

Document Pack



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FRIDAY, 13 JANUARY 2017

TO: ALL MEMBERS OF THE COMMUNITY SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **COMMUNITY SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, 3 SPILMAN STREET, CARMARTHEN AT 10.00 AM ON FRIDAY, 20TH JANUARY, 2017** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Mark James CBE

CHIEF EXECUTIVE



PLEASE RECYCLE

Democratic Officer:	Kevin Thomas
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www.carmarthenshire.gov.wales

COMMUNITY SCRUTINY COMMITTEE

13 MEMBERS

PLAID CYMRU GROUP – 5 MEMBERS

- | | | |
|----|-------------------|---------------------|
| 1. | Councillor | J.M. Charles |
| 2. | Councillor | J.K. Howell |
| 3. | Councillor | G.B. Thomas |
| 4. | Councillor | D.O. Tomos |
| 5. | Councillor | J. Thomas |

INDEPENDENT GROUP – 4 MEMBERS

- | | | |
|----|-------------------|---------------------------------|
| 1. | Councillor | W.R.A. Davies |
| 2. | Councillor | H.I. Jones |
| 3. | Councillor | H.B. Shepardson |
| 4. | Councillor | E.G. Thomas (Vice-Chair) |

LABOUR GROUP – 4 MEMBERS

- | | | |
|----|-------------------|---------------------------|
| 1. | Councillor | D.M. Cundy (Chair) |
| 2. | Councillor | S.L. Davies |
| 3. | Councillor | T. Devichand |
| 4. | Councillor | S. Matthews |

AGENDA

1. APOLOGIES FOR ABSENCE.
2. DECLARATIONS OF PERSONAL INTEREST
3. DECLARATIONS OF PROHIBITED PARTY WHIPS
4. PUBLIC QUESTIONS (NONE RECEIVED)
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6. HOUSING REVENUE ACCOUNT BUDGET AND HOUSING RENT SETTING FOR 2017/18 7 - 24
7. THE CARMARTHENSHIRE HOMES STANDARD PLUS (CHS+) "DELIVERING WHAT MATTERS" BUSINESS PLAN 2017-20 25 - 50
8. BURRY PORT HARBOUR - FUTURE MAINTENANCE 51 - 80
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10. EXPLANATION FOR NON SUBMISSION OF SCRUTINY REPORTS 101 - 102
11. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 5TH DECEMBER 2016 103 - 110
12. TO RECEIVE THE MINUTES OF THE JOINT MEETING OF THE COMMUNITY SCRUTINY COMMITTEE AND PLANNING COMMITTEE HELD ON THE 5TH DECEMBER 2016 111 - 114

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COMMUNITY SCRUTINY COMMITTEE

20th JANUARY 2017

**Forthcoming items for next meeting –
Monday 30th January 2017**

Discussion Topic	Background
<p>Planning Annual Performance Report 2015/16</p>	<p>As part of the 'Positive Planning' consultation in December 2013, the Welsh Government consulted on a series of proposals for measuring the performance of key stakeholders in the planning service. The Planning Performance Framework table, which was adopted in November 2014, reports the performance of local planning authorities against indicators and targets set by the Welsh Government.</p> <p>The Authority is required to submit this report to the Welsh Government in November of each year and this item will provide the Committee with an opportunity to consider and comment on this report.</p> <p>Consideration of this item was deferred by the Committee at its meeting held on the 3rd November</p>
<p>Local Development Plan Annual Monitoring Report</p>	<p>This item will provide the Committee with an opportunity to consider and comment on the Local Development Plan Annual Monitoring Report</p> <p>Consideration of this item was deferred by the Committee at its meeting held on the 3rd November</p>

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COMMUNITY SCRUTINY COMMITTEE

20th JANUARY 2016

Housing Revenue Account Budget and Housing Rent Setting for 2017/18

To consider and comment on the following issues:

- That as part of the Budget Consultation process, the Scrutiny Committee considers the revenue and capital budgets of Housing Revenue Account (HRA) and rent setting proposals for 2017/18 .This will be considered by Executive Board 06/02/17 and subsequently County Council on 22/02/2017

Reasons:

- To enable the Authority to set its Housing Revenue Account Budget and the Housing rent levels for 2017/18.
- To formulate views for submission to the Executive Board / Council for consideration.

