calendar and a Flag and illumination protocol**. The aim of the calendar, which will be implemented during 2020-21, is to provide a standardised and authorised timetable of key equality and diversity celebratory / designated days. The calendar aims to provide a platform for both internal and external communication, across all of the protected characteristics, as noted in the Equality Act 2010. I will look forward to providing an update on the calendar in the 2020-21 report.

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

Councillor Cefin Campbell

Executive Board Member (Equalities)

Section 1 - Introduction

1.1 Introduction and background

Public Sector Equality Duties

The General Duty

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

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

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

Specific duties in Wales

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

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

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

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

1.2 Any other information relevant to meeting the duties

Investors in People

Once again, the Council has achieved the highest award in recognition of the work we do to support our staff's health and well-being. The Platinum Corporate Health Standard is the quality-mark for workplace health promotion in Wales led by the Welsh Government. Carmarthenshire County Council is the only Local Authority in Wales to hold this award and has done so since 2009. Organisations are re-assessed every three years and this year we have been revalidated with the Gold and Platinum awards.

To achieve the Platinum award, we had to demonstrate business excellence and sustainable development as an integral part of business practice and culture.

Time to Change Pledge

The Time to Change Wales pledge is a public declaration that an organisation wants to step up to tackle mental health stigma and discrimination. It isn't a quality mark, accreditation or endorsement. Organisations have to commit to taking actions that are realistic and right for them that will lead to a reduction in discrimination within your organisation and the wider community.

More organisations stepping up to make the organisational pledge means that more is being done to help break the silence around mental health. This pledge sends a powerful message that mental health is something that can be talked about, and that stigma and discrimination are not welcome.

We are continuing our commitment to reducing the stigma of mental health conditions.

Carmarthenshire County Council has re-signed the Time to Change Pledge which confirms our continued support, priority and work on reducing mental health discrimination and the stigma around the topic. Alongside this, work continues on our mental health action plan which works in partnership with the authority's wellbeing agenda.

Since first signing the pledge in 2015 we have created a mental health e-learning module and rolled out mental health awareness training for managers and all staff across the authority.

We are also looking to recruit mental health first aiders/supervisors across the authority and in our schools as well as recruiting a new Well-being Coordinator which will focus on mental health and initiatives supporting this work.

Stonewall Cymru Diversity Champions

Stonewall Diversity Champions programme is an employers' forum for sexual orientation and gender identity equality, diversity, and inclusion. The organisation works with over 700 organisations across public, private and third sectors to help them create inclusive and accepting environments for almost a quarter of the UK workforce.

During the year, we have worked closely with Stonewall Cymru to undertake a soft audit of our work in readiness for formal submission to the Index. We will be working with Stonewall

Cymru to establish our priorities for the next year, based on the evidence collated through the audit and in discussion with our People Strategy Steering Group.

Colleagues from Stonewall held a tailored session with our Procurement Team to discuss opportunities to promote equality and diversity within our tender documents and contracts. Pre-tender documents include questions regarding whether a supplier has an equality and diversity policy in place that explicitly bans bullying and harassment on all protected characteristics in the Equality Act.

Pay Differences

Equal Pay Audits are calculated and published annually to continue to monitor pay gap. Recommendations to work towards a further reduction in the pay gap are made to the Corporate Management Team and Heads of Service. The trend since first published in 2013/14 shows an annual reduction in the pay gap to date, which is a result in the main to the implementation of single status, a new pay model, monitoring the application of pay elements and commitment to living wage.

We continue to gather data on all protected characteristics with a view to being able to include more characteristics in future audits. Collation of data is undertaken at the point of recruitment and through annual reminders to staff. Following soft audit feedback from Stonewall Cymru, how we describe protected characteristics in our Equal Opportunity Monitoring form has been reviewed and our web recruitment and payroll systems are being updated to reflect the changes. On completion, the Council will undertake another promotional campaign to encourage employees to complete equality monitoring which is a voluntary declaration.

Learning Disabilities Charter

Over the past 5 years, people with learning disabilities in Carmarthenshire, Pembrokeshire and Ceredigion have worked together to develop a Charter – a simple list of things they expect, and need, to live fulfilling lives. The Charter has been developed with support from the Welsh Government's Intermediate Care Fund, the West Wales Care Partnership, and Pembrokeshire College. It is supported by the County Councils of Carmarthenshire, Ceredigion and Pembrokeshire, and the Hywel Dda University Health Board. Organisations, companies, and individuals can sign the Charter and commit to treating everyone equally. There will be a quality mark developed which will be awarded to organisations or businesses who demonstrate they live up to the standards and aspirations of the charter.

50+ Forum

Hundreds of people came together to discuss health, well-being, and the growing use of technology as part of Carmarthenshire's annual 50+ Forum in September 2019.

The popular event brings together a wide variety of people and over 30 organisations and provides opportunity to reflect positively on ageing as well as focusing minds on the needs of the county's older people. The National Botanic Garden of Wales hosted the event, where guest speakers included Dr Charles Musselwhite and Allyson Rogers of Swansea

University's Centre for Innovative Ageing, and Julie Morgan AM, Deputy Minister for Health and Social Services.

This year's key themes reflected what the forum's 2,000 strong membership have said is important to them. On-line technology, mobility and access to transport were high on the agenda, with keynote speakers touching on these points.

Members also had the chance to take part in a series of workshops focusing on digital health monitoring, banking, shopping, communication, and research, as well as spotting and avoiding scams. There were also well-being workshops, tastings and demonstrations in arts and crafts, exercise and ageing well.

The annual event is supported by Carmarthenshire County Council and Welsh Government.

Carmarthenshire Disability Coalition and Partnership

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

The Council continues to support the work of the Coalition and benefits from its feedback and advice. A key example of the involvement of the Partnership can be seen as Case Study 3.

White Ribbon Campaign

We are proud to support White Ribbon Day on November 25, which aims to raise awareness and work towards ending male violence against women. Residents can also show their support by making the pledge online to "never commit, excuse or remain silent about male violence against women."

While domestic abuse affects both sexes, the largest number of violent incidents involve men against women. However, ultimately male violence against women is everyone's issue, not just women.

Men can sign up to become a White Ribbon Ambassador and women a Champion and help promote awareness of the campaign and engage with men and boys to step up and call out violent behaviour among their 'peers.'

Once again, this year Carmarthenshire County Council showed its support by flying the White Ribbon flags at its council buildings in Carmarthen (County Hall), and town halls in Llanelli and Ammanford on 25 November and continued its promotion through the following 16 days of action.

Section 2 - Identifying, collecting and using relevant information

2.1 Our communities

Statistical background

Carmarthenshire has an estimated population of 186,452 and a population density (population count/area in sq. km) of 77 people per square km. The County is very diverse and rural. It consists of 58 Electoral Wards with 74 Elected Members. Demographic Profiles have been produced of each of the Electoral Wards and for the County which provides a picture of life in the individual communities as well as valuable local information. The profiles will give you information such as:

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

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

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

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

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

2.2 Our staff

Carmarthenshire County Council has been collecting employment data for several years and has developed specific resources to explain to staff why the information is collected and how the data can influence our workplace policies and support for staff. Our detailed Workplace Profile Report can be viewed on our corporate website. Following the publication of the Equality Act 2010, the division have been working to improve the collection of workforce data and we recognise that this is a continuous process.

Section 3 – Equality Impact Assessments

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

The Policy and Partnership Team are leading on the introduction of an Integrated Assessment. This is due to the fact that the Council has a statutory requirement to complete impact assessments under a number of new and existing legislation.

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

This integrated assessment (which was due to be introduced during 2019-2020 but has been delayed due to COVID-19) incorporates the requirements of the following Acts into one Impact Assessment:

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

Further work on introducing the integrated assessment will be finalised during 2020-21.

Section 4 – Training

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

Section 5 – Procurement arrangements

The Policy and Partnership Team work closely with the Procurement Unit to ensure compliance. One of the key documents is the Supplier Qualification Information Database

(SQuID). This Information is a template provided by the Value Wales Division of the Welsh Government.

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

Welsh Government Code of Practice – Ethical Employment in Supply Chains

The Ethical Employment in Supply Chains Code of Practice has been established by the Welsh Government to support the development of more ethical supply chains to deliver contracts for the Welsh Public Sector. During the year, officers from Corporate Procurement, People Management and Policy have prepared an Ethical Employment & Supply Chains Policy for consideration by the Executive Board.

The Executive Board have also nominated an Ethical Employment Elected Champion, Cllr. David Jenkins.

Section 6 - Revision of the Strategic Equality Plan

Our Strategic Equality Plan, (SEP), sets out how we, as Carmarthenshire County Council, will ensure that our actions are fair to all. Being treated fairly and with respect is relevant to all of us and to our families and friends.

During 2019-20 we have revised our SEP to build on our previous plans of 2012-16 and 2016-2020. The plan was written after carrying out engagement with the public and key stakeholders as part of a Mid and West Wales partnership with other public service bodies during the summer of 2019.

This included a joint survey to gather views on how people from different backgrounds experience six major areas of life.

- Education
- Work
- Living Standards
- Health
- Justice and personal Security
- Participation

The Strategic Equality Objectives are based on the needs and issues raised during engagement and consultation and *'Is Wales Fairer 2018?'*. We have also considered the Strategic Objectives as set by the Welsh Government and how we are able to contribute to those objectives.

Taking the above information into account, we have set the following equality objectives for 2020-24 for Carmarthenshire County Council:

1. Being a leading employer
2. The needs and rights of people with Protected Characteristics shape the design of services
3. Safe and Cohesive communities that are resilient, fair, and equal
4. Improving access to our services and access to our environment.

Appendix 1 of this Annual Report is our action plan for 2021-22. We will take the opportunity to update our action plan through the annual report, on an annual basis.

Case study 1: Community Cohesion

Community Cohesion is funded by the Welsh Government, there are 8 Co-ordinators across Wales and Officers working alongside them. Kay Howells is the Community Cohesion Coordinator for Mid and South West Wales (Ceredigion, Powys, Carmarthenshire and Pembrokeshire), she came into post in July 2019 and there are two officers in the team, Paul Davies who works across Carmarthenshire and Pembrokeshire and Sarah Bowen who works across Ceredigion and Powys who began work in December 2019.

Community Cohesion has a wide brief including Hate Crime, Cohesion Campaigns, Work with Refugees, Modern Slavery, work with the Gypsy Traveller Community and work looking at the impact that Brexit may be having upon our communities. In relation to this area of work, the team are tasked with ensuring that as many EU Citizens in the County have applied to the EU Settlement Scheme.

Hate Crime

Schools across Carmarthenshire have been identified to receive Critical Thinking Training linked to Hate Crime within Schools. This training has been funded by Welsh Government and has been developed by the WLGA. 100 schools across Wales will be targeted for this training. It has been launched to help school children in Wales and their teachers learn to better identify and respond to hate speech and misinformation, and to ensure schools. Pupils and teachers from 5 secondary schools across the county will receive this training.

Community Cohesion Films

Community Cohesion are developing a series of short films to raise awareness of key cohesion issues. They will be released during key campaign periods during 2020. Films will focus on raising awareness of Hate Crime in collaboration with Victim Support,. This will be released in Hate Crime Awareness Week 2020. We are also developing films for other campaigns during the year including one for Refugee week with the purpose of promoting integration and diversity and to showcase positive stories of Syrian Refugees who have settled in Mid and South West Wales, Disability Awareness and a general film on what is Community Cohesion.

EU Settled Status (EUSS)

The Community Cohesion team have a communication plan for engaging with EU Citizens living in Carmarthenshire to promote EUSS and encourage EU Citizens to apply to the scheme. We have linked in with third sector agencies who offer EU Citizens advice. Specifically we have:

- Set up training sessions for our frontline staff so they are able to signpost EU citizens to appropriate support and guidance.
- Developed a promotional campaign using media, bus stop advertising, social media and and press releases
- Developed and attended a number of events to promote EUSS

- Contacted key employers, schools and other organisations who have contact with numbers of EU Citizens to promote the scheme.

Small Grant funding for Cohesion Projects

In December 2019, the team promoted a new small grants fund which community groups across the region could apply for funds to develop project work to support community cohesion in their areas. 3 projects have been funded in Carmarthenshire and are running between January – March 2020. The projects are:

Story Connections – People Speak Up

8 sessions to develop a project that brings people from diverse communities together to share space and create stories. Working with a wide range of partners including Syria Sir Gâr, Llanelli Pride, Ffwrnes Theatre and Youth service, the project will culminate with a case study film showcasing the project.

Friends and Neighbours (FAN) Together in Llanelli

The aim of this project is to start a FAN group in Llanelli and to train FAN facilitators to run the group so it is sustainable in the future. The group will celebrate the diversity of Llanelli and the opportunities available in the future. FAN offers people from a diverse range of backgrounds the opportunity to come together, meet new people from different cultures, build confidence and foster kinship and mutual understanding and respect.

Carmarthenshire International Women’s Day Celebrations and Community Awards Ceremony, Llanelli Community Partnership

This event will celebrate diversity and will feature inspirational speakers from all walks of life and backgrounds. In attendance will be a wide range of organisations and community groups with an emphasis on Community Cohesion and community safety, including Syria Sir Gâr and Llanelli Multicultural Network. There will be information stalls and stands from Victim Support, Race Council Cymru and Dyfed Powys Police.

LGBTQ+ engagement work

The team have supported the set up of a LGBTQ+ Youth group at Dr Mz in Carmarthen. Recent research demonstrated that many of the LGBT youth in Carmarthen don’t always feel that generic provision is affirming/safe enough, with bullying (online and in person) cited as the most significant problem. In October 2019, they hosted a meeting of LGBTQ+ adults, interested parents of LGBTQ+ children and young people - the outcome being the development group who now meet monthly.

Parents' feedback....

"It has been invaluable, my child had become isolated at school and this has given them a completely safe space to be around other young people having similar life experiences, their confidence has improved, they've started a relationship with another young attendee and literally cannot wait to attend each session." Mum of a non-binary, bisexual 15 year old

"It's been amazing for my child, somewhere they can let down their guard and feel safe to be the person they actually are without constantly having to hide or justify themselves. They get so weary of having to be constantly on guard, it's exhausting, but they so much look forward to going to the group and relaxing, making friends and enjoying themselves, as a teenager should be able to, without fear." Mum of a non-binary, bisexual 14 year old

"Although the group has only been in existence for a short time, it already feels like a warm, welcoming and supportive place. The youth leaders really understand what our kids are experiencing, which is vital. She has made friends and has come back home each time with a huge grin." Mum of a 14 year old Cis lesbian.

Case Study 2: Marking the Holocaust



For four years running now, Carmarthenshire County Council's Department of Education has organised an event for its secondary school pupils to mark the Holocaust. The aim is for young people to improve their knowledge and understanding of the Holocaust as well as subsequent genocides, and for them to learn about the dangers of prejudice and racism and where these can ultimately lead.

Initially the event took the form of viewing a live webcast with a survivor organised by the Holocaust Memorial Day Trust but, following feedback from pupils in 2018, the Department has sought out and invited survivor speakers to share their experiences in person.

In 2019, pupils had the privilege of meeting Marie Christine Nibagwire, a survivor of the Rwandan genocide. Carrying her daughter on her back, Marie-Christine crossed three other African countries, on foot, experiencing much abuse as well as hunger before coming to the UK as an illegal immigrant, seeking asylum, and eventually being granted citizenship. She now devotes her time to counselling other survivors, sharing stories of the loss and suffering such atrocities can cause, and teaching the values of love, justice, and respect as the foundations for peace. Her testimony was followed by a workshop for pupils led by the county's Minority Ethnic Achievement Service, raising awareness of the plight of present-day refugees, and a presentation by Glan y Môr school pupils, showcasing the ChangeMakers initiative which has helped them challenge discrimination.

In 2020, to mark the 75th anniversary of the liberation of Auschwitz Birkenau, the Department applied successfully to the Holocaust Education Trust for the Holocaust survivor, Eva Clarke, to share her testimony. Due in large part to her extraordinary courage and strength of character, Eva's mother, Anka, survived Theresienstadt, Auschwitz concentration camp, Freiburg slave labour camp, and finally Mauthausen death camp in Austria, where, weighing just 5 stone, she gave birth to daughter Eva in a coal truck on 29th April, 1945. Eva and her mother were the only survivors of their family, her father and 14 other close relations having been killed in Auschwitz-Birkenau.

Sixty Year 10 and 11 students and their teachers from ten Carmarthenshire Schools gathered at Neuadd y Gwendraeth, Drefach, on 28 February, 2020, to hear Eva's moving testimony and were given the opportunity to ask her their own questions. The questions posed showed that pupils were fully absorbed by and engaged with the experience and they demonstrated both sensitivity and insight.

Following this session, pupils participated in two workshops. The first of these was led by local Holocaust Education Trust volunteer and educator, Elaine Thomas. This gave further context to Eva's experiences and enabled pupils to improve their knowledge of the legal measures enacted against Jews during the Nazi period, prompting reflection on the human impact brought about by this legislation. The second workshop was led by event organiser, Polly Seton, Carmarthenshire's Global Learning officer. In this session, pupils were reminded that tragically there have been other genocides since the Holocaust, that racism and hate crimes are on the increase, and that name-calling and stereotyping can escalate and ultimately lead to violence. Pupils and their teachers then discussed positive actions they could take as individuals and as school communities.

Following the workshops, Louise Morgans, Creative Arts Officer, read the poem “The Butterfly” written by Pavel Friedmann, the Jewish Czech poet who was killed in Auschwitz. Pupils were inspired by this and by Eva’s testimony to create paper butterflies for a commemorative art piece to remember and honour those who have perished in genocides.

As a council, we are immensely grateful to Eva Clarke for making the long journey from Cambridge to Drefach and to the Holocaust Education Trust for their support with the event. This has been an unique opportunity and has made a lasting impression on our young people and helps us all to realise the dangers of hatred and bigotry as well as the importance of promoting empathy and taking action to challenge racism and prejudice today.

Case study 3: The Disability Partnership and Pentre Awel

[Pentre Awel](#) is a 'once in generation' development located across 86 acres of brownfield land in south Llanelli. Pentre Awel will co-locate public (local government, health board), academia, private and voluntary sectors to create an ecosystem for education, research and development, business incubation and broader wellness initiatives and will create approximately 1,800 jobs and improve social, economic and environmental well-being across the region.



Pentre Awel has benefited from extensive public and stakeholder engagement at all stages of the project. In particular, the project team engaged the Carmarthenshire Disability Partnership (CDP) during the design development phase to allow due consideration to be given to accessibility and inclusivity in relation to building facilities and layout.

Arup – the design consultants for the project – presented plans/schematics to the CDP as they evolved and sought feedback on a number of topics within the remit of the Group, including: welfare provision (accessible toilets), public transport, disabled car parking, hydrotherapy pool access, changing places facilities and accessible public realm environments.

Following initial engagement, ongoing dialogue with the project team was maintained by way of written and verbal updates in order to keep the CDP apprised of the design development process.

Benefits:

- Project team able to engage with a key demographic group and communicate important/tailored messages
- Ability to improve public understanding of the proposals and services
- CDP members were able to provide specialist input / feedback
- The project team were able to consider any perceived barriers to access prior to development
- CDP were able to provide effective scrutiny and challenge
- CDP could become advocates for the project within their stakeholder networks

Lessons/Best Practice:

- In order for the engagement to be meaningful and constructive, it is important to consult at the formative stages of the project where there is scope to influence the designs / decision making process
- Early and frequent engagement with stakeholders can build trust and lead to better outcomes
- Remember to 'close the loop' following engagement
- Given the breadth of the topics under discussion, additional meetings were scheduled with the Group to provide sufficient time to consider the proposals

Contact details

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

Policy and Partnership Team

County Hall

Carmarthen

SA31 1JP

01267 224914

equalities@carmarthenshire.gov.uk

You can also contact Carmarthenshire Direct by text

0789 2345678

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Appendix 2: Action Plan (2020-2024)

Objective 1: Being a leading employer				
Action		Division	Outcome	Timescale
1.	Promote our commitment to the Disability Confident Employer scheme and act to improve how we recruit, retain, and develop disabled people	People Management	Drawing employees from the widest possible pool of talent	On-going throughout 2020-24
2.	Continue to close and monitor pay differences and continue to publish an annual Workforce Pay Gap report	People Management	Workforce Pay gaps continues to close	On-going throughout 2020-24
3.	Improve our workforce equality information and Welsh language skills data from current and new staff	People Management / IT & Corporate Policy	Increased number of staff disclosing equality and Welsh language data	On-going throughout 2020-24
4.	Mainstream Equality and Diversity in our Learning & Development opportunities	People Management	Increased number of staff completing E&D opportunities	On-going throughout 2020-24
5.	Ensure that staff involved in recruitment and management receive effective training around unconscious bias	People Management	Increased number of staff completing opportunities Increased awareness of unconscious bias	On-going throughout 2020-24
6.	Continue to support and promote our staff Well-being through various initiatives such as the 'Time to Change' pledge	People Management	Improved staff well-being	On-going throughout 2020-24

7.	Review existing policies (e.g. adoption, maternity, paternity, and parental leave) to ensure that they use gender neutral language throughout	People Management	Drawing employees from the widest possible pool of talent	2020-21
8.	Promote and monitor our workplace policies, such as Flexible Working, Equality and Diversity and Behavioural Standards	People Management	Drawing employees from the widest possible pool of talent	On-going throughout 2020-24
9.	Promote and enact our membership with the Stonewall Diversity Champions programme	People Management / IT & Corporate Policy	Drawing employees from the widest possible pool of talent	On-going throughout 2020-24
10.	Develop Transgender guidance to support our employees and managers in understanding the experience and process of transitioning and the potential barriers that may inhibit a trans person in reaching their potential in the workplace	People Management	Improved support for Transgender employees	2020-21
11.	Promote key workplace messages based on the Carmarthenshire Equalities and Diversity Calendar	People Management	Improved awareness of protected groups Improved involvement of protected groups	On-going throughout 2020-24
12.	Support the EHRC pledge 'Working Forward' which supports pregnant women and new parents	People Management	Improved support for new parents	On-going throughout 2020-24
13.	Introduce a diversity mentoring scheme to enable staff from under-represented groups to reach their full potential	People Management	Improved involvement of protected groups Improved workplace participation	2020-22

14.	Reflect and consider the impact of the Covid-19 pandemic on our workforce and workplace	People Management	Improved understanding of the impact on our workforce and workplace Key actions to promote the support available to our staff	2021-22
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Objective 2: The needs and rights of people with Protected Characteristics shape the design of services

Action		Division	Outcome	Timescale
15.	Ensure that 'due regard' is given to all Protected Groups through our Integrated Assessment process and that support / challenge is provided on key managerial and policy-based decisions	IT & Corporate Policy	Improved information for Elected Members on which to base their decisions Improved decisions, with a clear evidence base of consideration across key pieces of legislation	On-going throughout 2020-24
16.	Ensure that our Elected Members have the best possible evidence and information, on which to base their decisions	IT & Corporate Policy / Democratic Services	Improved information for Elected Members on which to base their decisions	On-going throughout 2020-24
17.	Implement the Socio-Economic Duty for Wales across all departments (The socio-economic duty is a duty on public authorities to address the inequality that arises from socio-economic disadvantage, and to place this objective at the core of their policies and programmes)	IT & Corporate Policy	Improved outcomes for those who experience socio-economic disadvantage	2021-24
18.	Strengthen our relationship with Protected Groups through forums such as Equality Carmarthenshire, the Carmarthenshire Disability Partnership, and the 50+ Forum	IT & Corporate Policy	Improved involvement of protected groups	On-going throughout 2020-24
19.	Enable the Carmarthenshire Disability Coalition to influence policy decisions and key developments, in partnership with other public sector bodies	IT & Corporate Policy	Improved involvement of protected groups	On-going throughout 2020-24

20.	Encourage and support age-friendly communities	Integrated Services / IT & Corporate Policy	Communities where age is not a barrier to living well and where the environment, activities and services support and enable older people	On-going throughout 2020-24
21.	Encourage and support Dementia friendly communities	Integrated Services	Communities where people with dementia are understood, respected, and supported	On-going throughout 2020-24
22.	Review and develop our Involvement Policy to establish a range of consultation and involvement methods	IT & Corporate Policy Marketing & Media	Improved involvement across all communities and protected groups	2021-22
23.	Support County Youth Council/Youth Forum structures to be as inclusive as possible and informed by and linked to their local democratic structures	Curriculum & Well-being	Improved involvement with young people	On-going throughout 2020-24
24.	Identify and address any gaps in the groups / forums of young people engaged for consultation and engagement to ensure they are fully inclusive	Curriculum & Well-being	Improved involvement with young people	On-going throughout 2020-24
25.	Create and implement a new Children and Young Peoples Participation & Children's Rights Strategy to ensure the Council delivers on its statutory and moral obligations for ensuring children and young people have their say on decisions that affect them	Curriculum & Well-being	Improved involvement with young people in the council's decision-making processes	On-going throughout 2020-24
26.	Revisit and review the 2015 Children's Rights Promise that sets out a clear commitment to children's rights	Curriculum & Well-being	Children's Rights are considered in our decision-making processes	On-going throughout 2020-24

27.	Adopt the National Standards for Children and Young People's Participation and work with 5 services to complete National Standards Self-Assessments	Curriculum & Well-being	Improved involvement with young people	On-going throughout 2020-24
28.	Reflect and consider the impact of the Covid-19 pandemic on our communities, building on the information on our Community Impact Assessment and national research	IT & Corporate Policy	<p>Improved understanding of the impact on our communities</p> <p>Involvement across all protected groups in the redesign of services</p> <p>Key actions to promote the support available to our communities</p>	2021-22

Objective 3: Safe and Cohesive communities that are resilient, fair, and equal

Action		Division	Outcome	Timescale
29.	Continue to raise awareness of hate crime and to signpost potential victims to report and support services	Homes & Safer Communities	Increased awareness of hate crime and ways of reporting Potential increase in number of hate crime cases	On-going throughout 2020-24
30.	Monitor and respond to community tensions relating to the Brexit process	Homes & Safer Communities	Increased number of interventions and de-escalations	On-going throughout 2020-24
31.	Signpost EU citizens living in Carmarthenshire to the Home Office EU Settlement Scheme and provide the appropriate level of local authority support	Homes & Safer Communities	Increased number of EU citizens resident in Carmarthenshire who apply to the scheme	On-going throughout 2020-24
32.	Implement the Carmarthenshire Equality and Diversity Calendar and review the focus on an annual basis. Examples will include Black History Month, Hate Crime Awareness Week, the International Day Against Homophobia, Transphobia and Biphobia and White Ribbon Day	Homes & Safer Communities / IT & Corporate Policy	Increased awareness of protected groups and significant events / days Increased number of campaigns	On-going throughout 2020-24
33.	Implement and promote the 'Every Learner Matters' strategy, to promote equity, Well-being, Inclusion and Excellence in our learning communities	Curriculum & Well-being	Diversity amongst learners is valued and supported Barriers within learning environments are reduced	On-going throughout 2020-24

34.	Support Carmarthenshire Schools to develop and monitor their Strategic Equality Plans and Objectives	Education & Inclusion	Strategic Equality Plans are promoted and monitored across all schools	On-going throughout 2020-24
35.	Support Carmarthenshire Schools to monitor and address Identity Based Bullying	Curriculum & well-being	<p>Improved monitoring of identity-based bullying</p> <p>Improved consistency and support across schools in relation to identity-based bullying</p>	On-going throughout 2020-24

Objective 4: Improving access to our services and access to our environment

Action		Division	Outcome	Timescale
36.	Work within the ethos of the Social Services and Well-being Act to ensure that people have received the right information and advice when needed	Integrated Services	Improved information and advice Increase in number of referrals	On-going throughout 2020-24
37.	Work with individuals and organisations from the sensory loss community to embed the All Wales Standards for Accessible Communication and information	Marketing & Media / IT & Corporate Policy	Improved accessibility across all forms of communication	2021-22
38.	Identify a consistent approach to diversity monitoring of service users and citizens	IT & Corporate Policy	Consistent approach across all services in monitoring questions Increased returns from citizens across Carmarthenshire Improved use of data in influencing policy decisions	2021-22
39.	Work with key stakeholders to ensure inclusive design principles for all new premises and developments	Property Services	Increased involvement of protected groups Access considerations across all new premises and developments	On-going throughout 2020-24
40.	Reflect and consider the impact of the Covid-19 pandemic on our communities and how are services are being accessed	Across departments	Involvement across all protected groups in the redesign of services	On-going throughout 2020-24

			Key actions to promote the support available to our communities	
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Policy & Resources Scrutiny Committee

2 March 2021

WELSH LANGUAGE ANNUAL REPORT 2019-20

Purpose:

To consider the Welsh Language Annual Report for 2019-20

To consider and comment on the following issues:

The Welsh Language Annual Report for 2019-20 and the implementation of the Welsh Language Standards across the Council.

Reasons:

The Authority has a statutory duty to implement the Welsh Language Standards. As part of those Standards, we are required to publish an Annual Report to outline how the work was carried out.

To be referred to the Executive Board for decision: YES

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Peter Hughes-Griffiths, Executive Board Member for Culture, Sport & Tourism

<p>Directorate</p> <p>Name of Head of Service: Noelwyn Daniel</p> <p>Report Author: Llinos Evans & Myfanwy Jones</p>	<p>Designations: Head of ICT & Policy</p> <p>Policy Officers</p>	<p>Tel Nos. 01267 224914</p> <p>E Mail Addresses: NDaniel@carmarthenshire.gov.uk LlinEvans@carmarthenshire.gov.uk MyJones@carmarthenshire.gov.uk </p>
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EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
2 MARCH 2021

Welsh Language Annual Report 2019-20

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

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

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

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

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

- provide greater clarity to organisations on their duties on the Welsh language;
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh;
- Ensure more consistency of Welsh language services and improve their quality.
- The Welsh Language Commissioner's Assurance Report 2019-20 notes that our performance was excellent in the provision of services through the medium of Welsh, with the only exception being self-service machines. With the county's parking payment machines currently being upgraded, this issue will soon be resolved.
- Areas sampled include correspondence, telephone calls, reception areas, forms, press releases, social media, website, jobs advertised and signage. Of the sample undertaken, the areas noted above were fully compliant.

2. OTHER OPTIONS AVAILABLE AND THEIR PROS AND CONS

Preparing an Annual Report for publication on the Council's website is a statutory requirement under the Welsh Language (Wales) Measure 2011.

DETAILED REPORT ATTACHED?

YES
Annual Report 2019-20

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: Noelwyn Daniel

Head of ICT & Corporate Policy

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

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

2. Legal

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

CONSULTATIONS

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

Signed: Noelwyn Daniel

Head of ICT & Corporate 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

**EXECUTIVE BOARD PORTFOLIO
HOLDER(S) AWARE/CONSULTED**
YES

Include any observations here

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Welsh Language (Wales) Measure 2011		Welsh version http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_we.pdf English version http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_en.pdf
Carmarthenshire County Council's Welsh Language Standards – Compliance Notice		Welsh version http://www.sirgar.llyw.cymru/media/1885671/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-cy-.pdf English version http://www.carmarthenshire.gov.wales/media/1885670/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-en-.pdf
Closing the Gap: The Welsh Language Commissioner's Assurance Report 2019-20		Welsh Version http://www.comisiynyddygydraeg.cymru/Cymraeg/Rhestr%20Cyhoeddiadau/20200911%20Adroddiad%20sicrwydd%202019-20.pdf English version http://www.comisiynyddygydraeg.cymru/English/Publications%20List/20200911%20Assurance%20report%202019-20.pdf

Annual Report on the Welsh Language

Carmarthenshire
County Council

2019-20



carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Annual Report on the Welsh Language 2019/20

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Introduction

This is the Annual Report of Carmarthenshire County Council's work for 2019/20. The report focuses on the *fourth year of implementing the Welsh Language Standards*. This year's report follows a similar format to last year with descriptions of activities grouped by *class* of Standards, as the work of establishing systems to comply with the individual Standards has been achieved, and much of the compliance work remains constant between financial years and does not need to be repeated.



During 2019/20, the new *Chief Executive* of Carmarthenshire County Council has given new impetus to the implementation of the standards within the Council, particularly through her desire and willingness to operate through the medium of Welsh in democratic meetings. Meanwhile, the *Executive Board Member* with responsibility for the Welsh language has continued to lead further progress in the Council's internal work as well as building on partnerships with other organisations in order to promote the Welsh language across Carmarthenshire.

The *Members' Advisory Panel on the Welsh Language* has continued to receive regular updates regarding the Standards, and has continued its key role in offering advice, monitoring progress and calling for evidence of progress from specific departments within the Council. This Panel has met 5 times during the year and has received feedback on Regeneration, Early years, Welsh in the workplace, Apprenticeships and Work experience, the language leaders, Planning, Welsh for adults and standardising place names.

The *Welsh language County Strategic Forum*, which continues to be led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language officers, has also continued with its role of developing a programme of promoting the Welsh language in the county and instigated much joint planning for the implementation of the Carmarthenshire Promotion Action Plan, which is in line with the Promotion standards. The forum has acquired a new, *independent chair*, *Meri Huws* to help lead the work and her experience is already leaving its mark on the Forum's meetings. In addition, we corresponded with all the Forum's organisations to confirm whether they wished to continue to attend the forum and received positive responses. 16 organisations are now sending full representation to the Forum, 2 institutions wish to attend occasionally and 1 organisation as a commentator. The forum met four times and specific attention was given to Pre-school years, Planning, Population movements, Young people and Welsh for adults.

Much *internal communications* work was done during 2019-20. Messages about the Standards were conveyed to staff through presentations by the policy team, through the communication streams maintained by Marketing and Media and through the Language Leaders. More intensive work conveying messages about the Standards and the use of Welsh in the workplace was also undertaken at various events across the council's buildings on *Diwrnod Shwmae*, on *St David's* and at other times during the year.

During the year, the new *online skills checker* provided by the National Centre for learning Welsh enabled us to improve our systems of collecting the language skills data of our new staff and staff wanting to start learning Welsh. The electronic system enabled us to both standardise our approach and increase the number of individuals assessed and this, in turn, facilitated the identification of suitable courses for developing those skills. A new *resource for mentors* was produced to support learners, and the process of agreeing and setting learning agreements for new members of staff who do not meet the linguistic level of a position when appointed is progressing.

The regular meetings with *colleagues in the People Management Division* have continued, to ensure progress in line with the Standards and to receive regular feedback in terms of the implementation of the Language Skills Strategy. The Division monitors the recruitment process and supports managers in carrying out *language assessments* on posts and is also responsible for the provision of *training and employment support* for all council staff. During the year, we have carried out a detailed analysis of the language level required in the advertisement process of the workforce alongside the actual language skills of those recruited. Following the validation of the data, we will undertake a specific piece of work identifying the key areas where recruiting Welsh speakers is a challenge and planning to meet those challenges.

The *Welsh language in Business* working group continued to meet during the year and the group was given additional impetus by the support of the new Head of Economic Development. There is a much better understanding and stronger links between officers from the various departments of the Council who are involved with the private sector, the Welsh in Business officers and the language Commissioner as we attempt to influence the use of Welsh by businesses.

The following pages provide further information about the Council's work to adhere to the Standards and our work to promote key messages.



Compliance with the Service Delivery Standards

STANDARDS

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

General Compliance – raising awareness of the Standards in internal operations

As time has progressed since the introduction of the *Standards*, we are no longer following a strategic, communication plan to disseminate information about the requirements. Instead, more work is being done to *raise general awareness*. We are now confident that the induction procedure ensures that new staff have access to the guidelines on the intranet that explain the compliance requirements. However, it became evident that the visibility of the guidance needed to be improved and work on updating the intranet pages will take place during 2020-21. This will provide a renewed opportunity to bring attention to the Standards internally.

Some work was also done to update the guideline on the ‘*Using Welsh on the computer*’ guideline to reflect developments such as Microsoft Translate, and these changes will be completed and introduced with the renewed internet pages.

Some presentations were held during ‘19/20 to promote the Standards. Three presentations were instigated by the work of the new *Welsh Language Leaders* in the **Communities** department. A presentation on the Standards was given to a group of **Flying Start** health visitors, parenting group and to the program’s Social support workers. The presentations were focused on the reason behind the Standards as well as the requirements of Standards that were specifically relevant to them. E.g. The Standards relevant to promoting the Welsh language were relevant to the Parenting team, whereas the Social workers needed to consider the repercussions of the Standards on inviting individuals to meetings. Following the presentations more work was done promoting the Welsh language within the program was done as will be described later in this report.

A series of presentations on the Standards were given by the *Language Leaders* of the **Environment** department during September 2019. Their aim was to raise the operational staff’s awareness of the Standards and of the advisory and assisting role of the Welsh language Leaders. This method of engagement was new and tailored specifically to those front-line functions. Feedback from those workshops has been very positive and we will be looking to continue that dialogue in the coming year.



New and additional slides have been inserted in the Environment Department’s induction training, which supplements the Council’s central induction training. The slides provided information about the Standards and their purpose as well as information about the role and contact details of the Department’s language leaders in supporting staff to comply with the standards.



Events to celebrate St David's Day were organised on three of the Council's locations, County Hall, Carmarthen, Parc Myrddin, Carmarthen and Theatr y Ffwrnes, Llanelli.

These are further explained in the 'Promoting internal use' section (p.14) but the three events were also an opportunity to raise staff's awareness of the Standards and what is expected of them.

parhysmanti cyngor sir gâr
Carmarthenshire County Council Welsh Language Standards

Templed: e-bost sut i drefnu cyfarfod
Template: how to arrange a meeting by e-mail

Annwyl	Dear
Rydym yn trefnu cyfarfod i drafod	We are arranging a meeting to discuss
Bwrriad y cyfarfod fydd...	The aim of the meeting will be to...
Hoffwn i eich gwahodd i...	I would like to invite you to...
Fyddai modd i chi gadarnhau eich bod ar gael ar ddydd __, mis __, dyddiad, am __ o'r gloch?	Could you please confirm that you are available to attend on __ day, month, date at __ o'clock?
Wrth ymateb, fyddai modd i chi nodi a oes gennych unrhyw ofynion penodol?	When responding, could you note any specific requirements?
Oes angen lle parcio amoch?	Do you need a parking space?
Oes gennych unrhyw anghenion dietegol?	Do you have any dietary requirements?
Hoffech (chi) gyfrannu yn y Gymraeg neu'r Saesneg yn ystod y cyfarfod?	Would you like to contribute in Welsh or in English during the meeting?
Croesewir cyfraniadau yn y Gymraeg neu'r Saesneg	Contributions are welcomed in Welsh or English
Fydd angen cyfeithu ar y pryd amoch?	Will you require simultaneous translation?
Oes gennych unrhyw ofynion eraill?	Do you have any other requirements?
Os nad yw'r amser yma'n gyfleus i chi, fyddai modd i chi roi gwybod i ni?	If this time is not convenient for you, would you be able to let us know?
Atodaf gofnodion y cyfarfod diwethaf	I attach the minutes of the last meeting
Gwerthfawrognw eich ymateb erbyn..., er mwyn inni allu rhoi trefniadau'r cyfarfod yn eu lle.	We'd appreciate your response by... in order to be able to process all meeting arrangements.
Bydd rhagor o fanylion yn dilyn	More details will follow
Cofon	Regards

Safonau 125, 24, 24A, 27, 27A, 27CH, 30, 31, 32

The Standards were printed in *poster size* to communicate the messages in the events, and hard copies of the *templates* that assist conformation with the 'Communication' Standards were also distributed.

Continuous work was done *advising* departments on the practical application of the Standards to their day to day work. During the year, the *Policy and Partnership Team* have been supporting areas of work such as:

- Developing tender documentation for a network of car charging points, following receipt of a Welsh government grant. Offering a bilingual payment service and telephone line were made an integral requirement of the tender.
- Developing research on the 10 rural town plan ensuring considerations of linguistic and cultural elements as part of regeneration projects and of the local committees
- Supporting the tender work on the Ammanford regeneration scheme, including local engagement with communities.

Education Courses

STANDARDS

Courses (84 - 86)

84. If you offer an education course that is open to the public, you must offer it in Welsh

During 2019-20, work was undertaken with the **Leisure** division to promote compliance with the Standard on *courses for the public*. An in-house training video was commissioned to advise staff how to provide **Welsh swimming lessons** within a bilingual setting.



The video led the staff through the whole process of providing swimming lessons, from registering the child, to offering feedback to parents and to providing the training sessions themselves.

The video ensured that the lesson was undertaken in Welsh without slipping back into English and ensured that staff understood the requirements of providing lessons as well as dealing with parents. Following the training, a survey was carried out to find staff impressions of the video and to ask what further support they would need. As a result, further training was provided, which took the form of Welsh swimming terms workshops in Ammanford, Llanelli and Llandovery during February 2020.

➔ **see case study 1**



A second training video was created for the Leisure division to train staff on how to **deliver sports coaching sessions in Welsh** within a bilingual situation, and in a variety of different situations. The video is going to be of use to staff providing sessions themselves, to staff who coordinate sports coaching sessions, and indeed to community sports clubs that use the Council's facilities. Work to disseminate the message within the Council and among the community clubs will take place during 2020-21.