To be referred to the Executive Board for decision: YES
Executive Board – 6th February 2017
Full Council – 22nd February 2017

Executive Board Member Portfolio Holder(s):

- Cllr. David Jenkins (Resources)
- Cllr. Linda Davies Evans (Housing)

<p>Directorate: Corporate Services Directorate</p> <p>Name of Director: C Moore</p> <p>Report Author: A Thomas</p>	<p>Designations:</p> <p>Director of Corporate Services</p> <p>Group Accountant</p>	<p>Tel Nos. / E-Mail Addresses:</p> <p>Telephone 01267 224162 Email cmoore@carmarthenshire.gov.uk</p> <p>Telephone 01267 228742 Email andthomas@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE 20th JANUARY 2017

Housing Revenue Account Budget and Housing Rent Setting for 2017/18

This report has been prepared in conjunction with officers from the Department of Communities and brings together the latest proposals from the Revenue and Capital Budgets for the Housing Revenue Account 2017/20, which will be presented to the Executive Board on 6th February 2017.

The report is presented to the Community Scrutiny Committee as part of the budget consultation process and the Executive Board will consider any views expressed by this Committee when setting the Budget and Housing Rents for 2017/18.

This report has been prepared reflecting the latest proposals contained in the Housing Revenue Account Business Plan, which is the primary financial planning tool for delivering the Carmarthenshire Homes Standard *Plus* (CHS+) which includes the Affordable Housing Commitment. As members will be aware the original CHS programmes were completed at the end of 2015, to those homes where tenants agreed to have work undertaken.

- Appendix A provides members with details of the proposed Capital Programme for 2017/22
- Appendix B of this report provides members with details of the proposed Housing Revenue Account Budget for 2017/20

As part of the HRA reforms Carmarthenshire exited from the HRAS on 1/4/15. The impact of this change which included borrowing £79million, has been accommodated within this report.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

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

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

3. Finance

The report details the HRA proposals to be considered by Executive Board and County Council, taking account of the new Social housing Rent Policy from Welsh Government and exiting the Housing Revenue Account Subsidy (HRAS) system. If the proposals are agreed the budget and rent increase for the HRA will then be set for the forthcoming year.

The Proposals within the report recommend an increase as per the WG guidelines, an average of £2.84, which will allow the HRA Business Plan and budget to be set at a sustainable level.

Details of revenue expenditure/income and proposed capital programme are contained in the detailed report.

CONSULTATIONS

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

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

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

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
30-year Housing Business Plan	Financial Services, County Hall, Carmarthen
Social Housing Rents Policy	Financial Services, County Hall, Carmarthen

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REPORT OF THE DIRECTOR OF CORPORATE SERVICES

COMMUNITY SCRUTINY COMMITTEE

20th JANUARY 2017

HOUSING REVENUE ACCOUNT AND HOUSING RENT SETTING 2017/18

- REVENUE AND CAPITAL

DIRECTOR & DESIGNATION.	DIRECTORATE	TELEPHONE NO.
C Moore Director of Corporate Services	Corporate Services	01267 224160
AUTHOR & DESIGNATION	DIRECTORATE	TELEPHONE NO
A Thomas Group Accountant	Corporate Services	01267 228742
EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER(S)		
Cllr. David Jenkins (Resources)		
Cllr. Linda Davies Evans (Housing)		

1. INTRODUCTION

1.1. This report explains the proposed 2017/18 Housing Revenue Account (HRA) budget for both revenue and capital. It has been prepared in conjunction with officers from the Communities Department and will be presented to the Executive Board on 6th February 2017 for consideration and recommendation to County Council. This report is presented to this Community Scrutiny committee as part of the budget consultation process. The views expressed by this Committee will be fed back to Executive Board for their consideration when they set the 2017/18 HRA budget and Housing Rents.

1.2. The HRA budget for 2017/18 is being set to reflect:

- Social Housing Rent Policy (set by WG)
- Proposals contained in the Carmarthenshire Homes Standard *Plus* (CHS+) Delivering What Matters

1.3. Exit from HRAS reform

Carmarthenshire County Council along with the other 10 local authorities (LAs) in Wales, exited the HRAS on 1/4/15.