During the year, we discovered that the British and Welsh Cycling Association's lack of bilingual materials was causing us difficulties in complying with the Standards in terms of providing **cycle training** to children. In order to rectify this situation, we instigated extensive and prolonged discussions with the two governing bodies and it was ultimately agreed that Carmarthenshire County Council would translate the materials and cover the cost of translation, while the British Cycling Association would redesign the materials to the format of the English materials and pay for this cost. The work continued over a long period with editing, correcting, and adapting. By January 2020 there were 3 sets of cycle learning cards available for use electronically as well as hard copies and a set of certificates in Welsh. The Leisure division then provided joint cycling training with Youth Sports Trust to the county's primary schools, distributing the Welsh cards and certificates to use when teaching children how to cycle. We will be launching this resource during 2020-21.

➔ **See case study 2**

Displaying Materials

STANDARDS

Publicity, display material, documents and forms (37 - 51)

38. Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.

The promotional materials for the '*Swimathon*' charity were available in English only and again obstructed our ability to comply with displaying Welsh language materials in accordance with the standards. In this case, we communicated with the charity for two years to express our concern until they provided Welsh flags this year. We also assisted them on the accuracy of the Welsh language and the materials are now available to display in our leisure centres.



Raising Awareness of Services

STANDARDS

Raising awareness of Welsh language services (81 - 82)

81. You must promote any Welsh language service that you provide and advertise that service in Welsh.

Following discussions at the *County Strategic Forum* on the Welsh language promotion strategy, we decided to attempt to promote the fact that we are a bilingual employer able to provide **Welsh-medium and bilingual work experience**. A sentence was added on the webpage when it was updated in November 2019 to highlight this provision, 'As one of the largest employers in West Wales in a bilingual county we can offer bilingual work experience placements in each section'. A section was then added to our work experience application forms which specifically asked:

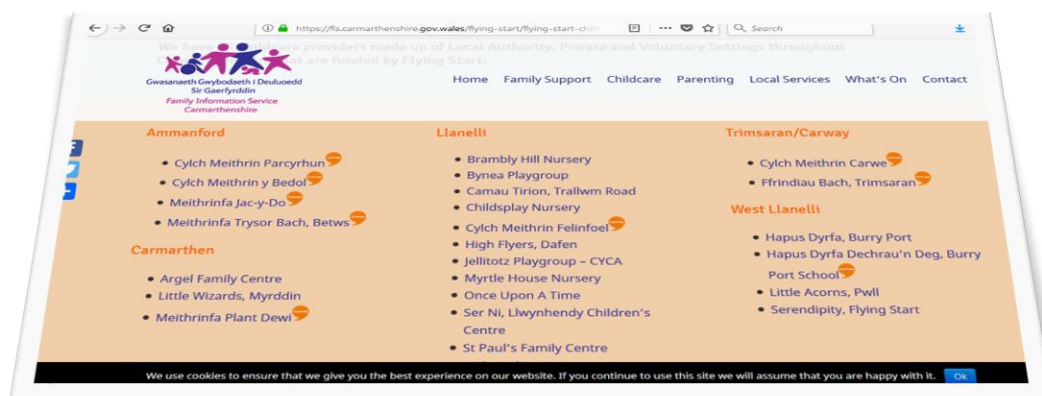
Carmarthenshire County Council promotes the Welsh language.

Would you like to undertake some of your work experience through the medium of Welsh?

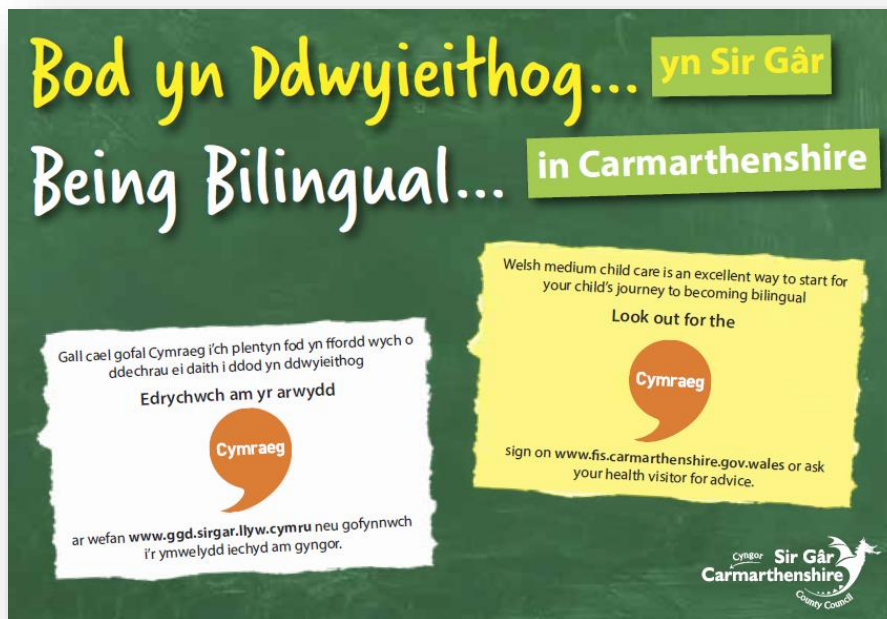
Yes No

Having made these changes, we hope it will raise the profile of the Welsh language in the organisation, to encourage the public to use the organisation bilingually and, finally, to encourage young people to use Welsh in their contact with the world of work within the county.

We will be able to monitor the answers to this question on the application form from now on, to see if we need to do more to raise the Council's bilingual status as a workplace.



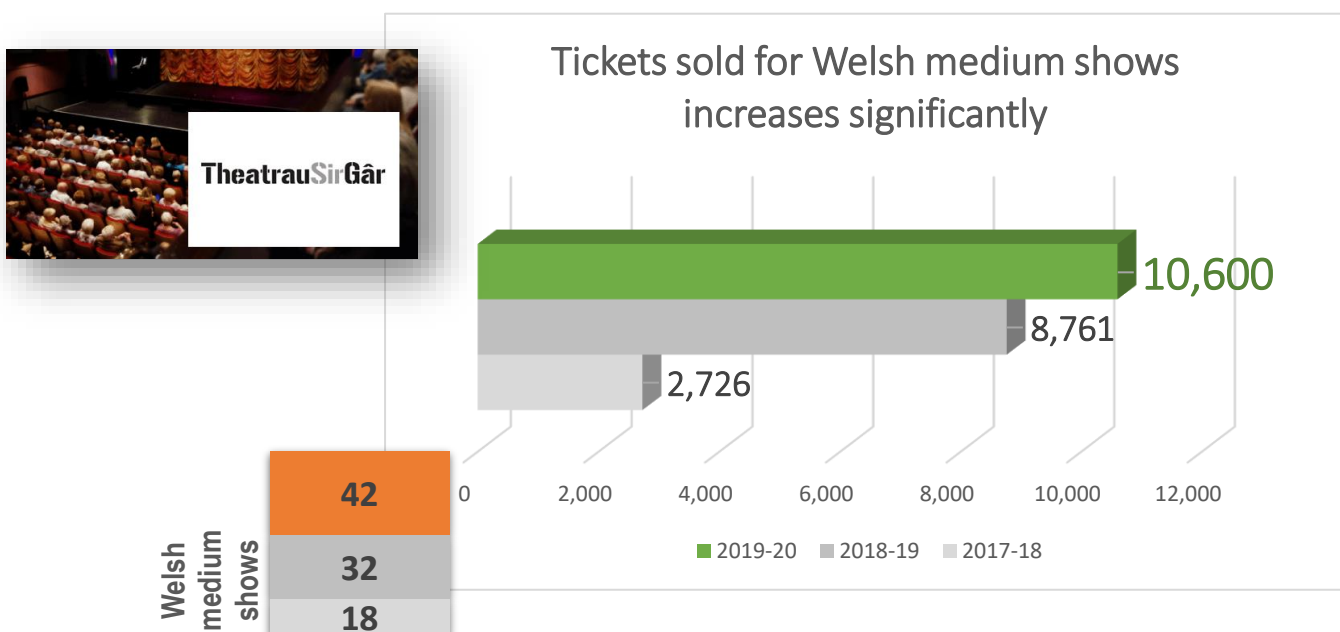
With the help of our language leader in the *Children's Services* division, we have taken steps to promote the bilingualism of our childcare settings. We inserted the orange symbol next to the Welsh language childcare settings on the Flying Start page of our Family Information Services website to promote the Welsh medium provision. This work also contributed to promoting the choice of Welsh-medium childcare and Welsh-language education to everyone (see also *Promotion Strategy*).



To further promote our Welsh language childcare services, our *Being Bilingual* booklet was reprinted but with an additional reference to Welsh medium Childcare on the front. This reference signposted families to the information on Welsh language settings on the family information website and to the health visitor. These were distributed in the book packs to families receiving support from flying start.

Following considerable changes to our *Theatres' Welsh medium provision*, our Leisure division has been working tirelessly to promote these services and to ensure audiences for the Welsh performances in our theatres. Officers have provided specific information to the County Forum for community organisations to disseminate information on the ground.

They have also collated data showing that the number of tickets sold for Welsh language shows has continued to increase:



The *Mae gen ti hawl* day was an opportunity for us to promote Welsh language services and to try to increase the number of those who choose to use them. However, although the Council supported the campaign this year, it fell during the pre-electoral period, therefore were unable to fully support the campaign.

Public events

STANDARDS

Meetings and events (24 - 36)

36. If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event...

Several significant, public events were held during the year which were organised and held in accordance with the Standards. The *50+ Forum's annual event* was a bilingual event with bilingual promotional and communication work and with complete bilingual administration and delivery at the Botanic Gardens this year. Welsh speakers were organised as part of the event in the main tent and simultaneous translation equipment was provided for non-Welsh speakers.

A *consultation event with young people* was organised, which was attended by nearly all the county's secondary schools. The Council Leader, the Chief Executive and senior Officers gave short presentations to the young people and they did so in Welsh, in English or bilingually. In doing so, Welsh and English were given equal status, and the young people were encouraged to use Welsh when dealing with matters of public importance. In addition, there was a specific question as part of the forum on increasing the number of Welsh speakers in the county. Welsh medium workshops were held for the pupils from Welsh medium schools and these pupils also delivered their presentations in Welsh.

Contributing to national and regional developments on the Standards

- We attended a Workshop with the Commissioner's Office which discussed the issue of promoting Welsh medium services in the public sector. These discussions led to the aforementioned '*Mae gen ti hawl*' campaign.
- We also organised for a group of staff to discuss the Standards with officers from the Commissioner's Office. Welsh speakers from a variety of departments attended to discuss their awareness of their duties in relation to the Welsh language, the internal arrangements and how the organisation supports them to use and develop their Welsh.
- Our experiences of administering and chairing our county Forum in relation to the Promotion Strategy were presented to the annual Mentrau Iaith Cymru Conference. Good practice was shared about Forum membership, how we prepared the Strategy within the Forum and our arrangements for visiting the themes at each meeting.
- The Policy and Partnership Team organised a group of staff to trial the Welsh medium version of the Census papers. A series of short sessions were held which enabled ONS to check whether the Welsh version of the papers was accurate and understandable.

Compliance with the Policy making Standards (Standards 88 – 97)

STANDARDS

Compliance with the Policy making Standards (Standards 88 – 97)

When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.



Considerable work has been undertaken this year to assist the Planning Department in ensuring compliance with the policy making Standards in relation to when dealing with the formulation of the new **Local Development Plan**. Work has been commissioned to assess the likely effects of the revised [Carmarthenshire Local Development Plan \(2018-2033\)](#) on the Welsh language. There has been detailed research and clear guidance on a suitable methodology for assessing impact on the language. This work provides a much more resilient framework than those available and we trust that following the methodology to assess the impact of the preferred strategy and the deposit plan will ensure the potential positive impact of the Local Development Plan on the Welsh language. A detailed topic paper on the Welsh language was prepared, to set the statistical context as part of the public consultation.

In addition to the work on the impact Assurance framework, in order to ensure specialist input in relation to the Welsh language on the scheme, opportunities to consult on the process of drawing up the new local Development plan were disseminated with all organisations promoting the Welsh language in the county.

During 2017-18, a task and finish group was established to look at the economic and social regeneration of rural Carmarthenshire. This was an attempt to address rural needs in the light of the investment made through the civic deal in the urban areas. During 2019-20 the [Moving Rural Carmarthenshire Forward](#), strategic plan was published. The Welsh language has been at the heart of this policy from the outset. The need to create economic and social conditions that will enable young people to stay or re-settle in the county is recognised, and the development of rural areas in a way that will enable the Welsh language to flourish is recognised as the 'common principle across all of the task group's recommendations'.

Work was undertaken to assist the Department of Education in implementing the **WESP** in accordance with the Standards. The Policy team assisted in the process of consultation with the communities of the schools to provide Welsh-medium education and also ensured the practical input of the Mentrau to ensure that the policy had the most positive impact possible on the use of the Welsh language in the areas concerned.

We have continued to develop our **Integrated Impact Assessment** approach and have held several sessions with heads of service and report authors to obtain feedback on the template. An electronic form has also been developed, and the assessment will be published alongside the papers for the Democratic meetings.

An in-house workshop was held to scrutinize our Well-being Objective, to *'Promote Welsh Language and Culture'* and verify whether the objective considered and implemented the 'Five Ways of Working' which are part of the Well-being of Future Generations Act. We identified a number of strengths and new ideas for our business plan in 2020-21.

Compliance with the Service Delivery Standards

Facilitation of the internal use of Welsh



To develop further the Council's system of matching a learner with a workplace mentor to reinforce the learner's use of the Welsh language, we commissioned a resource for Mentors called *Dewch i Sgwrsio*. A booklet was commissioned and designed with exemplars and advice on how to support a learner through mentoring, set out to coincide with the learner's language level and the types of language constructions he learns on his course. This resource was launched on *Diwrnod Shwmae* (see *Dathliad Dysgu* below). We also shared this resource with Dyfed Powys Police, for their use with staff within the force.

Flash cards were also designed and printed for our community staff working in the care sector as part of the Social Care Workforce Development Plan. The cards, *Caring in Welsh*, are designed to hang around the neck or on a clip and are a prompt for staff who are learning Welsh or are unconfident in their Welsh to enable them to use Welsh with their clients.



On *Diwrnod Shwmae* Day, 15.10.2019, which coincided with *Learning Welsh* week, we organised an event which showcased all our efforts to increase the use of Welsh in the workplace and celebrated the achievements of our learners under the title '*Dathlu Dysgu Cymraeg*'. The event was an opportunity to launch the Mentor Resource, the swimming training video and the flash cards and an opportunity to present certificates to staff who had attended Welsh courses. The event was well attended and theatre at the Egin was comfortably full and we received positive feedback about the event (see Case study).

On *Diwrnod Shwmae* day, the Leisure division's Welsh language leaders held an event to encourage the use of Welsh in the workplace and beyond. A **Pledge Tree** was designed, and staff and the public were encouraged at Llanelli Library and Amman Valley Leisure Centre to recognise opportunities to use more Welsh regardless of how fluent they may be, and then to jot them down on the tree. This raised the profile of the Welsh language amongst the staff and to some extent, the public. The importance of using the Welsh language in order to maintain and improve skills was highlighted.

A Coffee Morning was also organised on *Diwrnod Shwmae* in Llanelli library. The language leader of the library welcomed people to have a cup of tea and a chat in Welsh and two new members of staff showed an interest in learning Welsh as a result.



photo of a coffee morning



Another event that was organised to increase our staff's use of Welsh was the ***Diwrnod Shwmae* quiz** organised by the Environment language leaders. This was an event held after working hours at the Atom, Carmarthen. Marc Griffiths was invited to run the quiz and approximately 35 people attended. This was an opportunity for learners and Welsh speakers to use Welsh outside working hours and all who attended appreciated the opportunity.



At the beginning of July, The Environment's language leaders organised a **Treasure Hunt** to encourage the use of Welsh. It was a lunch hour activity held outdoors. A stall was set up by the language leaders, located at Castle House near County Hall, where staff collected a leaflet and then returned their answers after completing the treasure hunt which raised awareness of the Welsh language within the town and of the Welsh language Standards.

Events were also arranged to celebrate **St David's Day 2020** to instigate the use of Welsh in the workplace. The events were an opportunity to raise the status of the Welsh language within the workplace, to offer staff the opportunity to socialise in Welsh in the workplace, to raise awareness of the Standards and to advertise opportunities to learn Welsh and to be a mentor in the workplace. Events were held at County Hall, Parc Myrddin and the Ffwrnes Theatre and around 120 staff attended the events.



Following the events further awareness was raised by featuring the day on the intranet. To this end a [vimeo](#) was put together to give the events a visual platform too.

189 members of staff have been put through the **language skills checker** since its introduction in September 2019. This process has led to a large number of staff who were appointed under the required level of language skills to receive information about Welsh learning agreements. A particular effort was made this year to support new learners in a variety of ways taking full advantage of the opportunities from the National Centre and the opportunities offered by *Say Something in Welsh*. A questionnaire was circulated by the Leisure division to see what types of support, formal or informal opportunities, would be useful to increase their Welsh language skills.

Compliance with the Promotion Standards

STANDARDS



Compliance with the Promotion Standards (145 - 146)

Carmarthenshire Welsh Language Promotion Strategy 2017-21

During 2019-20 we continued with the implementation of the *Promotion Strategy action plan*. The process of looking at a theme from the action plan at each quarterly meeting was established with the themes this year including 'early years' in June 2019, 'influencing population movements' in September 2019, 'young people' in December 2019 and 'Welsh for adults' in March 2020. At each of these meetings, there were presentations from Council officers as well as from external agencies and following the discussions each time, new actions were drawn up for the next period. There is a column on 'progress' and a column containing 'new actions' throughout the Action Plan now following the attention given to all the themes over the last two years.

During the year, *Meri Huws* became an independent chair for the Forum, and her contribution gave a fresh impetus to the membership of the Forum, as well as a new, impartial influence that led the discussions more positively. Meri also contributed to the discussion on how to measure the impact of the Promotion Strategy as we come to the end of its first phase, and considerable work has already been done developing the possibilities which will come into fruition in the next financial year.

Publishing and distributing resources

The electronic as well as paper distribution of the '*Being Bilingual*' leaflet continued during 2019-20. 3000 hard copies were distributed to the Registry for distribution when registering births. It was also used during the consultation process in June 2019 with the school communities who were increasing their provision of Welsh-medium education through the WESP.

We also continued our efforts to distribute the Welcome Pack in a variety of areas. The county's *Federation of Young Farmers* agreed to distribute the leaflet when carol singing and we also arranged for three Urdd Eisteddfod appeal committees at 2021 to distribute, using their local knowledge to approach newcomers in their areas. This work will continue in 2020-21.

The **Welsh with your Kids** leaflet was reprinted and distributed in September to all the county's primary schools to coincide with the work done with the WESP and the Welsh language Charter. According to the Welsh language development tea, within Education, *'Quite a few schools are distributing the booklets in the children's 'Starter packs', if the parents do not speak Welsh... I have also used the booklets when working with parents and latecomers...'* The schools find the booklets colourful and simple and "user-friendly", with useful phrases for use at home. They were also distributed through our Family Information Services and through Flying Start health visitors.



A new leaflet was designed and printed to promote Welsh-medium education which aimed to allay the concerns of non-Welsh speakers about not being able to assist with children's homework when children are in Welsh medium education. Financial support was secured from the Glyndwr fund for **'Welsh Homework: No Problem'**, and the content and design of the leaflet was a collaboration between the Policy and the Education Department. The booklet will be distributed extensively electronically and as paper copies during 2019-20 and we hope that we will be able to provide an electronic link to all these resources to promote the Welsh language for people as they register their children for primary and secondary schools.



In cooperation Menter Gorllewin Sir Gâr, hard copies of the Menter's new booklet **'Songs and Rhymes'** were printed. The supply was split between the Menter and the Council and 1000 was distributed to the Council's Family information services in order to promote families to use Welsh with their toddlers.

Work to ***promote the Welsh language in the private sector*** continued during the year through the forum of local authority, Welsh for business and Welsh language Commissioner officials. More work has been done to promote the Welsh language mainly by distributing the '*Welsh language in business*' booklet and by sharing information among the 3 organisations on the forum about businesses moving to the county and needing to be advised about the use of Welsh. We approached the Commissioner to suggest that the government should update the Advertising Regulations to reflect the Well-being of Future Generations Act, specifically on the protection of the Welsh language.

Information about the council's bilingual expectations on businesses was also successfully added to our *letting information documents for commercial properties*:

You will need to operate bilingually according to the Council's policies including interior and exterior bilingual signs in the property. There is an advice and assistance service as well as free translation and proof-reading available. For information, go to www.carmarthenshire.gov.wales/home/business and click on 'Welsh Language in business'

For information and help to work biligually, go to www.carmarthenshire.gov.wales/home/business and click on 'Welsh Language in business'

Through the links of the Economic Development section, an opportunity arose to contribute to a *magazine dedicated to the business sector* in the county. Every business that pays business rates in the county received a copy of the magazine, which includes pages on the Welsh language and the value of the language in business. Details of the support available through the Business Officers and the Welsh Language Commissioner are also included.

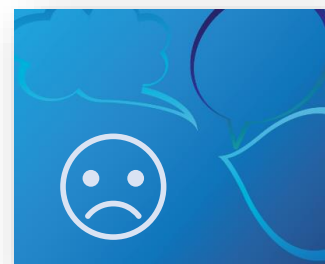
The council also chaired the ***County field officers Welsh Language forum*** meetings. The Forum met in April 2019 with a focus on discussing the use of statistics, in July to discuss 'the early years' and in October 2019 to look at the 'sport and leisure'. Following the July meeting, the Council organised that all resources for promoting the Welsh language for the early years were shared on Sharefile so that everyone could use each other's materials. Staff from the Council's Family information and Flying start Services, Meithrin staff, the Mentrau, Cymraeg i Blant, Early Years Wales and the health authority were invited to access the materials in electronic form.

Our Family Information Service also distributed information on *Welsh Music Day* to all the county's childcare settings encouraging them to promote Welsh language music during the Welsh Government's campaign.

Complaints received 2019/20

Below, we have a list of complaints received during 2019/20 along with a summary of resultant action taken.

3 complaints were received directly to the Council and the complaints were dealt with in accordance with the council's complaints procedure.



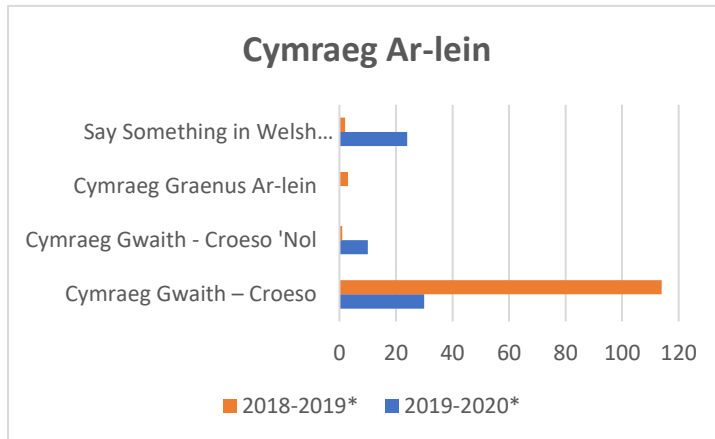
Complaint Service Delivery Standard	Response and action
1. Request to see the language policy of the active holiday club and a complaint about the lack of Welsh language provision in the holiday club at Carmarthen Leisure Centre	<ul style="list-style-type: none">• It was explained that the Leisure Department plan provision in accordance with the Standards as much as is practicable rather than according to a policy• Two members of staff were added to the rota to ensure that there is a member of staff who can speak Welsh available always
2. Complaint about the lack of Welsh language provision in the process of registering for swimming lessons in Carmarthen Leisure Centres	<ul style="list-style-type: none">• The complainant was contacted to arrange Welsh language lessons for the children concerned. 7 options were offered with a bilingual instructor for Level 1, and 2 options of a bilingual instructors and 3 partially Welsh options were offered for Level 3.• The children were registered for the choices made.
3. Second complaint on language medium of lessons and lack of reception staff awareness of language medium of lessons	<ul style="list-style-type: none">• It was explained to the complainant that we were trying to recruit more Welsh speakers as staff turnover in this area was high. We recognised the need for better communication between reception staff and the Learn to Swim programme, and the electronic registers have been updated to show which teachers are delivering their lessons in Welsh.• A new training video resource was then created to explain to leisure centre staff the expectations regarding the provision of swimming lessons in Welsh, from the registration process through to providing lessons.• The video was widely shown, and follow-up sessions were held in three of the centres that provide swimming lessons on Welsh terms for use in lessons.

Training provided

Increase of 43% staff undertook an L&D Opportunity during 2019/20 (223 staff) (156 in 2018/19)

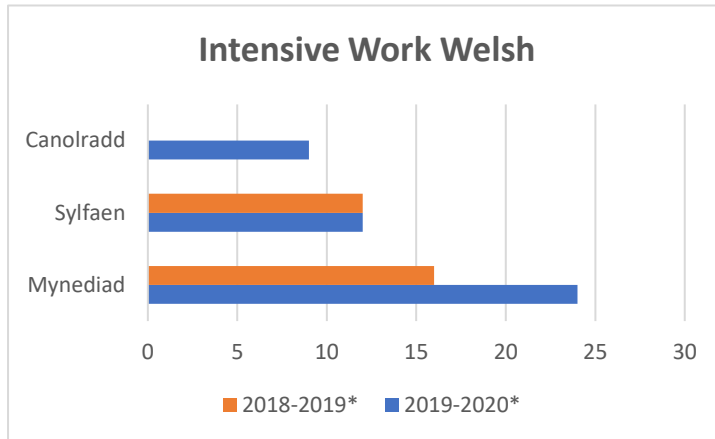
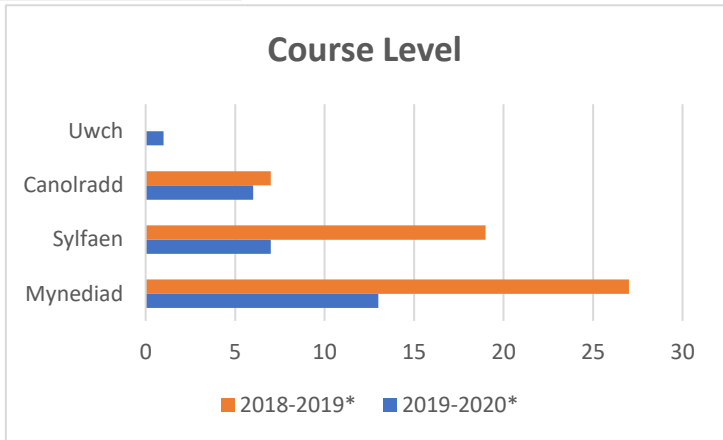


Learning and Development (L&D) opportunities



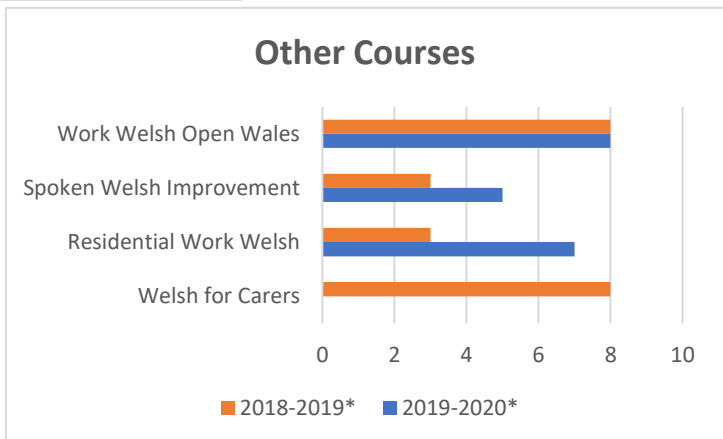
The graph shows the online opportunities to learn Welsh. They include Say Something in Welsh and three Work Welsh modules from the National Centre.

The graph shows the various levels of learning Welsh. The highest number of learners is at Entry level. There is a decrease in the number of learners from the year 2019-19 as more staff are learning through the Work Welsh scheme.

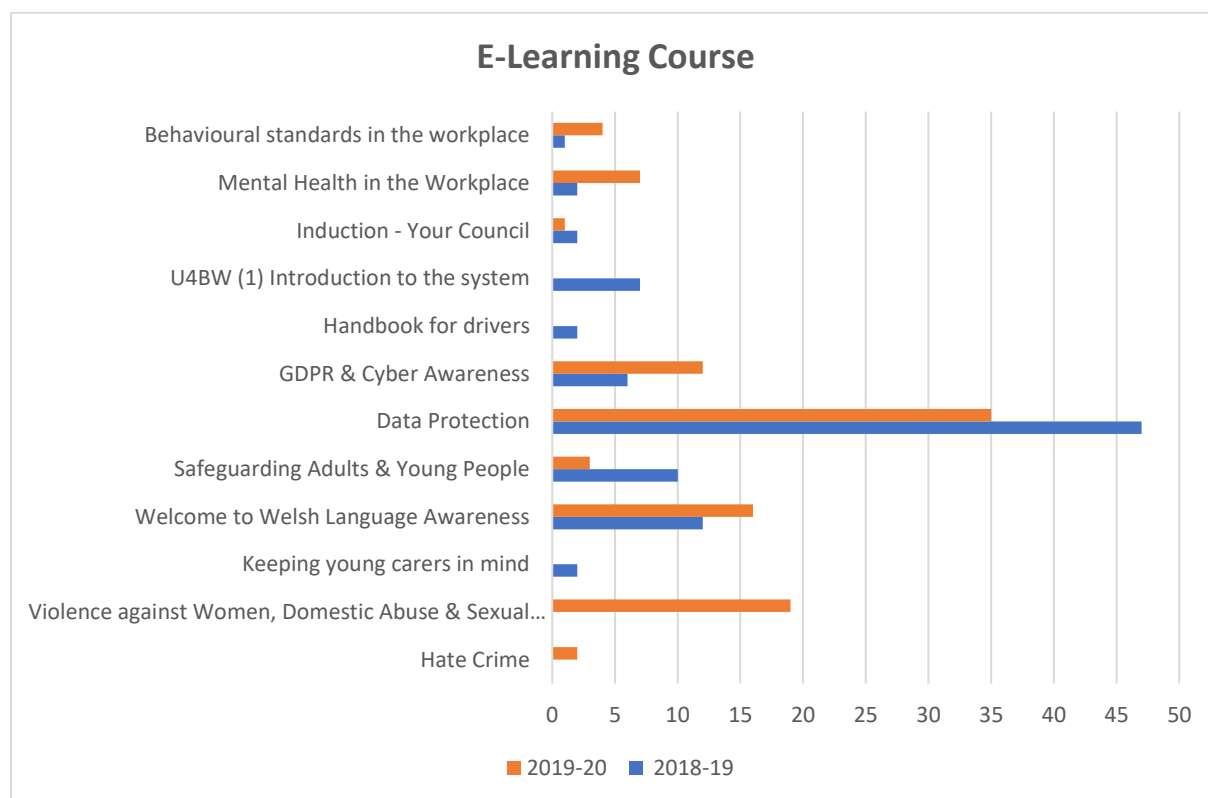


This graph shows the number of staff attending intensive Work Welsh provision, which is funded by the National Centre. The provision follows a more intensive programme than community-based courses.

We are keen to offer the widest possible range of opportunities for staff to learn, to provide flexibility to fit work responsibilities and work-life balance. Some staff have attended the Centre's intensive courses, spending a week learning intensively.



E-learning courses through the medium of Welsh:



99 staff have undertaken a variety of e-learning courses, through the medium of Welsh during 2019/20 (91 staff during 2018/19)

720 staff members also undertook Language Awareness through the medium of English

Overview of using Welsh in training

Many other courses include some Welsh, provide bilingual learning resources, and give attendees the opportunity to speak Welsh. The *Social Care Workforce Development partnership* ensures that all their resources are bilingual, welcomes everyone bilingually and appoints Welsh trainers as necessary, and *Flying Start* programme staff regularly receive bilingual materials to use where possible when receiving in-service training.

It should also be noted that new Welsh-medium e-learning materials with English subtitles have been created and distributed to the Leisure Division as explained above, specifically in the field of cycling and swimming training. Also as noted above, we created a resource that is now used in our training for *Welsh language Mentors*.

STANDARDS



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

The offer to follow any learning in Welsh is part of our Learning and Development application forms.

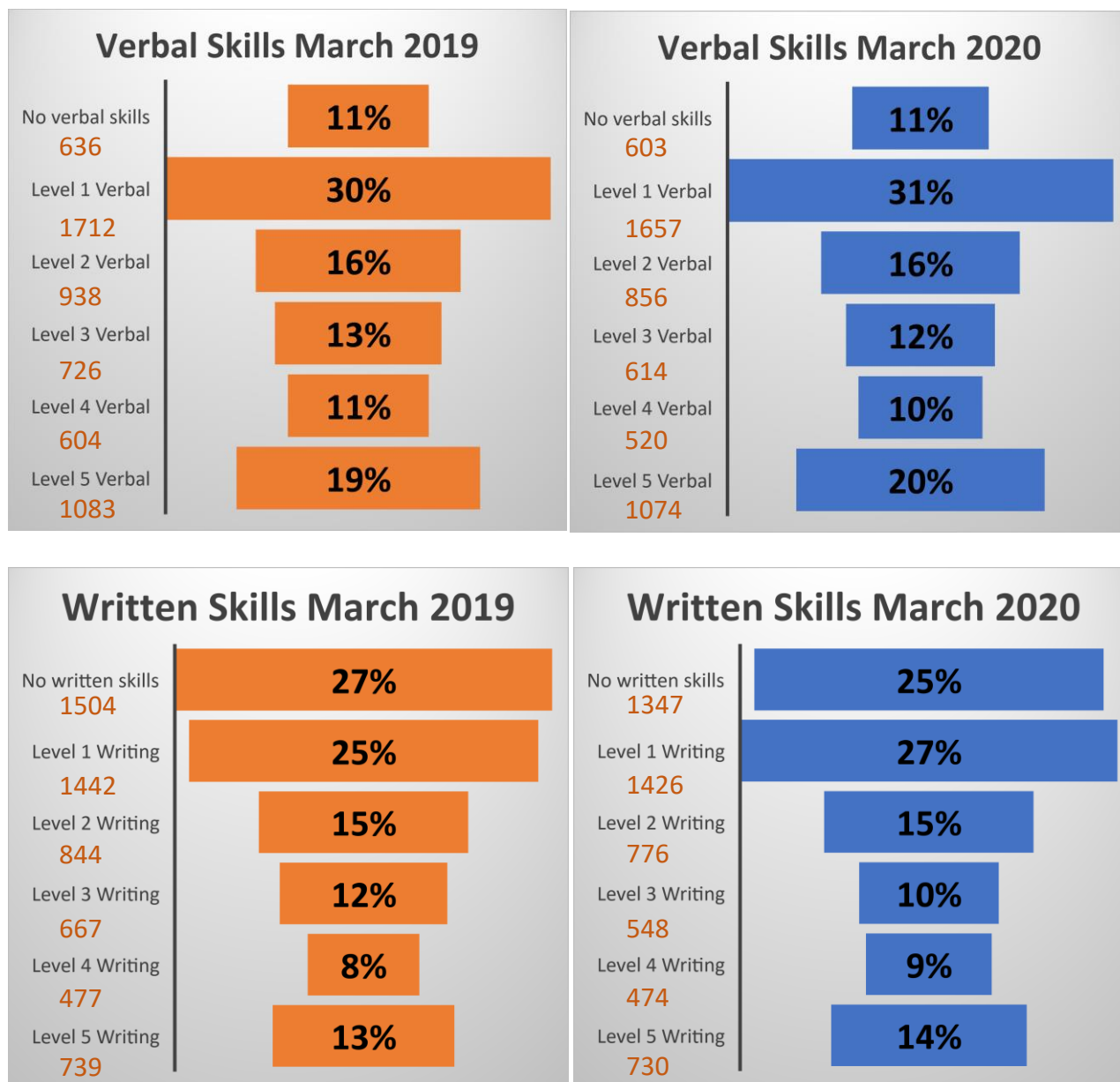
Standard 152 places a responsibility on the council to keep a record, for each financial year, of:

- (a) The number of members of staff who attended training courses offered in Welsh (in accordance with standard 128), and
- (b) if you have offered a Welsh version of a course in accordance with standard 128, the percentage of the total number of staff who attended that version of the course.

During 2019-20, we registered in accordance with Standard 152 (a), that there were 6,387 attendees to courses where Welsh language provision was offered. Of the 6,387 who attended the courses where the teaching was offered in Welsh, 204 followed the provision through the medium of Welsh or 3.19% (Standard 152 (b))



The Council adopted a *Language Skills Strategy* in January 2016 which in turn supported compliance with the Standards on 30 March 2016. One of the actions of the Strategy was to update the audit of the language skills of the workforce which met the responsibility under Standard 127 to 'assess the Welsh language skills of your employees'. As staff receive training and move along the continuum, the record is updated and when appointing new members of staff, the record is placed on Human Resources software. The data on the system was as follows –



- The skills audit has been carried out in two parts. A meta-compliance survey was carried out on the Council's computers for all office staff and for staff working across the county without office contact, SNAP software and mobile devices and a paper version were used.
- All data is based on staff self-assessment of their language skills levels. In completing the audit, staff were asked to note any support they would like to have to improve their language skills.

Recruitment



In accordance with **Standard 136**, the following records have been kept during 2019/20 of the number of posts advertised and the level of **Spoken Welsh language skills** on those posts.

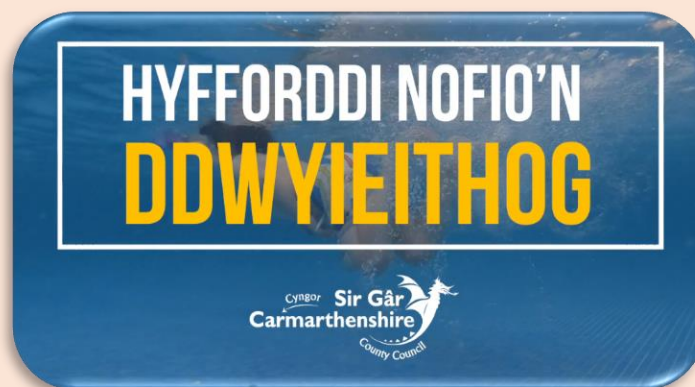
LEVEL ADVERTISED	NUMBER OF POSTS	FRAMEWORK DEFINITION
Level 1	92	<ul style="list-style-type: none"> • Able to pronounce place names and personal names correctly. • Able to greet customers at reception or on the phone. • Able to open and close a conversation.
Level 2	245	<ul style="list-style-type: none"> • Able to understand the core conversation. • Able to receive and understand simple messages on normal patterns, e.g. time and place of a meeting, request to talk with someone. • Able to convey basic information and simple instructions. • Able to open and close conversations and meetings bilingually.
Level 3	384	<ul style="list-style-type: none"> • Able to understand and participate in most normal day-to-day conversations in the office. • Able to offer advice to the general public on issues relating to the post. Referring to specialised or technical terms in English. • Able to contribute to a meeting or a presentation on general issues relating to the post; referring to specialised or technical terms in English.
Level 4	31	<ul style="list-style-type: none"> • Able to contribute effectively in internal and external meetings in the context of the work subject. • Able to understand differences in tone and dialect. • Able to argue for and against a particular case. • Able to chair meetings and answer questions confidently.
Level 5	27	<ul style="list-style-type: none"> • Able to contribute fluently and confidently with regard to all aspects of daily work, including negotiating and advising on technical, specialised or sensitive areas. • Can contribute to meetings and provide presentations fluently and confidently.
TOTAL	779 POSTS	

In accordance with **Standard 136**, the following records have been kept during 2019/20 of the number of posts advertised and the level of **Written Welsh language skills** on those posts.

LEVEL ADVERTISED	NUMBER OF POSTS	FRAMEWORK DEFINITION
Level 1	428	<ul style="list-style-type: none"> • Able to write personal names, place names, job titles and names of council departments.
Level 2	254	<ul style="list-style-type: none"> • Able to produce a simple short message on paper or email for a colleague within the Council or a familiar colleague outside the Council.
Level 3	62	<ul style="list-style-type: none"> • Able to prepare informal messages and reports for internal use.
Level 4	12	<ul style="list-style-type: none"> • Able to produce business correspondence, short reports, e-mails and promotional literature with editing assistance.
Level 5	23	<ul style="list-style-type: none"> • Able to produce business correspondence, short reports, e-mails and promotional literature to an acceptable level with the aid of standard language tools. • Able to draw up detailed notes while taking a full part in the meeting.
TOTAL	779 POSTS	

The following pages include **case studies** that highlight and detail specific pieces of work from 2019/20.

Case Study 1: Swimming Video



<https://vimeo.com/357654388/013bac4c4f>

Aim: To train staff on how to provide Welsh medium swimming teaching in a bilingual setting.

Standard 84: If you offer an education course that is open to the public, you must offer it in Welsh.