For Carmarthenshire, this entailed borrowing £79million with annual repayments of approximately £4.8million. We would have paid approximately £6.2million to WG for HRAS, which would have been repaid annually to the UK treasury. Carmarthenshire currently has a limit of indebtedness (borrowing cap) of £228million.

At the same time, LAs with retained stock were required to adopt the new Social Housing Rents Policy set by the Welsh Government (WG) as a result of the Essex review 2008. It aimed to develop a coherent and consistent rent policy framework that would apply to all social landlords, reflect local variations in affordability and housing market values, providing for a more equitable distribution of rents for social sector tenants across Wales, while at the same time ensuring the viability of individual social landlords. County Council approved the implementation of the policy on 24/02/15.

1.4 Capital investment

A capital investment of £231m has been undertaken to deliver the CHS+ by 2015. This includes £117million of unsupported borrowing. This investment is being funded by Major Repairs Allowance received from the WG, capital receipts from the sales of land and dwellings, HRA revenue funding, external grants and borrowing. This ensured the delivery of work programmes to all our tenants homes (with the exception of where the work was declined by tenants).

The (CHS+) Delivering What Matters 2017-20 highlights the approach that will be taken over the next three years and will be presented by the Head of Housing in this meeting. It includes further investment over the next 5 years of £50million to maintain the CHS+ and £36million for our affordable homes programme. This is supported by an on-going cost certainty exercise to ensure our investment is targeted to maintain the CHS+ and deliver our Affordable Homes targets.

The timing and method of sale of HRA land is being kept under review to ensure that receipts are maximised, while retaining the current target of £620k to support the Business Plan. It is recognised that CHS+ supports the building of new council homes and utilising existing Council land for future housing opportunities.

The profile of capital expenditure required to maintain the CHS+ and invest in affordable homes is detailed in appendix A. The plan is extremely sensitive to change and is currently being fully reviewed every 6 months, with ongoing monthly monitoring to identify any potential issues.

2. BUSINESS PLAN ASSUMPTIONS

2.1. There are many assumptions within the Business Plan, including future rental levels, interest rates, inflation etc. Business Plan guidance from the WG is yet to be received for 2017/18 as the date for submission has been changed from February to March.

The main Business Plan assumptions are currently as follows:

- **Rents** continue with the Social Housing Rents Policy introduced by the Welsh Government (WG) for 2015/16. Every year the WG will increase the target rent by CPI plus 1.5%, and for those properties below the target rent with a maximum of £2 per week increase until the target rent is reached (this was the policy agreed by County Council for 2015/16). They will also review the locational indices which can vary the weighting between authorities in relation to the average increase of CPI plus 1.5%.
- **Major Repairs Allowance (MRA)** has not changed and is calculated by our stock levels. This has not been increased for future years, but has been varied for changing stock numbers. Our MRA is estimated to be £6million for 2017/18.
- **Capital Receipts from the sale of land** are 100% useable. The programme of sales has been re-profiled with fewer sales planned over the next 5 years. This is considered to be a prudent measure considering the current prevailing market conditions and our Affordable Homes ambitions.
- **Void Loss** incurred on dwellings currently set at 2.1% in line with current performance (previously 2.4%). This has been agreed with Officers from Housing and Building Services.
- **Central Support Costs** are based on services received by departments, these have been validated accordingly.
- **Stock Numbers** have been updated based on the latest forecast.
- **Interest on Balances** is estimated to be £46k based on an interest rate of 0.3% (average interest earned).

2.2. On 21/12/16 WG have confirmed that the all Wales rent increase for 2017/18 is 2.5% (CPI 1% plus 1.5%) plus progression which is maximum of £2.

Members should note that our capital expenditure is limited over the life of the financial model by the borrowing cap of £228million referenced previously.

As most of the schemes in delivering Housing projects have a significant lead in time, there will be an ongoing review of what is needed to maintain CHS+ and deliver our affordable housing commitment.

3. EXPENDITURE

The expenditure levels in the Business Plan have been set in anticipation of the Business Planning guidance

Maintenance and Stock Improvement

Revenue repairs and maintenance expenditure is forecast to be £9.16million in 2016/17. This is an increase on the 2016/17 budget (£8.89million) which reflects local building costs, forecast outturn for 2016/17 and changes in stock numbers.