Process and timescale:

TIMESCALE	PROCESS
March 2019	<i>Optimwm</i> commissioned to undertake video after receiving quotations
April 2019	Draft Content, consult and script
June 2019	Filming begins
Sept 2019	<ul style="list-style-type: none">• Finish final version• Send the link to managers on the leisure department
Oct 2019	<ul style="list-style-type: none">• Launch on Shwmae Day• Administration of SNAP questionnaire for staff feedback
January - February 2020	one-to-one sessions on Welsh terms for swimming
Feb 2020	<ul style="list-style-type: none">• The <i>Active Roadshow Tour</i>: 100 of the three main leisure centre staff have seen the video• Follow-up email with vocabulary lists and audio clips• Permission given for Swim Wales to use

Conclusions and decisions from above process:

- To include instructions on the whole process; from registering children onto courses to providing the lessons themselves
- The importance of reception staff viewing the video as well as swimming instructors
- The extent of the potential of Welsh language provision in terms of instructors but a need to boost their confidence and that of colleagues and managers

Successes:

The video was visually engaging and purposeful and conveyed a strong message to staff about the expectations placed upon them to provide in Welsh, even in mixed linguistic situations and not to repeatedly slip back into English. All the staff who answered the questionnaire liked the format of a video for training and felt that the resource was interesting. The resource had reinforced the current practise of some instructors who were already instructing through the medium of Welsh and it introduced the idea of using Welsh to others. Most of the staff had learnt something new from the video; the need to offer feedback in Welsh to parents, that the children need to be asked at first point of contact by the instructor whether they speak Welsh. We were particularly pleased with the visual quality of the video, the suitability of the message and the fact that we had obtained as much input as possible from practitioners in the field when putting the script together.

The endeavour to obtain feedback following the dissemination of the training video was a laborious but valuable exercise as it ensured that staff considered what they had learned when discussing the questionnaire. A response was received from 17 members of staff, resulting in face-to-face follow-up sessions to look at swimming terms and to build the confidence of staff to use their Welsh.

Gwersi nofio yn Gymraeg
Ydych chi'n teimlo fod angen rhywbeth arall arnoch chi i fedru darparu gwersi nofio dwyieithog?
confidence! Increased vocabulary.
Fi'n iawn, ond falle byddai termau yn ddefnyddiol - handouts/resources ar pool side
Na
CPD Welsh that is specifically directed at swimming
Mae Cath yn gwneud fel mae'r fideo'n dweud beth bynnag Mae angen cardiau fflach Cymraeg i'r byddar
In process of flash cards and familiar phrases. More language training in December on this
Popeth gyda nhw nawr. Jyst mater o neud e o hyd. Dim ond angen magu hyder.
Term for swimming specifically in December- key words. Terms are on ipads has been done.
refresher in welsh language after living away from wales for 16 years and not using the language
Ddim yn gwybod pwy yw'r staff dysgu. Bydde hi'n hoffi adnabod y staff nofio a gwbod os yn siaraCymr
yes some translation work for key teaching points
Course to develop the basic swimming terminology- No desk/ computer time available here at the LC
Efallai bydd rhai hyfforddwyr yn gweld sesiwn terminoleg yn help.
Yes. Welsh lessons. Handouts to instructors

In order to meet the staff's requirements for further training, we collated all the swimming terminology lists and created a new one with audio clips to accompany it. These were shared at sessions in Llanelli, Llandovery and Ammanford leisure centres.

Launch: The training video was launched as part of a 'celebration of learning' event on Shwmae Day in the Egin, Carmarthen.

Feedback:

Thank you for yesterday and for the materials. The instructors from the teachers was excellent. One instructor said that the video was very valuable, and she can now understand the importance of speaking Welsh. Another was asking about having another session like this because the time had gone quickly.

Case Study 2: Learning to ride a bike; *Ready, Set, Ride*



Aim: Ensure that current training materials are available in Welsh. This will enable us to provide training for our schools, so that they can provide training for children in Welsh with resources that are as attractive and up to date as the English resources.

Standard: 84 If you offer an education course that is open to the public, you must offer it in Welsh.

The process and timetable:

TIMESCALE	PROCESS
December 2018	Leisure division language leaders identified the gap internally
January - March 2019	Lengthy communication with Cycling Wales, British Cycling and the Youth Sports Trust about the possibilities of translating their resource <i>Ready, Set Ride</i> into Welsh
May 2019	Agree to pay for translation costs and organise translation
May 2019	Organise translation work
June – December 2019	Coordinate with British Cycling the designing of versions of the translated resource
December 2019	Finalise a final set of training cards and certificates
28 February 2020	Provide Pilot training session with Youth Sports Trust introducing the new resource for the first time to schools in the Llanelli area

Conclusions and decisions from the above process:

- Crucial to have one person driving the process forward, persisting and coordinating between the 4 involved organisations
- The importance of being able to offer a practical contribution to the solution. Being able to offer to pay and organise the translation in this situation gave impetus to the project and also put us in a situation in which we could insist on the completion of the resource
- Having an individual to check the Welsh versions as all the amendments were made, rather than having to take each version back to a translator as the design work proceeded was key

- It was important for us to have a direct link in British Cycling with both the staff designing the resource as well as those making strategic decisions regarding its use. This facilitated the whole process, allowing decisions to be made that would influence elements of the design and the translation as they arose.

Successes:

Representation from 19 schools were present in the training in Llanelli Leisure Centre at the end of February, and 11 of them were going to use the resource in Welsh.

Following the collaboration, British Cycling asked if we would be interested in translating more resources on their behalf. This was precisely the aim of giving them so much practical assistance along this journey – we hoped it would open their eyes to the need for Welsh medium resources and show them how easy the process can be. We hope to draw attention to this resource next year and that this might urge other sports governing bodies to undertake similar work. The knock-on effect of the work is that our translation unit has received more work from the organisation directly

Feedback:

- Youth Sports Trust: This is brilliant news, great to hear that we are now at this stage! Thank you for your time and input into helping to make this happen and agree would be great to get the certificates design up too.
- Active Communities Manager Carmarthenshire Council: Thank you for all your work sorting this. Hopefully this will be a good example for other sports governing bodies to follow
- Cycling Wales: This is fantastic – thank you for your help with making this happen, it's fantastic that we have Welsh resources.
- Ysgol Penrhos Classroom assistant:



Cynorthwydd Ysgol
Penrhos, Llanelli.MP

We will be launching this resource during 2020-21.

Case Study 3: Learning Celebration



Standard 98: You must develop a policy on using the Welsh language internally, with the intention of promoting and facilitating the use of the Welsh language, and you must publish that policy on your intranet.

Aim: Celebrate our efforts to promote the use of Welsh in the workplace

The Process:

- Policy team and Learning and Development Officer agree on event date: decision to combine the 'Shwmae' day and 'Learning Welsh week' to celebrate the use of Welsh internally within the Council
- Decision on event location and content – the Theatre in Yr Egin, Carmarthen. Launch i) Mentor pack, ii) Care Service Flash cards, iii) Swimming Training video, iv) SSiW Learning opportunities, v) Presenting certificates to council learners
- Invite speakers – Efa Gruffudd Jones, Cllr. Peter Hughes Griffiths, Cllr. Mair Stevens, Ian Jones, Iestyn ap Dafydd
- Prepare contents of presentations
- Invite attendees through 'Tocyn Cymru
- Organise certificates for learners: 21 learners who attend the Community Education and the Work Welsh provision
- Hold event
- Place vimeo of the event on our intranet



Digwyddiad
DAthlu.ppt

Agenda

12:00	Cyrraedd Arrive
12:30	Cyng. Cllr. Peter Hughes Griffiths
12:40	Efa Gruffudd Jones Ganolfan Dysgu Cymraeg Genedlaethol National Centre for Learning Welsh
12:55	Cyng. Cllr. Mair Stephens
13.05	Ian Jones
13:20	Iestyn ap Dafydd Say Something in Welsh
13:35	Tystysgrifau Certificates
13:45	Cau Close



EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru
YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

Successes:

- Raising status of Welsh Language within the Council

Diwrnod Shwmae Su'mae; Diwrnod Ymwybyddiaeth Iechyd Meddwl a mwy...

NS Newyddion staff <Carmarthenshire.County.Council@cmp.dotmailer.co.uk>
At Llinos Evans (Policy)

Os oes problem gyda dangos y neges hon, cliciwch yma i'w gweld mewn porwr gwe.

[» Darllenwch mwy](#)



Diwrnod Shwmae Su'mae

I ddathlu Wythnos Dysgu Cymraeg a Diwrnod Shwmae Su'mae (15 Hydref) byddwn yn lansio nifer o adnoddau newydd i gefnogi'r defnydd o'r Gymraeg yn y gweithle.

[» Darllenwch mwy](#)

- Highlight how much work is being done within the Council to increase the staff's Welsh Language skills and to provide staff with resources to facilitate their use of the Welsh language
- Celebrate the wide range of Welsh Language courses available since the establishment of the National Centre
- Recognise the efforts of our learners and increase their sense of pride for their Learning successes



Feedback:

Only a word of very sincere thanks to you for the event at lunch time today – excellent – and a reminder of all the good work happening within the Council and the positive spirit amongst the staff.

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POLICY AND RESOURCES SCRUTINY COMMITTEE

02.03.21

SICKNESS ABSENCE MONITORING REPORT

To consider and comment on the following issues:

This report provides the committee with absence data for the cumulative period Q2 2020/21 financial year plus a summary of actions.

Reasons:

The Committee has requested that half/full yearly reports are provided to its members to allow them to fulfil their scrutiny role.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER: Councillor Mair Stephens

<p>Directorate: Chief Executive</p> <p>Name of Head of Service: Paul R Thomas</p> <p>Report Authors: Ann Clarke Heidi Font</p>	<p>Designations: Assistant Chief Executive People Management</p> <p>Lead Business Partner (HR)</p> <p>Employee Wellbeing Manager</p>	<p>Tel Nos. 01267 246123 PRThomas@carmarthenshire.gov.uk</p> <p>01267 246167 alclarke@carmarthenshire.gov.uk</p> <p>01267 246060 HFont@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY
POLICY AND RESOURCES SCRUTINY COMMITTEE
2ND MARCH 2021

SICKNESS ABSENCE MONITORING REPORT

Purpose:

To receive sickness absence performance report prior to consideration by Policy & Resources Scrutiny Committee. To review half year sickness absence departmental performance against targets to maintain focus on continuous improvement. This performance report provides corporate and departmental performance data and information on sickness absence for the cumulative period Q2 2020/21 financial year. It also summarises a number of actions the People Management Division are leading alongside Departmental responsibilities to support and maintain a continuous reduction in the level of sickness absence.

Policy & Resources Scrutiny Committee has requested that half/full EOY reports are provided to its members to allow them to fulfil their scrutiny role.

Departmental sickness absence performance targets have been in place for since 2017/18 and are reviewed annually. Policy & Resources Scrutiny Committee monitor performance against the agreed targets as one of a range of qualitative and quantitative performance measures.

Table 1: Current Departmental Absence Targets

As a reminder targets were set with reference to performance during 3 preceding reporting periods by weighted average less 5% to enable each department to contribute towards improvement to meet the Authority's overall performance target of 9.6. Whilst there was some improvement during 2020/21 the Authority target of 9.6.

Three out of five departments have met their departmental performance target.

Department	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount	Ranking	2019-20 Q2 Performance		20-21 Target. Targets remain unchanged from 2017-18. (Q2 =whole year target /4 & seasonally adjusted)		
Corporate Services	202.1	100.90	290.60	391.5	1.9	1	3.1	-1.2	6.3	2.9	Yes
Education & Children	3184.2	1957.80	6495.50	8453.3	2.7	2	3.8	-1.1	9.0	3.7	Yes
Chief Executives	409.8	399.1	816.2	1215.3	3.0	3	3.8	-0.8	6.9	2.8	No
Environment	900.2	875.50	2223.90	3099.4	3.4	4	5.3	-1.9	11.2	4.6	Yes
Communities	1387.7	2236.90	5105.10	7342.0	5.3	5	6.5	-1.2	11.6	4.8	No
Authority Total	6084.1	5570.2	14931.3	20501.5	3.37		4.6	-1.3	9.63	4.00	Yes

Q2 2019/20	6053.2	10353.6	17638.7	27992.3	4.62
Difference		-4783.4	-2707.4	-7490.8	-1.3
		-46.2%	-15.3%	-26.8%	

Coronavirus absences - Sickness	6,084.1	699.0	321.4	1,020.3	0.17
Sickness excluding Coronavirus Sickness	6,084.1	4,871.3	14,609.9	19,481.2	3.20

PI excluding Coronavirus Sickness

Coronavirus absences - Other Absences (NOT SICKNESS)			42,198.5	50,651.6	
Homeworking	6,084.1	8,453.06	6	2	8.33
Coronavirus absences - Other Absences (NOT SICKNESS)			13,504.3	16,028.1	
Non-Homeworking	6,084.1	2,523.85	2	7	2.63
Total Coronavirus absences - Other Absences (NOT SICKNESS)	6,084.1	10,976.9	55,702.9	66,679.8	10.96
All Coronavirus absences	6,084.1	11,675.9	56,024.3	67,700.1	11.13

This includes both homeworking and non-homeworking

DETAILED REPORT ATTACHED?	Yes
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IMPLICATIONS

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

Signed: Paul R Thomas, Assistant Chief Executive (People Management)

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

1. Policy, Crime & Disorder and Equalities

Management of sickness absence supports the strategic aim 'Feeling Fine – Health & Wellbeing.

2. Finance

Related costs of overtime, replacement costs and sickness pay.

3. Staffing Implications

People Management continue to advise and support managers and employees through the sickness absence policy and procedures.

CONSULTATIONS

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

Signed: Paul R Thomas, Assistant Chief Executive (People Management)

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

EXECUTIVE BOARD PORTFOLIO HOLDER(S) AWARE/CONSULTED

Yes

Include any observations here

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

THERE ARE NONE

Policy & Resources Scrutiny Committee

People Management: Sickness Absence Monitoring Report – Half year 2020/21

Date



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People Management

Sickness Absence Performance Monitoring Report

Half year 2020/21

Introduction

The Authority's Performance Indicator (PI) for sickness absence measures the number of working days lost due to sickness absence per full time equivalent (FTE) headcount per annum. The target set by Corporate Management Team for improvement for 2020/21 is 9.63 FTE.

In June 2017 departmental targets were also agreed to support a reduction in sickness absence and these targets have been maintained for 2020/21. Both the corporate and departmental targets are monitored half yearly via Corporate Management Team (CMT) and quarterly via Departmental Management Teams (DMT). The targets were calculated by reference to the average Full Time Equivalent (FTE) headcount figure and End of Year (EOY) results over the preceding 3 years less 5%.

What has changed during 2020/21 to date?

It is the responsibility of all DMTs to maintain a high profile on attendance management, monitor performance on a quarterly basis, to set clear expectations of all its managers to manage sickness absence proactively and to foster a healthy working environment that encourages improved attendance from all employees.

From a corporate perspective People Management has focused its energies to date during 2020/21 supporting in the following areas:

a. Attendance management during covid

For all concerned the covid emergency continues to be a challenging period. Since the UK government's announcement that a national lockdown was to commence on 23rd March 2020 the Authority has taken a different approach to the management of attendance where sickness absence is covid related.

A temporary covid sickness absence guide was developed to ensure that managers can support employees affected by covid in a supportive manner and without detriment. If sickness absence is covid related, eg, having to self-isolate due to being symptomatic or diagnosed, this period of absence is discounted when looking at the individual level of sickness that may instigate the formal sickness absence process. Managers are still expected to keep in touch with employees and to undertake supportive 'Return to Work' discussions and Employee Support Meetings.

All covid related absences are recorded via My View and reported at each Gold and Silver Tactical Command Groups and to Welsh Government. The key covid absence categories are:

Sickness Self-isolation	Employee is ill and not fit to work Employees under self-isolation are expected to stay home and not go to work. The employee remains fit to work and is self-isolating because they are displaying symptoms, have been diagnosed or are in contact with a symptomatic household member.
Test, Trace and Protect (TTP)	The TTP process will identify the close contacts of people who have tested positive for coronavirus asked to self-isolate for 14 days. The TTP absence codes are for use only when an employee has been contacted under the TTP and advised to self-isolate but remain fit to work.
Risk Assessment	Employee is fit to work but cannot enter the workplace due to Covid Risk Assessment.
Pre-operative Self-isolation	Employee is awaiting surgery, has been booked in for the operation/procedure, is advised to self-isolate for 14 days before the surgery/procedure can take place and is fit to work.
Key Worker self-isolation	Employee is symptomatic and works with vulnerable people. Even where they have a NEGATIVE test result for COVID-19 infection the employee MUST not return to work until at least 10 days from symptom onset.

b. Health & wellbeing support during covid

The team reacted swiftly in response to Covid to ensure there was adequate Health and Wellbeing resources and support available:

- Development of the “Looking after your Wellbeing” intranet page with advice and guidance to support staff in relation to Covid such as working at home tips during Covid, keeping active, nutrition and managers guidance;
- Development of Employee Wellbeing Advice and Support Centre (EWASC) where employees could self-refer for any psychological concerns / signposting;
- Review of employee and departmental feedback to find key themes for promotions, initiatives and e-discussion to support staff with various concerns such as loneliness and burnout throughout the pandemic;
- Development of new health and wellbeing intranet pages to include key ‘Stress, Mental Health and Wellbeing’ content for intranet pages to support staff;
- Virtual and drop in events on various health and wellbeing topics such as musculoskeletal disorders;
- Review of our Management of Mental Health policy to support managers and staff;
- Development and roll out of Management of Mental Health training for people managers remotely;
- Development of Mental Health Awareness training for all corporate staff working remotely;
- Development and organisation of Management of Mental Health Training for Head Teachers and wider school leadership staff remotely;

- Drop-in sessions for Head Teachers to promote the support and resources available, particularly within the area of stress and mental health;
- Review of external mental health resources, e-learning, webinars, guidance etc. to ensure staff are appropriately signposted;
- Attendance at various departmental meetings to promote relevant mental health and wellbeing support and resources;
- Development of Personal Resilience e-learning module;
- Development of Alcohol and Substance misuse e-learning module;
- Organisation and delivery of Mental Health and Wellbeing e-discussions for staff
- Development of Health and Wellbeing contact form to ensure staff and managers have an interactive way to contact the team for advice and resources;
- Development of surveys and feedback forms to pilot in departments targeted areas;
- Key speakers in Time to Change Wales conference on initiatives implemented to support Mental Health in the workforce;
- Key speakers in social care wales conference on supporting mental health and wellbeing
- Supporting the network of 62 health and wellbeing champions corporately and the recruitment of at least one champion in each school;
- Attendance of Men's Health training to become a Men's Health Champion, with key aspects focusing on men's mental health which will be offered to the champions as training and area of interest;
- Time to Change Wales training researched and to be offered to champions as an area of interest;
- Virtual events and drop in on various health and wellbeing topics such as musculoskeletal disorders.

c. Corporate Health & Wellbeing project

The Health and Wellbeing Project now has full corporate support across the authority with all 5 departments contributing towards funding 2 Health and Wellbeing Coordinators.

The Health and Wellbeing project's overall aim is to improve the health and wellbeing of employees by ensuring they have access to appropriate health and wellbeing resources and advice in order to be proactive, improve their own health and wellbeing and support the overall reduction in sickness absence.

A selection of interventions has been trialled whilst also looking at employees working environment and how these contribute to an improvement in the overall culture of the department and our organisation towards health and wellbeing.

The effectiveness of the proposed interventions to improve employee's individual health and wellbeing were being monitored to evaluate the impact on overall employee wellbeing, improved productivity and reduction in sickness absence. Due to Covid and the reactive response in supporting the authority, the specific targeted work within the departments has been put on hold.

Below we show a breakdown of some of the other specific priorities, activities and interventions that we have undertaken during this time.

Corporate

- The importance of the Health and Wellbeing of our employees requires it to be a central focus of the organisation's operations. Given the current situation and ongoing changes, having senior leaders involved in driving the wellbeing agenda is key to ensure timely decision making and actions, to supporting employees at all levels. A new Health & Wellbeing framework and groups has been approved to create a more holistic approach towards supporting the health and wellbeing of employees and to support the overall reduction of sickness absence across the authority.
- From this approval the team are now meeting with DMT's to ensure appropriate members to the sub groups are established. This will feed in to the Health and Safety Leadership board which will Provide the strategic direction for the management and leadership of wellbeing across the authority.
- A communications plan has been produced in line with the new Health and Wellbeing Group structure, which will help to facilitate the effective communication of information throughout all levels of employees within Carmarthenshire County Council. This plan will help to ensure that health and wellbeing remains an integral part of the Authority's day-to-day operations through a more consistent and structured approach.
- Research and scoping for a corporate Wellbeing Strategy will be compiled with support from task and finish groups that have come out of the corporate health and wellbeing group.
- The current network of volunteer Health and Wellbeing Champions has now increased to 65 across the authority. Further training for these champions is scheduled for the new year which covers health topics such as Physical Activity, Nutrition, Smoking and Alcohol; Making Every Contact Count training which equips them to have effective conversations with colleagues relating to their health and wellbeing. The Champions across the Authority continue to be directed by the Health and Wellbeing Coordinators working from the health events calendar to promote and raise awareness of various monthly health topics.
- Since the last report the authority's champions have continued to assist with the delivery of wellbeing initiatives across the authority supporting the role out of the initiatives mentioned above during the pandemic to ensure key messages and events and support has been promoted to each department.
- Many run / walk groups had been set up before the pandemic in various locations across the authority such as St David's Park, Parc Myrddin, Ty/Elwyn, Town Hall Llanelli. The new champions intranet pages with lists of various activities such as run groups will be updated over the coming weeks so that all staff can see what is being held across the authority to include what has been adapted virtually due to the pandemic.

Targeted

Environment

- Invited to attend various meetings with DMT team as well as present at two People Manager's events;
- Working with Planning Division to investigate the current wellbeing of staff and support work ongoing following recent audit. A health and wellbeing survey has been distributed and completed and is currently being analysed. Once analysed interventions can be developed targeted to issues and discussion groups formed.
- Discussions ongoing on how we can support staff within the Cleaning Service following high levels of sickness absence due to stress
- Discussions with Property Maintenance Service following recent staff survey. This will be followed up with a wellbeing survey and discussion groups.
- Environment Heads of Service have asked for volunteers to join an Environment Health & Wellbeing Group.
- Environment are continuing their yoga sessions virtually for staff.

Communities

- Asked to contribute to the Domiciliary & Residential Care Sickness report. Provided a report on wellbeing options.
- Working with Domiciliary Care to undertake a wellbeing assessment which links to the above, the appraisal trial and follows on from the pilot project. This is currently being analysed. Once analysed interventions can be developed targeted to issues and discussion groups formed.
- Working with Business Support to make assessment of current wellbeing level. Survey drafted and waiting to be approved before sending out. Once analysed interventions can be developed targeted to issues and discussion groups formed.

Schools

- The Health and Wellbeing Champions scheme has been promoted to schools, information distributed and the recruitment of one champion in each school and training for these champions is being arranged. Currently 55 schools have appointed Champions. Microsoft Teams group to be formed and introduction meeting to be scheduled.
- The option paper that was compiled through analysis of sickness absence and other data, for determining a list of priority schools to embark on a pilot project aimed to improve the health and wellbeing of employees. This will continue and analysis on interventions to these 4 schools and an additional secondary school will be undertaken. Results of which will be analysed to inform wider schools wellbeing commitment.
- Co-production of 'Welcome Back Pack' to support schools' staff in June 2020 following the closure of schools.
- More targeted approach on supporting Head Teachers' wellbeing
- 2 drop-in sessions delivered to promote resources and support available
- Half termly drop-in sessions for HTs on the theme of their Wellbeing
- New wellbeing focus group set up to input into the support developed for HTs Wellbeing
- Development of an internal peer support network is underway
- Chair of Governors received training specifically on supporting HT's wellbeing

- Mental Health training for all leadership staff

d. Mental Health Awareness

To support managers in managing staff attendance, mental health awareness development has continued for managers and employees to supplement the existing e-learning modules. This includes corporate and grant funding for the following:

The recruitment of a new Health and Wellbeing Coordinator (Mental Health) to:

- Raise the profile of mental health across the authority and reduce the mental health stigma across the Authority.
- Coordinate the management development training and mental health awareness training for all corporate staff and schools
- Analyse all the training that has been rolled out and its impact on staff and managers
- Coordinate the delivery of Mental Health First Aid Training for staff corporately and subsequent roll out of Mental Health First Aiders across the Authority.
- Coordinate and develop a structured support network for the Mental Health first aiders.
- Raise the profile of the mental health and wellbeing support and resources available to staff
- Regularly review and update the mental health information and guidance available to staff
- Provide information on external mental health services and organisations and signpost staff where appropriate
- Undertake and facilitate attendance at Corporate and Departmental events, meetings, discussions, conferences to highlight the project, ongoing initiatives and support that is available.
- Attend external networking events and conferences which can help to inform our interventions and resources.
- Use of research, departmental feedback and sickness absence statistics to continue to develop new learning opportunities, training, promotions and initiatives for managers and staff to support their mental health such as the development of the personal resilience e-learning module.
- Support the overall reduction in Mental Health and Stress related Absence by use of research, departmental feedback, sickness absence statistics, working with DMT's and the new Corporate Health and Wellbeing groups to feed into initiatives and ideas to support Stress, Mental Health and Fatigue.
- Support departments on targeted work for action plans.
- Take the lead on Time to Change action plan, attend events and seminars.

e. Review of the Sickness Absence Policy and Procedures

The Sickness Absence Policy has been reviewed and consulted with our recognised trades union representatives and departmental management teams. This was formally adopted via Executive Board Member in Spring 2020 but due to the covid emergency is yet to be formally launched. Work has re-commenced on developing appropriate learning & development modules to support managers with the effective application of the revised policy with an anticipated launch in the New Year.

f. Resourcelink Reporting Service (RRS) and other reporting developments

Development work for the reporting tool within Resourcelink known as RRS is continuing. This tool provides the facility for all users to run reports direct from My View (our online employee system). The reports are available to Managers on demand. Attendance management information is an essential part of the suite of reports that are available via this system. These reports have therefore been prioritised for inclusion. Pilot tests have been undertaken along with a soft launch of the tool to all managers and schools in May 2020. Limited training has been provided to specific managers on a demand led basis and a more formal training programme will be undertaken over the next year. Once fully implemented it will provide a valuable additional source for sickness absence data to supplement our performance management information.

As a consequence of the urgent need for real time data in relation to covid related absences across the whole Authority, a “live feed” has also been developed. This provides a snapshot of all absences (not just covid related) for the current day and is updated on an hourly basis. Access has so far been limited to key officers for contingency planning but will shortly be made available to a wider range of managers and should provide an additional useful source of management information.

g. Management of Stress and Mental Health for People managers

The continued roll out of the Management of Stress and Mental Health in person briefings linking in with Sickness Absence and Management of Stress and Mental Health policies is currently on hold. Managers in Information Technology & Corporate Policy, Regeneration and delivery within Environment have been undertaken.

As mentioned above, the development and roll out of Management of Mental Health Training for people managers remotely has been set up.

Since staff have been working remotely, 12 online mental health training sessions have been delivered remotely. These have included 8 Managing Mental Health in the Workplace sessions – 4 for corporate People Managers and 4 for Head Teachers – and 4 Mental Health Awareness and Resilience sessions for corporate staff. In total, 105 staff have attended and benefited from this training. Moving forward, an additional 12 sessions have been confirmed which will benefit a further 32 Head Teachers, 32 People Managers and 56 staff.

Prior to March 2020, 7 Mental Health Awareness courses and 9 Managing Mental Health in the Workplace courses were delivered for all staff and People Managers, respectively. In total, 84 staff and 72 People Managers benefited from this training.

h. Schools' Staff Absence Scheme (SSAS)

Due to the UK government's decision to commence a national lockdown in response to the covid emergency all schools in Carmarthenshire closed on 23rd March 2020. As a result, the SSAS was suspended until schools re-opened in September 2020. Therefore, no premium was sought from participating primary schools from 1st April and 31st August 2020.

Several school hubs were opened across the county to support vulnerable and key worker children staffed by feeder cluster schools. Where there was insufficient staff to cover the hubs due to sickness and internal cover could not be sourced from the relevant cluster schools the SSAS used its discretion to pay the daily rate to cover agency support. This was funded from the schemes' financial reserves.

As at 1 September 2020 the scheme has re-opened and premium applied pro rata until 31 March 2021. There are currently 87 participating primary schools compared to 60 original entrants in 2017/18 and 78 during 2018/19.

The level of financial cover has been increased following consultation with participating schools, as follows:

- The daily rate for teachers has increased from £120 to £160 per day;
- The maternity lump sum for teachers has increased from £3000 to £4000;
- The daily rate for teaching assistants, support staff has increase from £50 to £70 per day
- The maternity lump sum for teaching assistants, support staff has increased from £1500 to £2000

i. Performance management information

Maintained the provision of improved performance management information, benchmarking and ranking data, and summaries of main reasons for absence at an authority, departmental, divisional and team level, all school, primary, secondary and special school level to inform CMT, DMTs, BMT's and Governing Bodies to enable improved performance monitoring and action planning.

HR Business Partners continue to discuss performance management information at Departmental Management Teams, Primary and Secondary Head Teachers' meetings and offer support and advice on appropriate actions for improvement.

Has this made a difference?

[Table 1: Departmental performance ranking Q2 2020/21](#)

Performance indicates that all departments have met their 2020/21 Q2 target.

The Q2 figure for the whole Authority of 3.37 is below the 2019/20 Q2 result of 4.62. There has been a reduction of 1.3 FTE days lost by average employee FTE headcount. Covid sickness absence accounts for 0.17 FTE days lost.

Other covid related absence is split into two categories: 1) staff that are absent from the workplace due to a covid related reason, e.g. self-isolation required, are fit to work and able to continue working from home and 2) staff that are absent from the workplace due to a covid related reason and are not able to undertake their work from home, e.g. care worker (see Table 1).

Department	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount	Ranking	2019-20 Q2 Performance		20-21 Target. Targets remain unchanged from 2017-18. (Q2 =whole year target /4 & seasonally adjusted)		
Corporate Services	202.1	100.90	290.60	391.5	1.9	1	3.1	-1.2	6.3	2.9	Yes
Education & Children	3184.2	1957.80	6495.50	8453.3	2.7	2	3.8	-1.1	9.0	3.7	Yes
Chief Executives	409.8	399.1	816.2	1215.3	3.0	3	3.8	-0.8	6.9	2.8	No
Environment	900.2	875.50	2223.90	3099.4	3.4	4	5.3	-1.9	11.2	4.6	Yes
Communities	1387.7	2236.90	5105.10	7342.0	5.3	5	6.5	-1.2	11.6	4.8	No
Authority Total	6084.1	5570.2	14931.3	20501.5	3.37		4.6 2	-1.3	9.63	4.00	Yes

Q2 2019/20	6053.2	10353.6	17638.7	27992.3	4.62
Difference		-4783.4	-2707.4	-7490.8	-1.3
		-46.2%	-15.3%	-26.8%	

Coronavirus absences - Sickness	6,084.1	699.0	321.4	1,020.3	0.17
Sickness excluding Coronavirus Sickness	6,084.1	4,871.3	14,609.9	19,481.2	3.20

PI excluding Coronavirus Sickness

Coronavirus absences - Other Absences (NOT SICKNESS) Homeworking	6,084.1	8,453.06	42,198.56	50,651.62	8.33
Coronavirus absences - Other Absences (NOT SICKNESS) Non-Homeworking	6,084.1	2,523.85	13,504.32	16,028.17	2.63
Total Coronavirus absences - Other Absences (NOT SICKNESS)	6,084.1	10,976.9	55,702.9	66,679.8	10.96
All Coronavirus absences	6,084.1	11,675.9	56,024.3	67,700.1	11.13

This includes both homeworking and non-homeworking

Table 2: Average number of days lost per FTE – whole Authority

Following the launch of the Sickness Absence policy in 2015 and targeted interventions there was a marked reduction in 2014/15 (not shown on graph). Since then the trend line indicates an annual increase in 2015/16 and 2016/17 but a slight decrease in 2017/18. The Q2 2018/19 was the best level achieved since 2014/15. However, the 2019/20 result indicated an upward trend compared to the last 3 reporting years. In stark contrast Q2 2020/21 shows a significant decrease in absence levels. The cause of this may be attributed to the impact of the Coronavirus pandemic – school closures and working from home has contributed to the decrease in short term sickness absence levels (a decrease of 46% compared to the same time last year) but there has also been evidence of under reporting of sickness absence. As a result the Absence Team has been proactive in supporting managers and teams with absence recording and a Departmental HR Support Group has been established to support timely input of absence. The levels of other covid absences and the proportion of which were homeworking is possible should also be considered when analysing this data.

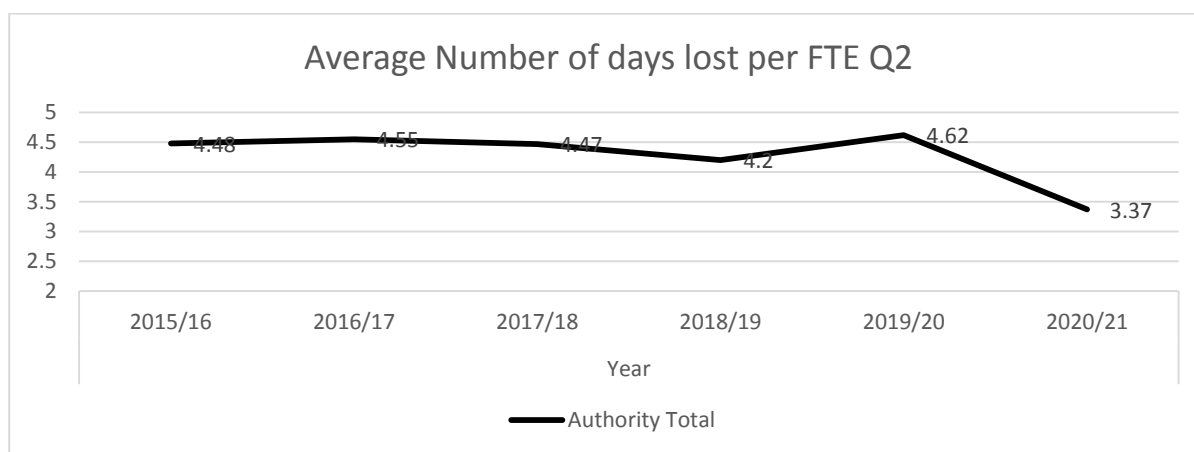


Table 3: Impact of targeted interventions to support schools in managing sickness absence

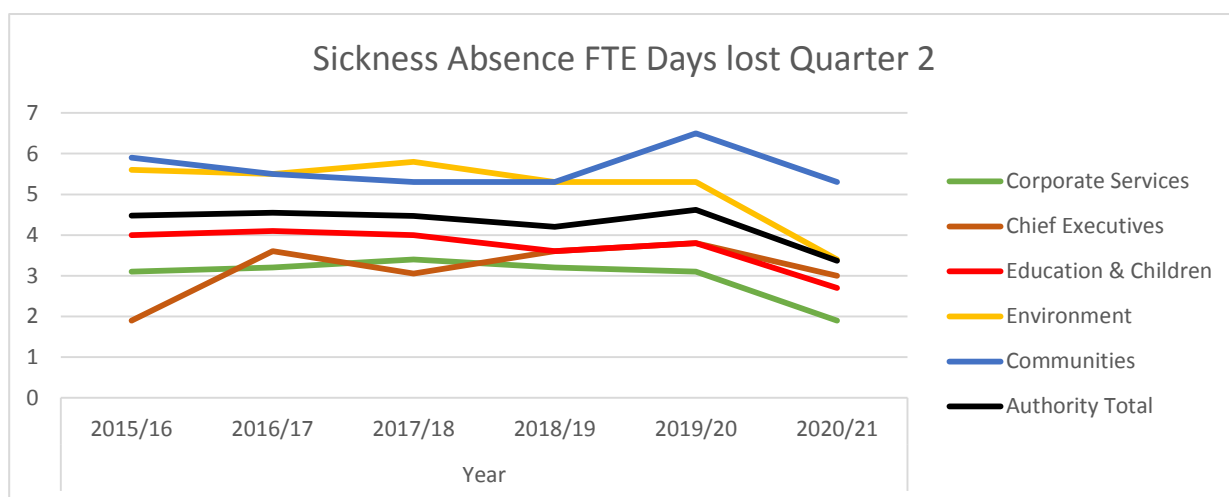
The table below compares the performance of CCCs primary, secondary and special schools between Q2 2018/19, 2019/20 and 2020/21. Schools closed during the national lockdown on 23rd March and re-opened at the start of the September 2020 term. During the closure the County opened cluster school hubs to support vulnerable and key worker children and continued with remote learning for all other pupils. Staff were deployed from the catchment schools to support the school hubs. As you can see there was a significant reduction in sickness absence reporting compared to the previous two reporting years. The People Management Division continue to support schools during 2020/21.

Division	2018-19 Q2 FTE days lost by avg FTE	2019-20 Q2 FTE days lost by avg FTE	2020/21 Q2				FTE Days lost by Employee FTE	Difference (YR ON YR 19/20 TO 20/21)
			Employee FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days		
Secondary Schools	3.2	3.8	1017.64	478.52	1987.85	2466.37	2.4	-1.3
Primary Schools	3.4	3.5	1249.46	694.90	2539.41	3234.31	2.6	-1.0
Special Schools	5.5	5.3	90.93	127.68	144.08	271.76	3.0	-2.3

Table 4: Departmental Analysis

When departmental performance is compared to that of the previous year (Table 1) the level of sickness absence has reduced in all Departments.

Quarter 2	Year					
Department	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Corporate Services	3.1	3.2	3.4	3.2	3.1	1.9
Chief Executives	1.9	3.6	3.1	3.6	3.8	3.0
Education & Children	4	4.1	4	3.6	3.8	2.7
Environment	5.6	5.5	5.8	5.3	5.3	3.4
Communities	5.9	5.5	5.3	5.3	6.5	5.3
Authority Total	4.48	4.55	4.47	4.2	4.62	3.37



The service areas with the greatest variance (decrease - /increase +) compared to Q2 2019/20 are:

Department	Division	Difference
Environment	Business Support & Performance	-5.5
Communities	Business Support & Service Improvement	-4.6
Education & Children	Access to Education	-2.9
Communities	Integrated Services	-2.7
Communities	Leisure	-2.6
Environment	Planning Services	-2.5
Communities	Adult Social Care	1.9
Chief Executives	Media and Marketing	4.4

* Service areas listed above are those with over 50 FTE

Table 5: Cost of Absence

The table below illustrates the cost of occupational sick pay for Q1 to Q2 cumulatively in each year since 2018/19. This excludes additional costs that may be incurred by divisions in particular those delivering e.g. Overtime costs, agency costs; other replacement costs.

Occupational Sick Payments (OSP)			
Quarters 1 and 2	Year		
Department	2018/19	2019/20	2020/21
Corporate Services	52,517	48,816	42,614
Chief Executives	145,224	159,309	119,059
Education & Children*	1,262,047	1,443,728	856,251
Environment	394,162	424,793	262,154
Communities	713,782	862,521	719,009
Authority Total	2,567,732	2,939,167	1,999,088

* Including schools

Table 6: Occupational Health Appointment Data

Fig.1

Number of Employees seen at the Occupational Health Centre			
Department	Number of Employees Attended Q2 Cumulative		
	2018/19	2019/20	2020/21
Chief Executives	50	46	27
Communities	310	305	238
Corporate Services	11	26	29
Environment	489	389	164
Education & Children	283	281	240
External	130	281	122
Total	1273	1325	820

The table above indicates the number of employees being referred and supported by the Occupational Health Centre. Each employee will attend at least one appointment with either the Occupational Health Advisor or Physician. Depending on the recommendations made, a proportion will be offered a further referral for an Initial Assessment to the Wellbeing Support Service and supported using a range of interventions and strategies which may include: CBT / CBT informed approach, counselling/active listening, coping skills and problem solving. If they are accepted to the service, they are then offered up to a further 6 sessions (these further sessions/appointments are not included in the table below above).

The totals include Statutory Health Surveillance appointments to the nurse.

As can be illustrated by the data above (Fig.1) there has been a 38% decrease in the total number of employees seen at the Centre in Q2 2020/21 compared to Q2 2019/20. This is due to the

restrictions in place due to the COVID 19 Pandemic which forced Occupational Health to pause face to face Statutory Health Surveillance. Following HSE guidance this service restarted remotely through the use of electronic questionnaires. Following Gold command sign off our Face to face Health Surveillance tests will resume from 01.12.2020.

New Employment Questionnaire screens and Night Worker Questionnaire screens by the nurse are not included in the totals. Teachers’ pension administration by the practitioners are also not included.

Fig.2

Number of Appointments Attended at the Occupational Health Centre			
Department	Number of Appointments Q2 Cumulative		
	2018/19	2019/20	2020/21
Chief Executives	128	127	107
Communities	625	615	649
Corporate Services	12	71	95
Environment	584	546	267
Education & Children	757	768	848
External	147	359	147
Total	2253	2486	2108

The table above indicates the total number of Appointments attended at the Occupational Health Centre. These further sessions referenced above **are** included in the table above (Fig.2).

The totals include Statutory Health Surveillance appointments to the nurse.

As can be illustrated by the data above (Fig.2) there has been a 15.2% decrease in the total number of appointments to the Occupational Health Centre during cumulative period Q1 – Q2 2020/21 compared to 2019/20.