The capital programme provides resources to:-

- maintain our stock to the CHS+ (including carrying out improvements to previously declined properties)
- deliver our Affordable Homes commitment

For 2017/18 the capital programme is £9.18million. This gives an overall spend of £18.64million on stock improvement and maintenance (the total for 2016/17 was £15.99million)

Affordable Housing Commitment

WG have recently indicated the availability of Housing Finance Grant (HFG2) funding for new affordable housing .This will provide £6.9million extra funding for the county, which is planned as part of the 5 year programme. The funding will be provided as a revenue source, requiring the authority to borrow the money and WG repaying part of the capital charges.

We have set aside £36million over the next five years as part of the capital programme to increase the supply of affordable homes. An update to Scrutiny was reported on the new build element of the Affordable Homes Programme on 29th September 2016. Within 2016/17 £4.7million has been identified for the Delivery Plan (including development costs).

The capital programme and funding sources for this programme up to 2021/22 are detailed in Appendix A.

Validation

The proposed Business Plan includes the following validations for 2017/18, which is in line with the proposed budget strategy:

- General payroll costs are +1%.

- General inflation has been accommodated at +2.4%
- Electricity, gas & oil at +5%.
- Increased pension costs from 17.5% to 17.9%

Capital Financing and Subsidy

The capital financing costs reflect the borrowing requirement inclusive of the exit from HRAS.

Details of the budget for Housing Revenue Account for the period up to 2019/20 is shown in Appendix B

4. INCOME

4.1. As referenced previously in this report, the rent increase proposal is in line with the WG Social Housing Rent Policy. Carmarthenshire's current average rent is £78.93 per week, which leaves us above the low-end WG target rent level of £78.08. Housing Association rents in Carmarthenshire range from £61 for 1 bedroom to £75 for 3 bedroom properties. In the private sector median rents for 1 bedroom are £90 and 3 bedroom are £115. At the present time there are about 440 homes above target rent, 4,598 homes below this level and 3,987 are at target rent. All these properties are required to meet the target rent set by WG within the next three year period.

When setting rents for 2017/18 the rent calculation will be fixed as follows:

For those properties at target rent the increase will be:-

Consumer Price Index (CPI for September 2016 @ +1%) + 1.5% = 2.5%

For those properties where rent is below target the increase can be:

Consumer Price Index (CPI for September 2016 @ +1%) + 1.5% = 2.5%

plus a maximum of £2 progression.

Those rents above target are frozen until such time that they meet the target. When a property becomes empty it is placed in the target rent band.

All the above principles were agreed at County Council 23/02/15.

The target rents provided by WG, due to changes in the locational indices, allowed for Carmarthenshire's rents to increase by an average of 3%.

Based on applying the policy for 2017/18 at 2.5% rent increase plus £2 progression this would produce an average rent of £81.77 (increase of 3.6% or £2.84).

Applying the policy, as per the WG tables, for 2017/18 at 3% rent increase plus £2 progression this would produce an average rent of £82.16 (increase of 4.1% or £3.23).

Details of the rent increases on individual householders are below:-

Receive an increase of :-	3.6% increase	4.1% increase
No increase	440	440
up to £2.00	1,093	89
£2.00 to £2.99	3,143	3,742
£3.00 to £3.99	517	454
£4.00 to £4.99	3,832	3,947
£5+	0	353
	9,025	9,025

Table 4 : No .of Householders affected by average increases.

Currently 36% of tenants are on full Housing Benefit (HB), 28% are on partial HB and 36% in receipts of no HB.

Not implementing the full increase from 3.6% to 4.1% will result in a loss of rental income for 2017/18 of £183k.

The formula used for future annual rent increases has been set by the WG in the Social Housing Rents Policy which commenced in 2015/16 and is fixed for a 5 year period. However, WG have brought forward the review of this policy to early 2017. Nationally there has been a delay in the way Housing Benefit (housing costs for those on Universal Credit) is paid to tenants who live alone, claim benefit and are under the age of 35. From 1 April 2019, those affected will move to the Local Housing Allowance rate for shared accommodation. From December 2017 most tenants under 21 years age ,who are a new Universal Credit claimants will not be eligible for housing costs to cover their rent. Further details of the impact on Carmarthenshire tenants will be brought to members as the situation is clarified.