The decrease noted above can be attributed to the restrictions placed on our services due to the COVID 19 Pandemic. Over the previous two years there was however a 46.67% increase in total number of appointments at the Occupational Health Centre which we forecast will continue in the future, following the pandemic.

Appointments Attended – Reason breakdown:

Figures 3, 4 and 5 below show a breakdown of the reasons by number of employees that have attended the Employee Wellbeing Centre.

Fig. 3

The tables below show the breakdown of total number of Appointments attended at the Occupational Health Centre for Q2 cumulative over the last 3 years.

Although the total number of appointments have decreased due to restrictions in undertaking our statutory health surveillance face to face appointments and general sickness absence referrals due to employees shielding, as can be seen below the total number of appointments to our Wellbeing Support Service for psychological support during this time has increased by 25.54%

Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q2 Cumulative 2018/19						
Department	Appointment Reason					Totals
	OHA	OHP	All WSS Appts	H/S	*Other	
Chief Executives	24	11	88	0	5	128
Communities	128	77	391	10	19	625
Corporate Services	3	1	1	0	7	12
Environment	47	67	98	364	8	584
Education & Children	104	56	577	2	18	757
External	37	43	31	26	10	147
Total	343	255	1186	402	67	2253

Fig.4

Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q2 Cumulative 2019/20						
Department	Appointment Reason					Totals
	OHA	OHP	All WSS Appts	H/S	*Other	
Chief Executives	21	9	92	0	5	127
Communities	136	62	387	7	23	615
Corporate Services	11	5	53	0	2	71
Environment	53	49	180	258	6	546
Education & Children	111	54	590	0	13	768
External	121	60	92	69	17	359
Total	453	239	1394	334	66	2486

Fig.5

Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q2 Cumulative 2020/21						
Department	Appointment Reason					Totals
	OHA	OHP	All WSS Appts	H/S	*Other	
Chief Executives	9	2	94	0	2	107
Communities	96	65	475	0	13	649
Corporate Services	11	4	76	0	4	95
Environment	55	20	121	68	3	267
Education & Children	108	40	689	0	11	848
External	67	34	34	2	5	147
Total	346	165	1489	70	38	2108

**These appointments include: Chair Assessments, Ill Health Retirement Appointments with the pensions doctor, Case Conference*

As can be seen from the above charts, our Wellbeing Support Appointments have increased 6% on the previous year and 25% on Q1 & Q2 2018.

Percentage of employees who have attended Occupational Health in Q1-Q2

Following the request from P&R scrutiny committee the following table below shows the percentage breakdown of employees that have attended the Occupational Health Centre per department.

Percentages are based on overall headcount (October 2020)

Department	OHA %	OHP %	Wellbeing Support Service (Initial Assessment) %	Health Surveillance %	Other %	Total %
Chief Executives	2.2	0.4	3.4	0	0.4	6.4
Communities	6.9	4.6	4.6	0	0.9	17
Corporate Services	5.4	1.9	4.9	0	1.9	14.1
Environment	6.1	2.2	2	7.5	0.3	18.1
Education & Children	3.3	1.2	2.5	0	0.03	7.03

As shown in the above table the Environment department have the highest number of employees who attend Occupational Health, this is due to their mandatory Health Surveillance which employees are required to undertake based on risk assessment.

Without Health Surveillance, the Environment department have 10.6% of employees accessing our services for sickness absence reasons and support.

[Table 7: Number of employees dismissed on the grounds of capability \(health\)](#)

Valuing our employees by supporting good health and wellbeing is one of the authority's core values. There is much research to demonstrate that attendance at work contributes to positive health and wellbeing. The authority aims to support its employees by providing a safe and healthy workplace and promoting a culture where regular attendance can be expected of all. Absence from work is unlikely to be a positive experience for the absent employee(s) or their colleagues, so the authority actively manages and supports those employees who experience ill health during their employment in line with its Sickness Absence Management policy.

However, there are occasions where an employee cannot be supported back to work to his/her substantive role or redeployed into suitable alternative employment due to the nature of the illness or condition and in such circumstances an employee will be dismissed on the grounds of capability (health). Table 7 below details the number of employees that have been dismissed on the grounds of capability (health) over the last three years:

	2018/19 EOY	2019/20 EOY	2020/21
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			Q2
Ill Health Capability	52	42	26
Ill Health Capability – Tier 1	9	20	1
Ill Health Capability – Tier 2	1	-	-
Ill Health Capability – Tier 3	1	1	1
Resignation – Health Reasons			2
Total	63	63	30

Quarter 2 figure indicates that end of year figure will be on a par with previous years.

[Table 8: Causes of absence – half year cumulative Q2 EOY 2020/21](#)

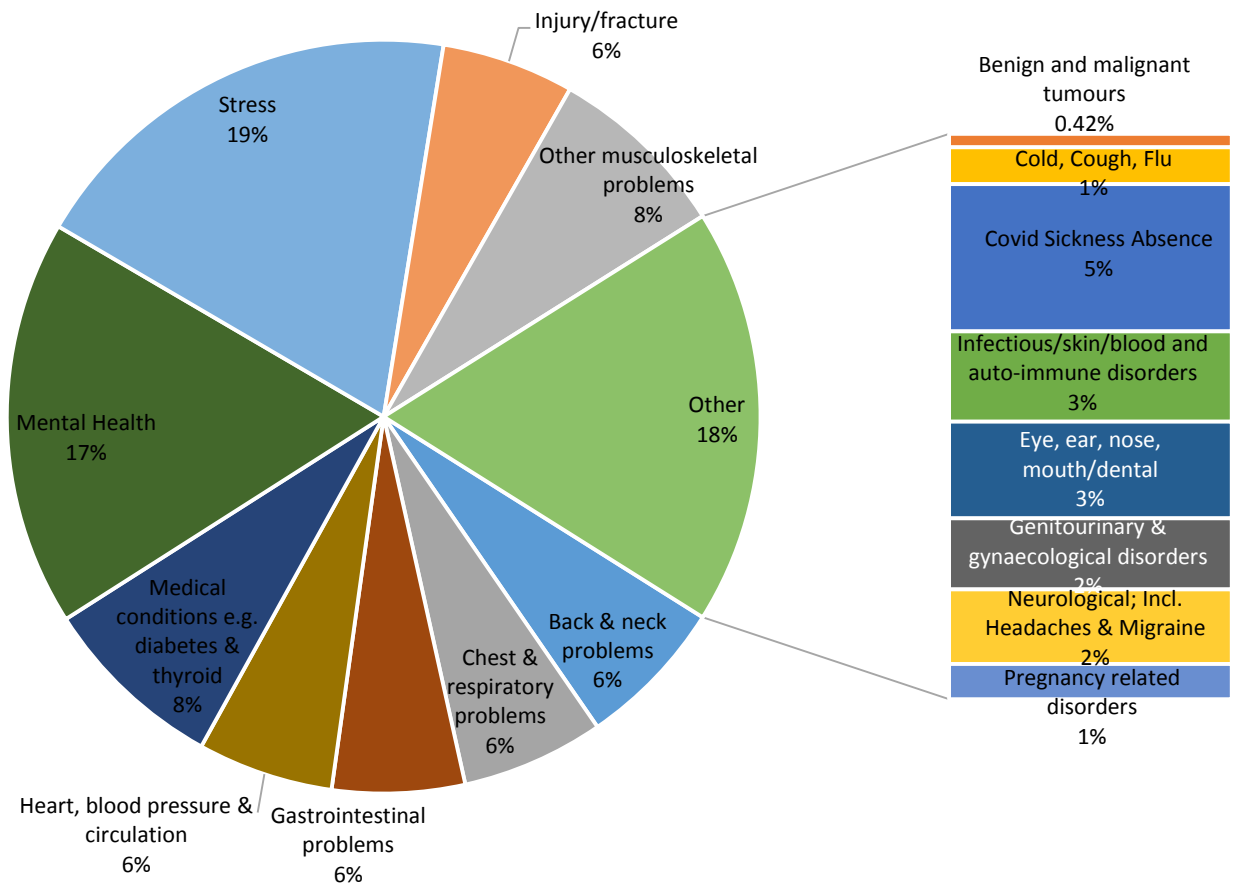
Stress is the most common cause of absence within the authority (19%) followed by mental health (17%). Other reasons for absence are as detailed within the pie chart below and will vary from one reporting period due to seasonal variations.

The CIPD Health & Wellbeing at Work report published in May 2019 focusing on the public sector has found that more organisations include mental health amongst the most common reason for short- and long-term absence. Over half of respondents confirmed that reported mental health conditions had increased. A fifth of respondents confirmed that stress and mental health is the primary cause of long-term absence and a third include stress in the top three causes of absence.

Whilst stress and mental health are the main causes of absence within CCC and an area of significant concern, the level of absence for this reason is comparable with other public sector organisations including health, education and civil service.

During 2020/21 the absence codes have been rationalised to aid clearer reporting and to reflect updated society of occupational medicine codes.

Authority Total FTE Days Lost Q2 2020/2021



The percentages displayed below relate to the sub categories to the stress and mental health absence codes combined which accounts for 36% of all authority sickness absence. Of the 36% of sickness absence, stress constitutes 52%. (Stress is 19% of all sickness absence).

Stress & Mental Health Detail

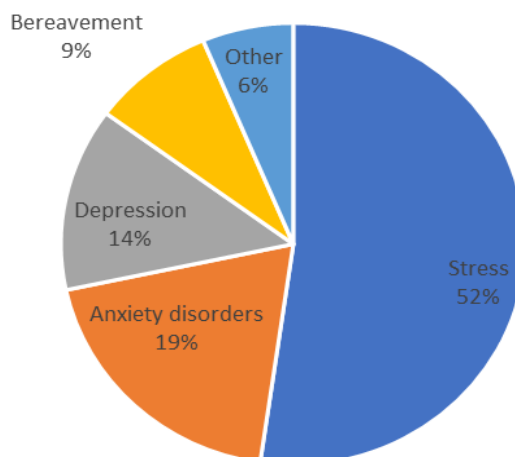


Table 9: Comparative sickness absence performance indicator

The Authority directly employs approximately 7,700 employees in a range of occupations including catering, cleaning, residential / domiciliary care, refuse and leisure services. In many of the local authorities listed below these services are contracted outside of the authority and therefore not included in the respective calculations. It should be noted that, according to benchmarking figures, these occupations generally have higher sickness absence rates either due to the physical nature of the work or being more susceptible to illness due to interaction with service users/customers.

It should also be noted that the actual make up of local government reported sickness figures can also vary considerably i.e. first 3 days removed, long term sickness removed; Carmarthenshire County Council include both.

All Wales Comparative benchmarking data for 2019/20 at the time of writing this report is yet to be published due to the impact of the covid pandemic emergency. There is a provisional publication date of 18th January 2021.

The **provisional** sickness absence figure for Wales is 11.1 days/shifts lost per FTE due to sickness absence with LA data ranging between 8.1 and 13.9. Carmarthenshire EOY 2019/20 result was 10.7.

NHS Wales benchmarking data

Below is benchmarking data relating to 11 NHS organisations in Wales shown as a percentage. Data is extracted from the NHS Electronic Staff Record. Sickness absence rates by quarter for the period April 2019 to June 2020 and calculated by dividing the total number of sickness absence days by the total number of available days for each organisation.

- 4% is equivalent to 9 FTE days lost.
- 5% is equivalent to 11.25 FTE days lost.
- 6% is equivalent to 13.5 FTE days lost.
- 7% is equivalent to 15.75 days lost.

	Apr- June 2019	Jul- Sep2019	Oct- Dec 2019	Jan- Mar 2020	Apr - Jun 2020
	%	%	%	%	%
All Wales	5.1	5.4	5.9	6	6.5
Betsi Cadwaladr University LHB	4.9	5.2	5.8	5.5	6.2
Powys Teaching LHB	4.2	4.4	5.6	5.1	4.9
Hywel Dda University LHB	5	4.8	5.5	5.5	5.4
Swansea Bay University LHB	5.8	5.9	6.6	6.8	8.4
Cwm Taf Morgannwg University LHB	5.7	5.9	6.6	6.6	7.5
Aneurin Bevan University LHB	5.2	5.6	5.9	6.5	6.5
Cardiff & Vale University LHB	4.9	5.3	5.9	5.8	7
Public Health Wales NHS Trust	3.6	4	3.7	4.6	3
Velindre NHS Trust	4	3.9	4.6	4.7	3.7
Welsh Ambulance Services NHS Trust	6.6	7.3	7.5	7.1	6.5

Health Education and Improvement Wales	2.6	1.8	3.1	2.8	1.3
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Benchmarking with English Unitary Authorities 2018/19 (This is the latest data available)

Sickness absence FTE days per employee - Rationale:

This indicator is collected through the Local Government Workforce Survey conducted in England between June and September each year. The question is: 'Please complete the following table and provide the sickness absence rate for the current financial year?';

- The sickness absence calculation includes all staff (including school-based support staff), but excludes teachers. The performance indicator reported by the 22 authorities within Wales in the earlier table includes teachers.
- The average number of days lost per FTE published for 2018/19 was 10.1 per employee. 2019/20 figures are not yet published.
- This compares to 9.7 in 2016/17 and 9.6 in 2017/18 illustrating declining performance in England over the last three years.

[Table 10: Sector comparisons by percentage working time lost v FTE days lost](#)

XpertHR is a reference tool for HR professionals with information on compliance, legislation, best practice and benchmarking. It undertakes annual benchmarking exercises on sickness absence rates and costs, and focuses on absence figures according to industry, organisation size and sector.

The latest survey results conducted in 2019 was published in 2020 and approximately 146 employers participated from all industry sectors. 2020 data is pending publication and will be reported in 2020/21 EOY report once published.

Among the survey respondents that provided data on absence rates, the national average absence rate stood at 2.9% of working time in 2019, equivalent to 6.5 days per employee.

When broken down by sector survey respondents, the national average for the public sector stood at 3.3% of working time in 2019, equivalent to 7.5 days per employee and private sector stood at 2.9% of working time in 2019, equivalent to 6.6 days per employee.

In terms of Carmarthenshire, our Q2 2020/21 figure of 3.37 FTE days lost per employee as a percentage of working time lost is 1.5.

POLICY AND RESOURCES SCRUTINY COMMITTEE 2nd MARCH 2021

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Chief Executive's Departmental Business Plan 2020/2023	Linda Rees-Jones Noelwyn Daniel Paul Thomas	Departmental Business Plans are currently being finalised and will be available once final review meetings have been conducted with Service Directors'	30 th April 2021
Corporate Services Departmental Business Plan 2020/2023	Chris Moore	Departmental Business Plans are currently being finalised and will be available once final review meetings have been conducted with Service Directors'	30 th April 2021

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POLICY & RESOURCES SCRUTINY COMMITTEE 2nd MARCH 2021

FORTHCOMING ITEMS FOR NEXT MEETING TO BE HELD ON 29TH MARCH 2021

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Proposed Agenda Item	Background	Reason for report
		<p>What is Scrutiny being asked to do? <i>e.g. undertake a full review of the subject? Investigate different policy options? Be consulted on final proposals before decision making? Monitor outcomes /implementation?</i></p> <p><i>If the item is for information or for noting, can the information be provided in an alternative format i.e. via email?</i></p>
Quarterly Treasury Management and Prudential Indicator Report 1st April 2020 to 31st December 2020	This is a standard quarterly update in relation to Treasury Management	The Revised CIPFA Treasury Management Code of Practice 2017 stipulates that there should be regular reporting to Members and Member scrutiny of the treasury policies. The Policy and Resources Scrutiny Committee is responsible for ensuring this effective scrutiny of the treasury management strategy and policies.
Revenue & Capital Budget Monitoring Report 2020/21	This is a standard item which allows members to undertake their monitoring role of the departmental and corporate budgets.	The Committee is being requested to scrutinise the budget information.
Policy & Resources Scrutiny Committee Actions and Referrals Update	These quarterly updates provide details on progress made in relation to actions and requests which arose at previous meetings	To enable members to exercise their scrutiny role in relation to monitoring performance.

When choosing a topic a Scrutiny Committee should consider whether:-

- **scrutiny could have an impact and add value**
- **the topic is of high local importance and reflects the concerns of local people**

- the resources are available that would be required to conduct the review, in terms of resources and budget
- it avoids work duplication elsewhere
- the issue is one that the committee can realistically influence
- the issue is related to an area where the council, or one of its partners, is not performing well
- the issue is relevant to all or large parts of the local area
- the review would be in the council's interests.

Topics are not suitable for scrutiny when:

- the issue is already being addressed elsewhere and change is imminent
- the topic would be better addressed elsewhere (and will be referred there)
- scrutiny involvement would have limited or no impact upon outcomes
- the topic may be sub-judice or prejudicial to the council's interest
- the topic is too broad to make a review realistic
- new legislation or guidance relating to the topic is expected within the next year
- the topic area is currently subject to inspection or has recently undergone substantial change.

Policy & Resources Scrutiny Committee

Forward Work Programme for remainder of 2020/21

3 rd February 2021	2 nd March 2021	29 th March 2021	30 th April 2021
Revenue Budget Strategy Consultation 2020/21 to 2023/24	Corporate Strategy	Quarterly Treasury Management and Prudential Indicator Report 1st April 2020 to 31st December 2020	Policy & Resources Scrutiny Committee Forward Work Programme for 2021/22
Five Year Capital Programme 2021/22 - 2025/26	Complaints Policy	Revenue & Capital Budget Monitoring Report 2020/21	Chief Executive's Departmental Business Plan 2020/2023
Treasury Management Policy & Strategy 2021/22	Strategic Equality Plan Annual Report	Policy & Resources Scrutiny Committee Actions and Referrals Update	Corporate Services Departmental Business Plan 2020/2023
Revenue and Capital Budget Monitoring Report 2020/21	Welsh Language Annual report		Digital Transformation Strategy
November 2020 PSB minutes	Chief Executive's Departmental Business Plan 2020/2023 moved to 30 th April		
Annual Performance Report – Half Yearly.	Corporate Services Departmental Business Plan 2020/2023 moved to 30 th April		
Swansea City Deal Update	Sickness Absence – added at February meeting		

Other issues of interest to the Committee raised at the FWP Development Session on the 19th November 2020 included climate change, digital infrastructure/transformation, Local Authority companies and Members' enquiry system.

Exec. Board Meetings: 21st December; 11th January 2021; 25th January; 8th February; 1st March; 22nd March; 12th April; 26th April.

Council Meetings: 9th December; 13th January 2021; 10th February; 10th March; 14th April.

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EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 26/10/2020 (Period Oct 20 – Oct 21)

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 over the next 12 months. It is reviewed and published quarterly to take account of changes and additional key decisions.