4.2 Transitional Protection (as per WG policy)

The additional £2 maximum increase gives protection to tenants particularly if they are not in receipt of Housing Benefits. The maximum £2 per week has been included to restrict rent increases should some homes be significantly below target rent at the present time. If we need to increase average weekly rent so that it falls within the target rent band, transitional

protection for tenants will apply. So legally, the rent for an individual tenant cannot be increased by more than £2 per week, in addition to the agreed annual rate of rent increases.

4.3 Target Rents for Carmarthenshire

Current targets and those for 2017/18 are set out overleaf:-

	Houses and Bungalows (£)					Flats (£)				Bedsits (£)
	1Bed	2Bed	3Bed	4Bed	5+Bed	1Bed	2Bed	3Bed	4+Bed	
Target Rent 2016/17	73.45	81.61	89.77	97.93	106.09	66.45	73.84	81.22	88.61	59.07
Target Rent 2017/18 @ 2.5% increase	75.29	83.65	92.01	100.38	108.75	68.11	75.69	83.25	90.83	60.55
Target Rent 2017/18 as indicated by WG	75.67	84.08	92.49	100.90	109.31	68.47	76.07	83.68	91.29	60.86

WG policy rent band, 2017-18		
Low end	Mid point	High end
(£ per week)	(£ per week)	(£ per week)
80.44	84.67	88.91

Table 1: Comparison of Current Average Weekly Rents to Target Rents over 52 weeks and Rent Bands

For Carmarthenshire our average target rent for 2017/18 is £84.67 (mid point). The all Wales average is £88.70 with Carmarthenshire's being the lowest.

Continuing to progress towards target rents will eventually give scope to amend rents in areas of high and low demand while remaining within the rent envelope.

The second part of the policy requires us to harmonise our rents. Though we will achieve target rent we still have a number of properties that do not fall within the rent harmonisation banding on property type. The proportion of dwellings below target rents is 50% as a result of the £2 progression implemented last year and the target rent being charged as a result of properties becoming vacant. This was over 85% when we began the harmonisation process. Overleaf is a table outlining the numbers of properties reaching target rents over the next 3 years. As detailed there will be significant numbers of properties not on target rents post 2020.

Year	2.5% or 3% + £2 max increase cap. No of properties.
2017	1,021
2018	615
2019	1,011
Post 2020	1,951

Table 2: Properties achieving target rents per year - assuming 2.5% or 3% increase plus cap at £2

Rents not at target rents

By agreeing to a rent increase capped at £2 with no decrease for those properties above target rent, we will be compliant with the 2017/18 Business Plan assumptions.

4.5. Garage Rental Income

The HRA currently receives a net rental income of £120k per annum. This equates to a weekly charge of £8.75 per week. The average rental for garages in the private sector is about £8 per week, dependant on location. It is proposed that garage rents are increased by 2.5% in line with the rent increase to £9.00 per week. This will increase the net rental income to £123k for 2017/18. Garage bases will rise similarly from £2.20 per week to £2.25 per week.

4.6. Service and Heating charges

Service charges are now calculated in line with the policy adopted in 2011 and is based on actual expenditure for the previous financial year. In line with the policy and to reflect the additional work carried out, an administration fee of 10% is added. Implementing the Service Charge Policy will ensure those who receive additional services now pay for those services in a fair and transparent way. We have also separately identified charges relating to the cost of extra services that some tenants benefit from, over and above the services covered by basic rent. The Environment department currently carries out grounds maintenance and grass cutting for communal areas and all HRA owned land. It is proposed at present not to implement a service charge to recover the cost of grounds maintenance for HRA public open places on Council estates but to continue to pool these costs. This can be reviewed when guidance is issued by the Welsh Government.

However there is a case to charge and recover costs from tenants that benefit from grounds maintenance of areas directly around or outside specific properties where there is a common and exclusive boundary.

The impact on tenants is outlined in the table below:-

Service Charge Weekly Increase	Number of Householders Affected	
	2016/17	2017/18
Capped at £3.30	52	68
Rise of between £2 and £3.30	24	90
Rise of between £1 and £2	111	93
Rise of less than £1	186	289
Properties added 2017/18	0	13
No Change	0	157
Reduced by less than £1	275	401
Reduced by between £1 and £2	176	76
Reduced by greater than £2	473	130
No Charge in year	7	0
Total	1304	1317

Table 5: No. of Householders affected by service charge changes.

4.7 Sewerage Treatment Works

The cost of running and maintaining the Works falls on the HRA. It is proposed for 2017/18 that current charges are increased as per our rent increase. In the meantime Officers are reviewing the future use and running of the Works as part of the Asset Management Plan.

4.8 Commission on Collection of Water Rates

The budget assumes the continued business with Dwr Cymru/Welsh Water, which generates an income of £560k. Some local authorities are being challenged on the legality of acting as an agent in this business arrangement under the Water Resale Order 2006.

5. BALANCES

5.1. The final forecasted balances will obviously be subject to the decisions made on the income levels proposed within this report. If the rental increase is set at 3.1% the overall proposed budget will result in a surplus on the Housing Revenue Account of £2.3million for the year. It should also be noted in Appendix B that balances are required to support the current strategy of funding our capital expenditure and continue to make our business plan affordable over a 30 year period.

6. Proposed recommendations to Executive Board

- To increase the rent in line with WG guidelines:-
 - Properties at target rents will increase by 2.5% (CPI + 1.5%) and
 - Properties where rent is below target rent, rent will increase by 2.5% (CPI + 1.5%) plus a maximum progression of £2
 - Those rents above target are frozen until such time that they meet the target.

This will produce an increase on the average housing rent of £2.84

- This will produce a sustainable Business Plan, maintain CHS+, resource our Affordable Homes programme and is supported by DCHS Steering Group
- To continue with maximum progression of £2, for rents below target, until target rents are achieved
- To increase garage rents to £9.00 per week (from £8.75 in 2016/17) and garage bases to £2.25 per week (from £2.20 in 2016/17)
- Apply the service charge policy to ensure tenants who receive the benefit from specific services pay for those services
- To increase charges for using our sewerage treatment works in line with rent increase.

7. RECOMMENDATION:

That as part of the budget consultation process, Community Scrutiny Committee consider and comment on the Revenue and Capital Budget of the Housing Revenue Account and rent setting proposals 2017/18. This will be considered by Executive Board, 6th February, 2017 and subsequently County Council.

Report of Director of Corporate Services
HRA - Capital Programme Budget 2017/18 - 2021/22

Appendix A

	<u>Budget 2017/18</u> (£000s)	<u>Budget 2018/19</u> (£000s)	<u>Budget 2019/20</u> (£000s)	<u>Budget 2020/21</u> (£000s)	<u>Budget 2021/22</u> (£000s)
Maintain the standard:					
Internal work- kitchens, bathrooms, heating etc	1,377	621	1,183	4,369	5,091
Wall finishes	2,386	1,698	1,772	2,747	2,801
Roofing	918	922	1,066	985	969
Planned boiler replacements	318	190	87	0	66
Structural works on estates e.g. boundary walls	603	611	617	333	330
Work to empty homes	1,580	1,618	1,655	1,684	1,714
Support Tenant and Residents:					
Sheltered Scheme improvements	505	518	525	542	560
Adaptations	900	930	963	995	1,027
Environmental works	291	298	303	309	316
Provide more affordable homes:					
Housing Development Programme	9,990	9,162	12,357	4,652	0
Support the delivery of CHS+:					
Programme management	152	155	158	162	165
Stock condition information	150		150	0	150
TOTAL	19,170	16,723	20,836	16,778	13,189

CAPITAL FUNDING FROM:	<u>Budget 2017/18</u> (£000s)	<u>Budget 2018/19</u> (£000s)	<u>Budget 2019/20</u> (£000s)	<u>Budget 2020/21</u> (£000s)	<u>Budget 2021/22</u> (£000s)
Welsh Government Grant-MRA	6,170	6,170	6,170	6,170	6,170
Receipts which we can use from sales	620	0	0	0	0
Direct Revenue Financing	3,793	3,262	7,761	10,608	7,019
External Borrowing	8,587	7,291	6,905	0	0
TOTAL	19,170	16,723	20,836	16,778	13,189