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
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CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
CROSS HANDS EMPLOYMENT SITE	Jason Jones – Head of Regeneration	Leader	N/A	30/11/2020
TARGETED REGENERATION INITIATIVE	Jason Jones – Head of Regeneration	Leader	N/A	30/11/2020-
INTEGRATED IMPACT ASSESSMENT AND COVER SHEET	Wendy Walters, Chief Executive/Gwyneth Ayres	Deputy Leader	No	To be confirmed
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Culture, Sport & Tourism	June	July
WELLBEING OBJECTIVES	Wendy Walters Chief Executive	Communities and Rural Affairs		
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Chief Executive	Deputy Leader	If applicable	If applicable
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Chief Executive	Resources		As and when required
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	As And When Required
CITY DEAL UPDATE (INCLUDING PENTRE AWEL)	Wendy Walters Chief Executive	Leader		As & When Required
ANNUAL REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Date to be confirmed	Date to be confirmed
NET ZERO ACTION PLAN - REVIEW	Jason Jones, Head of Regeneration	Communities and Rural Affairs	Date to be confirmed	Date to be confirmed
BREXIT	Jason Jones, Head of Regeneration	Leader	Not applicable	16.11.20

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
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COMMUNITY SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
SOCIAL CARE FUNDING – COVID-19 RESPONSE	Jake Morgan - Director of Communities	Social Care & Health		
PPE - CURRENT POSITION & FUTURE NEED/UPDATE REPORT	Jonathan Morgan – Head of Homes and Safer Communities / Adele Lodwig	Housing		
FOOD & FEED SERVICE DELIVERY PLAN	Jonathan Morgan – Head of Homes and Safer /Sue Watts	Culture, Sports & Tourism		21/12/20
OLDER PEOPLE’S DAY SERVICES RECOVERY PLAN	Jonathan Morgan – Head of Homes and Safer / Alex Williams	Social Care & Health		NOV/DEC 2020
HOMELESSNESS AND TEMPORARY ACCOMMODATION REPORT	Jonathan Morgan – Head of Homes and Safer /Jonathan Willis	Housing		21/11/20
TYISHA	Robin Staines	Housing		
FUTURE PRESSURES IN ADULT SOCIAL CARE	Avril Bracey – Head of Adult Social Care	Social Care & Health		
COMMUNITY COHESION UPDATE	Jonathan Morgan – Head of Homes and SC/Les James	Housing		11/01/21
FUTURE OF HOUSING SERVICES ADVISORY PANEL	Jonathan Morgan – Head of Homes and SCr/Les James	Housing		11/01/21
UNIVERSAL CREDIT AND RENTS UPDATE RENT ARREARS POSITION STATEMENT	Jonathan Morgan – Head of Homes and Safer Communities/ Jonathan Willis	Housing		11/01/21
ANTI SOCIAL BEHAVIOUR POLICY	Jonathan Morgan – Head of Homes and Safer Communities /Les James / Sue Watts/Robert David Williams	Culture, Sports & Tourism	E&PP Scrutiny 21/01/21	08/02/21
LD STRATEGY	Chris Harrison Head of Strategic Joint Commissioning/ Avril Bracey - Head of Adult Social Care	Social Care & Health	SC&H 27/01/21	08/02/21
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan – Head of Homes and Safer Communities/ Rachel Davies/ Gareth Williams	Housing	18/01/21 Community Scrutiny	08/02/21 (Budget)
DOG BREEDERS LICENCE UPDATE (Change of policy/legislation)	Jonathan Morgan – Head of Homes and Safer Communities/ Roger Edmunds	Public Protection		24/05/21

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
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Pending				
DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20	Jake Morgan – Director of Communities/Silvana Sauro	Social Care & Health		TBC
2020 REVIEW OF LICENSING POLICY	Jonathan Morgan – Head of Homes and Safer Communities/ Emyr Jones	Culture, Sports & Tourism		TBC

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
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CORPORATE SERVICES				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	Resources	N/A	SEPT NOV JAN MARCH
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	SEPT/OCT JAN APR
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	JULY
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
COUNCIL TAX BASE	Chris Moore / Helen Pugh	Resources	N/A	DEC
Council Tax Reduction Scheme	Chris Moore / Helen Pugh	Resources	N/A	FEB
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
HIGH STREET RATE RELIEF	Chris Moore Director of Corporate Services /Helen Pugh	Resources	N/A	March
CORPORATE RISK REGISTER	Chris Moore Director of Corporate Services / Helen Pugh	Resources	- Audit Committee March & SEPT	

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CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	Resources	N/A	22 ND FEBRUARY – BUDGET MEETING
FINAL BUDGET Revenue & Capital	Chris Moore Director of Corporate Services	Resources	N/A	22 ND FEBRUARY – BUDGET MEETING
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	Resources	HOUSING	22 ND FEBRUARY BUDGET MEETING
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	Resources	N/A	NOV

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**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
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EDUCATION & CHILDREN				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
SCHOOL UPDATE REPORT- COVID 19, SCHOOLS CAUSING CONCERN AND FINANCE	Gareth Morgans – Director of Education and Children	Education & Children	N/A	
LA EDUCATION SERVICES SELF EVALUATION	Aneirin Thomas – Head of Education and Inclusion	Education & Children	tbc	Tachwedd 2020
UPDATE ON NEW CURRICULUM DEVELOPMENTS	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	October 2020
POST 16 EDUCATION	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	TBC
RESULTS OF 2020 EXAMINATIONS	Aneirin Thomas – Head of Education and Inclusion	Education & Children	N/A	TBC
PROPOSAL TO DISCONTINUE YSGOL GYNRADD BLAENAU AND TO INCREASE THE CAPACITY AND CHANGE THE NATURE OF PROVISION AT YSGOL GYNRADD LLANDYBIE (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	YES	21/12/20 (Stage 1) 10/05/21 (Stage 2) 05/07/21 (Stage 3)
ALN TRANSFORMATION ACTION PLAN	Aneirin Thomas – Head of Education and Inclusion	Education & Children	28/01/20	tbc
CHILDREN’S SERVICES PAPER- TBC	Stefan Smith - Head of Children’s Services	Education & Children	N/A	tbc
CARMARTHENSHIRE 10 YEAR STRATEGY FOR EDUCATION	Gareth Morgans – Director of Education and Children	Education & Children	23/11/20	October 2020
PROPOSAL TO RELOCATE YSGOL HEOL GOFFA AND TO INCREASE ITS CAPACITY (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	YES)	21st December

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 26/10/2020 (Period Oct 20 – Oct 21)

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PROPOSAL TO DISCONTINUE YSGOL RHYDYGORS (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	YES	21/12/20 (Stage 1) 10/05/21 (Stage 2) 05/07/21 (Stage 3)
PROPOSAL TO CHANGE THE AGE RANGE AT YSGOL SWISS VALLEY (TBC) (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	YES	21/12/20 (Stage 1) 10/05/21 (Stage 2) 05/07/21 (Stage 3)
PROPOSAL TO DISCONTINUE YSGOL GYNRADD MYNYDD Y GARREG (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	YES	21/12/20 (Stage 1) 10/05/21 (Stage 2) 05/07/21 (Stage 3)

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**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 26/10/2020 (Period Oct 20 – Oct 21)**

ENVIRONMENT

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
LOCAL DEVELOPMENT ORDERS	Llinos Quelch – Head of Planning/Ian R Llewellyn – Forward Planning Manager	Deputy Leader	TBC	2 nd November 2020
HIGHWAYS MAINTENANCE MANUAL (HAMP)	Steve Pilliner - Head of Transportation & Highways/Chris Nelson/ Richard Waters	Environment	2/11/2020	21 st December 2020
HAMP ANNUAL PROGRESS REPORT	Steve Pilliner - Head of Transportation & Highways /Richard Waters	Environment	TBC	21 st December 2020
EQUESTRIAN STRATEGY	Steve Pilliner - Head of Transportation & Highways /Caroline Ferguson	Environment	January 2021	TBC
LAND OWNER CHARGING POLICY (FURNTIURE)	Steve Pilliner - Head of Transportation & Highways /Caroline Ferguson	Environment	TBC	TBC
ELECTRIC VEHICLE STRATEGY	Steve Pilliner - Head of Transportation & Highways/ Thomas Evans	Environment	TBC	TBC
AMR PLANNING	Llinos Quelch- Head of Planning	Deputy Leader		TBC
PROPERTY CONTRACTORS FRAMEWORK	Jonathan Fearn - Head of Property	TBC	TBC	TBC
APR	Llinos Quelch- Head of Planning	Deputy Leader	TBC	TBC
CARMARTHENSHIRE NATURE RECOVERY ACTION PLAN	Llinos Quelch- Head of Planning /Rosie Carmichael	TBC	TBC	TBC
CARMARTHENSHIRE POLLINATOR ACTION PLAN	Llinos Quelch- Head of Planning /Rosie Carmichael	TBC	TBC	TBC

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
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Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
REGIONAL TECHNICAL STATEMENT	Llinos Quelch- Head of Planning /Hugh Towns	Planning	TBC	TBC
HWRC NORTH	Ainsley Williams. Head of Waste & Environmental Services	Environment	TBC	TBC
PUBLIC CONVENIENCES	Ainsley Williams. Head of Waste & Environmental Services Rhys Davies	Environment	TBC	TBC
BURRY PORT HUMPS	Steve Pilliner - Head of Transportation & Highways/ Adrian Harries	Environment	TBC	TBC
SECTION 278 RAINSCAPE	Steve Pilliner - Head of Transportation & Highways/ Adrian Harries	Environment	TBC	TBC
WASTE COLLECTION STRATEGY REVIEW UPDATE	Ainsley Williams. Head of Waste & Environmental Services Dan John /Geinor Lewis	Environment	TBC	TBC
CLEANSING REVIEW	Ainsley Williams. Head of Waste & Environmental Services Dan John	Environment	TBC	TBC
NAPPY AHP COLLECTION	Ainsley Williams. Head of Waste & Environmental Services Dan John / Geinor Lewis	Environment	TBC	TBC

WORKING DRAFT

Policy & Resources Scrutiny Committee

Wednesday, 3 February 2021

PRESENT: Councillor A.G. Morgan (Chair);

Councillors:

S.M. Allen, K.V. Broom, D.M. Cundy, T.A.J. Davies, W.T. Evans (In place of H.L. Davies), G.H. John, J.K. Howell, C. Jones, K. Madge, J.G. Prosser, D.E. Williams and J.S. Edmunds;

Also in attendance:

Councillor D.M. Jenkins, Executive Board Member for Resources;
Councillor L.M. Stephens, Deputy Leader of the Council;

The following Officers were in attendance:

C. Moore, Director of Corporate Services;
N. Daniel, Head of I.C.T. and Corporate Policy;
R. Hemingway, Head of Financial Services;
L.R. Jones, Head of Administration and Law;
H. Pugh, Head of Revenues and Financial Compliance;
P.R. Thomas, Assistant Chief Executive (People Management & Performance);
S Burford, Project Manager;
R. Edgecombe, Legal Services Manager;
G. Ayers, Corporate Policy and Partnership Manager;
M. Evans Thomas, Principal Democratic Services Officer;
S. Rees, Simultaneous Translator;
J. Corner, Technical Officer;
E. Bryer, Democratic Services Officer;
R. Lloyd, Democratic Services Officer;
M.S. Davies, Democratic Services Officer.

Virtual Meeting: 10.00 am - 1.20 pm

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor H.L. Davies.

2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM

Councillor	Minute Number	Nature of Interest
A. Davies	9 – 2020/21 Departmental Half Year Performance Report (1st April to 30th September 2020);	Sister-in-Law is Head of Revenues and Financial Compliance;
G. Morgan	4 - Revenue Budget Strategy Consultation 2021/22 to 2023/24;	Tenant at Delta Lakes, Llanelli.

3. PUBLIC QUESTIONS

No public questions had been received.

4. REVENUE BUDGET STRATEGY CONSULTATION 2021/22 TO 2023/24

The Executive Board Member for Resources presented the Revenue Budget Strategy 2021/22 to 2023/24 which had been endorsed by the Executive Board for consultation purposes at its meeting on 18th January 2021. The report, which provided Members with the current view of the Revenue Budget for 2021/2022 together with indicative figures for the 2022/2023 and 2023/2024 financial years, was based on officers' projections of spending requirements and took account of the provisional settlement issued by Welsh Government on 22nd December 2020. It also reflected the current departmental submissions for savings proposals. The impact on departmental spending would be dependent upon the final settlement from Welsh Government and the resultant final Budget adopted by County Council.

The budget proposals, as presented in the report, assumed the full delivery of all of the savings proposals submitted, together with the identification and delivery of the shortfall in savings proposals 2022-23 and 2023-24. Further cost reductions would need to be identified for years 2022/23 and 2023/24 to be able to maintain the current Budget Strategy and level of council tax.

It was highlighted that the critical importance of minimising the Council Tax increase for residents whilst maintaining a balanced budget in these unprecedented and challenging times was recognised.

Given the scale of the pressures and forecasted budget gap, Council Tax increases had been maintained at the previous MTFP levels of 4.89% in each of the three financial years which, it was considered, provided at least some mitigation to the savings proposals which the council needed to consider.

Amongst the issues raised during consideration of the report were the following:

- In response to a question as to how, when considering the budget proposals, the compromising of the ability of future generations to meet their own needs could be avoided when settlements were received so late the Director of Corporate Services acknowledged that it was a challenge which was why the Council itself formulated a 3-year budget so that the likely situation could be reasonably predicted within available parameters as to how Welsh and national government allocated funds;
- Concern was expressed the effect of the pandemic on school reserves. The Committee was advised that the Authority continued to work with the 30% of schools which were currently in deficit but it was clarified that most of the additional expenditure by schools associated with the pandemic had been funded by the hardship claims made to Welsh Government and it was anticipated that this would continue to be the case for the foreseeable future;
- In terms of general reserves, which provided a 'safety net' for unexpected variations in expenditure in any year [e.g. floods, covid] and enabled the Council to respond, the Committee was advised that it had always been deemed that 3% of net expenditure was a prudent level and it was recommended that this be retained;
- In response to a suggestion that the proposed Council Tax be reduced further than what was being recommended utilising reserves to help ratepayers at this difficult time the Director of Corporate Services advised

that this would be an imprudent use of reserves for the reasons outlined earlier - the need to retain them for *unexpected* variations – and also the likely impact on residents the following year in terms of having to recover the lost tax. The Committee was advised that, in line with the budget consultation process, if it did wish to recommend a reduction of the Council Tax which did not impact on reserves it should consider the proposed budget and those areas where it would recommend spending could be reduced. Alternatively, substantial efficiency savings, presented in the report, had already been deferred to the following year and the Committee could express the view that some of these be brought forward.

RESOLVED to accept the report and endorse the Charging Digest.

5. FIVE YEAR CAPITAL PROGRAMME - 2021/22 TO 2025/26

The Executive Board Member for Resources presented the 5-year capital programme which provided an initial view of the 5-year Capital Programme from 2021/22 to 2025/26. The report formed the basis of the budget consultation process with Scrutiny Committee and other relevant parties and any feedback, along with the final settlement, would inform the final budget report which would be presented to members in March 2021. The proposed capital programme was a capital spend of some £242m over the next 5 years and current funding proposals included external funding of £119m. The report highlighted the provisional settlement received from the Welsh Government which indicated capital funding of £11.866m for the Authority in 2021-22. The funding was made up of Unhypothecated Supported Borrowing of £5.925m and General Capital Grant of £5.941m. In summary, the overall position of the capital programme was funded for the 5 years from 2021/22 to 2025/26.

Amongst the issues raised during consideration of the report were the following:

- In response to a query relating to the availability of expenditure to address road repairs the Committee was advised that £600k was available in the capital programme for highways and Welsh Government had allocated a further £1.5m from its road refurbishment fund set up last year. In addition the Council could also bid for road resilience funding from the Welsh Government;
- In response to a concern over the delay in respect of the proposed new Ammanford School as part of the 21st Century Schools programme it was understood that the delay related to issues relating to the proposed site but an assurance was given that it remained in the capital programme;
- In response to a question it was stated that works in connection with County Hall, Carmarthen, and Ty Elwyn, Llanelli, could not be delayed due to health and safety and property maintenance issues. This included updating the fire alarm systems;
- In respect of the Tywi Valley Path it was considered that Welsh Government support would be required to secure its completion due to the likely substantial cost of the land acquisition necessary. However, at present the Welsh Government was focussing on its active travel initiative and therefore any further progress on the path was likely to be delayed;
- With regard to spending allocated in 2021/22 for the new Llanelli Leisure Centre it was pointed out that this was dependent on the commencement of work on the new Wellness Village, Pentre Awel;

- It was noted that borrowing limits were set out in the Treasury Management Policy. The Authority worked on the basis of managing internal borrowing to keep the limit down [Minute 7 below]. The Director of Corporate Services advised that there was a duty on him to report that any borrowing was affordable, sustainable and prudent before the Council made a decision on its budget.

RESOLVED that the Five-Year Capital Programme 2021/22 – 2025/26 be endorsed.

6. REVENUE & CAPITAL BUDGET MONITORING REPORT 2020/21

The Executive Board Member for Resources presented the Authority's Corporate Budget Monitoring Report and the Chief Executive's and Corporate Services departmental reports as at 31st October 2020 in respect of the 2020/21 financial year. The report also included an appendix detailing Savings Monitoring 2020-21. Reference was made to the likely continuing increase in demand for assistance under the Council Tax Reduction scheme which, to date, the Welsh Government had assessed on a quarterly basis. The situation was being monitored closely as it was unclear to what extent Welsh Government would continue its support in this regard. It was, therefore, acknowledged as a risk area in terms of the budget but one which, it was considered, the Authority had under control.

UNANIMOUSLY RESOLVED to receive the report.

7. TREASURY MANAGEMENT POLICY AND STRATEGY 2021-22

The Executive Board Member for Resources presented the proposed Treasury Management Policy and Strategy 2021/22 which would be considered by the Executive Board on the 22nd February, 2021, and was reminded that, as part of the requirements of the revised CIPFA Code of Practice on Treasury Management, the Council was required to maintain a Treasury Management Policy detailing the policies and objectives of its treasury management activities, and to approve a Treasury Management Strategy annually prior to the commencement of the financial year to which it related. Additionally, under the provisions of the Local Government Act 2003, the Council was required to approve its Treasury Management Prudential Indicators for the coming year. In response to a query the Director of Corporate Services agreed to look into the issue of arranging a refresher training session on treasury functions for members.

UNANIMOUSLY RESOLVED that the Treasury Management Policy and Strategy for 2021/22 and associated appendices be endorsed.

8. 2020/21 CORPORATE HALF YEAR PERFORMANCE REPORT (1ST APRIL TO 30TH SEPTEMBER 2020) THAT SPANS ACROSS ALL DEPARTMENTS

The Deputy Leader presented the 2020/21 Corporate Half Year Performance Report for the period 1st April - 30th September 2020 which focused on the performance measures included in the Corporate Strategy for all departments and enabled the Authority to demonstrate to citizens, members and regulators how performance was managed, and appropriate interventions implemented.

UNANIMOUSLY RESOLVED that the report be received.

9. 2020/21 DEPARTMENTAL HALF YEAR PERFORMANCE REPORT (1ST APRIL TO 30TH SEPTEMBER 2020) RELEVANT TO THIS SCRUTINY

The Deputy Leader presented the 2020/21 Departmental Half Year Performance Report for the period 1st April - 30th September 2020 detailed the progress made against the actions and measures in the Corporate Strategy 2020/12 on the delivery of the Well-Being Objectives within the Committee's remit. It was noted that due to the covid pandemic, Departmental Action plans for 2020/21 were not being monitored to allow services to concentrate on dealing with emergencies but that a half year Covid 19 pandemic Community Impact Assessment had been produced in lieu. An annual report for 2020/21 would also be produced on the Corporate Well-being Objectives.

In terms of sickness absence, which would be the subject of a separate report at the next meeting, the Assistant Chief Executive advised the Committee that for quarter 3 there had been 5.6 fte days lost compared to 7.67 fte days lost in the same period last year which was a significant improvement.

UNANIMOUSLY RESOLVED that the report be received.

10. CARMARTHENSHIRE PUBLIC SERVICES BOARD (PSB) MINUTES - SEPTEMBER 2020

The Executive Board Member for Resources presented the minutes of the meeting of the Carmarthenshire Public Services Board [PSB] held on the 29th September 2020. The Well-being of Future Generations (Wales) Act 2015 required that a designated local government scrutiny committee was appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee had been designated as the relevant scrutiny committee.

UNANIMOUSLY RESOLVED that the minutes of the PSB meetings held on the 29th September 2020 be received.

11. SWANSEA BAY CITY DEAL QUARTERLY MONITORING REPORT

[DURATION OF MEETING

At 1:00 p.m. during consideration of this item, the Committee's attention was drawn to Standing Order 9 'Duration of Meeting' and the fact that the meeting had been underway for 3 hours. It was therefore

RESOLVED to suspend Standing Orders to allow the remaining items on the agenda to be considered.]

The Executive Board Member for Resources introduced Jonathan Burnes, Programme Director for the Swansea Bay City Deal [SBCD], who presented a Quarterly Monitoring Report for the SBCD Portfolio and its constituent programmes / projects detailing the current status of the City Deal, a summary of programme / project key activity for the last 3 months and current quarter planned activity. In particular the Committee was apprised of the progress with regard to those projects which Carmarthenshire County Council was leading on namely:

- Digital Infrastructure;
- Pentre Awel;
- Yr Egin;
- Skills and Talent.

Amongst the issues raised on the report were the following:

- In response to a concern relating to funding in the present climate members were assured that this had been ring fenced for the City Deal and that dialogue with the Welsh and UK Governments was positive as the business cases were robust. The Director of Corporate Services commented that whilst there were issues of governance which had to be addressed the projects were gathering momentum;
- The Chair expressed the hope that there would soon be more detail with regard to job creation figures so that local communities could visualise the benefits of the projects;
- The Project Manager for Pentre Awel expressed her gratitude to everyone involved in preparing for the procurement stage of the scheme;
- The Executive Board Member Resources spoke of the need to fast-track the skills and training programmes so that there were suitably qualified local people who were able to apply for the job opportunities likely to arise. The Project Manager for Pentre Awel commented that an important element of the scheme was the involvement of the local community, including schools and local groups, to ensure that people were aware of, and encouraged by, the job opportunities likely to become available.

UNANIMOUSLY RESOLVED that the report be received.

12. FORTHCOMING ITEMS

UNANIMOUSLY RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on the 2nd March 2021 be received subject to the addition of a report on sickness absence.

13. MINUTES - 2ND DECEMBER 2020

UNANIMOUSLY RESOLVED that the minutes of the meeting held on the 2nd December 2020 be signed as a correct record.

CHAIR

DATE