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Report of the Director of Corporate Services
Housing Revenue Account 2017/18 - 2019/20

Appendix B

REVENUE SPENDING TO:	<u>Budget 2017/18</u> <u>(£000s)</u>	<u>Budget 2018/19</u> <u>(£000s)</u>	<u>Budget 2019/20</u> <u>(£000s)</u>
Repair and maintain homes	9,455	9,881	10,302
Supervision and management	8,086	8,396	8,731
Support services e.g. legal and finance	1,658	1,715	1,772
Direct Revenue Financing - Capital projects	3,793	3,262	7,761
Provision for Bad debts	500	530	562
Capital charges	14,172	14,533	15,118
TOTAL	37,664	38,317	44,246

REVENUE FUNDING FROM:	<u>Budget 2017/18</u> <u>(£000s)</u>	<u>Budget 2018/19</u> <u>(£000s)</u>	<u>Budget 2019/20</u> <u>(£000s)</u>
Tenant rents	37,921	40,185	42,555
Service charges	739	764	790
Interest received	46	55	72
Income from other departments	312	315	318
Housing Finance Grant 2			248
Water rates commission	587	600	612
Grants / Other	347	249	289
TOTAL	39,952	42,168	44,884

HRA END OF YEAR POSITION:	<u>Budget 2017/18</u> <u>(£000s)</u>	<u>Budget 2018/19</u> <u>(£000s)</u>	<u>Budget 2019/20</u> <u>(£000s)</u>
Balance brought forward from last year	-14,138	-16,426	-20,277
HRA budgeted surplus (-)/ deficit (+)	-2,288	-3,851	-638
BALANCE CARRIED FORWARD	-16,426	-20,277	-20,915

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COMMUNITY SCRUTINY COMMITTEE

DATE: 20TH JANUARY 2017

SUBJECT:

THE CARMARTHENSHIRE HOMES STANDARD *PLUS* (CHS+) “Delivering What Matters” Business Plan 2017-20

Purpose:

- To explain the vision and detail of the Carmarthenshire Homes Standard Plus over the next three years, and what it means for tenants.
- To confirm the financial profile, based on current assumptions, for the delivery of the CHS+ over the next three years.
- To produce a business plan for the annual application to Welsh Government for Major Repairs Allowance (MRA) for 2017/18, equating to £6.1m

To consider and comment on the following issues:

- To confirm the vision of the CHS+ and the financial and delivery programme over the next three years.
- To confirm the submission of the plan to Welsh Government.

Reasons:

- To continue our CHS+ vision to deliver what really matters to tenants.
- To continue to support tenants by maintaining and further improving the CHS+, with an overall investment of £25m over the next three years.
- To continue to deliver our Affordable Homes Plan with a range of solutions, including council new build, with a further £30m investment over next three years.
- To make members' aware that the delivery of the Plan is dependent on an average rent increase of 2.5% for 2017/18.
- To enable submission to the WG to access £6.1m of MRA for 2017/18

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

Executive Board	Yes- 6 th February, 2017
Council	Yes- 22 nd February, 2017

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Linda Evans (Housing Portfolio Holder)
 Cllr Hazel Evans (Technical Services Portfolio Holder)
 Cllr David Jenkins (Deputy Leader and Resources Portfolio Holder)

Directorate: Communities	Designations:	Tel Nos./ E Mail Addresses:
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EXECUTIVE SUMMARY
COMMUNITY SCRUTINY COMMITTEE
DATE: 20TH JANUARY, 2017

SUBJECT:
THE CARMARTHENSHIRE HOMES STANDARD PLUS (CHS+)
“Delivering What Matters”
Business Plan 2017-20

What is the purpose of the plan?

- To explain the vision and detail of the Carmarthenshire Homes Standard Plus over the next three years, and what it means for tenants.
- To confirm the financial profile, based on current assumptions, for the delivery of the CHS+ over the next three years.
- To produce a business plan for the annual application to Welsh Government for Major Repairs Allowance (MRA) for 2017/18, equating to £6.1m.

What is the context?

Since 2006, we have been working to deliver the published work programmes to our tenants' homes. We called this the CHS+ and achieved this to homes where tenants agreed to have the work done during 2015. We fully acknowledge, however, that this is not the end of the journey and want to do more. This plan sets out how we will do this, confirming the financial and delivery programme over the next three years.

Our commitment to CHS+ remains firmly on track, building on what has already been achieved and trying to be as ambitious as we can.

We continue to challenge and review the stock information we hold and how it is collated. This enables us to confirm the future expenditure needed to maintain the standard and what money will be available for our affordable homes delivery programme. Through careful programme management we are able to spend in excess of £55m over the next three years on these projects.

As part of the CHS+, which has been developed with tenants and partners, we continue to commit to three main themes:

- **Supporting tenants and residents** around things like welfare reform, getting services right and saving tenants money in the home. As part of this plan, we also want to ask tenants and partners what the CHS+ should look like in the future and what improvements can we make.
- **Investing in homes' to maintain standards** making sure we understand what we need to do to achieve this. This plan confirms work that will be undertaken to maintain the standard and what our key principles are to support our future approach to managing

the homes, land and garage areas.

- **Providing more homes** to increase the supply of affordable housing. This plan continues to set out our delivery programme to increase the number of homes using a variety of solutions, including council new build.

Finally we set out what the key assumptions are to make sure the plan remains viable and what we will spend the money on and how it is funded. As part of this we will continue to be pro-active in identifying funding opportunities that further support the delivery of the plan.

What will we deliver in this plan?

The following provides a brief summary:

<p>Supporting Tenants and Residents</p>	<p>We will:</p> <ul style="list-style-type: none"> • Support tenants and residents in managing the challenges and changes as a result of Welfare Reform. • Continue to challenge the way we deliver services, particularly our approach to sustaining tenancies, the way we deliver repairs to homes and the quality of the grass cutting service we provide. • Continue to support initiatives to save tenants' money in the home. • Work with tenants to see what improvements they would like to see to CHS+ in the future.
<p>Investing in tenants' homes</p>	<p>We will:</p> <ul style="list-style-type: none"> • Know exactly what we need to do to maintain the CHS+ in the future and fill in any existing gaps. • Continue to deliver work programmes to replace things that need replacing, based on evidence and need. • Develop a specific investment plan on to focus on energy efficiency measures that offer the best value for money. • Continue to provide homes better suited to tenants needs through investing in things like sheltered housing and adaptations. • Only invest in homes, land and garages where there is a clear benefit

	to do so to meet our vision.
Providing more homes	<p>We will:</p> <ul style="list-style-type: none"> • Continue to provide a range of solutions to deliver more affordable homes. • Continue with, and further develop, our Council new build programme, bringing new sites forward when funding confirmed • Look to establish a Local Housing Company to deliver even more affordable homes

What this current plan will not deliver?

We have received requests from some members to explore the feasibility of developing optional additional heating methods for homes e.g. coal/wood burner. We have carried out research and estimate that the cost of installation in a home will vary between £4,000 and £6,500 dependant on dwelling type and existing things like chimneys, size of openings etc. We would also need to cater for a coal bunker or storage shed. As well as these capital costs of installation there would also be an increase in servicing costs.

There are also other issues that have been highlighted:

- There would be a considerable annual cost to the tenant (about £580) to run the system, unless they were in receipt of concessionary coal or could source free wood.
- Due to the nature of these appliances they could potentially increase the risk of accidental fires and injuries.
- Installing such appliances in homes could reduce energy efficiency ratings which could have a potential knock on effect on the level of rent that could be charged.
- Discussions with the Tenant Involvement Group indicate that they would prefer us to spend money on more innovative measures to improve energy efficiency of homes, as opposed to a secondary heating source.

As a result of the above research, we will not be offering optional additional heating as part of this plan.

Recommendations:

- To confirm the vision of the CHS+ and the financial and delivery programme over the next three years.
- To confirm the submission of the plan to Welsh Government.

DETAILED REPORT ATTACHED?	YES – The Carmarthenshire Homes Standard <i>Plus</i> : Delivering What Matters 2017-20
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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: **Robin Staines**

Head of Housing & Public Protection

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

1. Policy, Crime and Disorder and Equalities

The CHS+ will act as the framework for policy development across housing services delivery and will contribute to wider agendas.

2. Legal

The Housing (Wales) Act 2014 sets out our statutory duty to maintain the Welsh Housing Quality Standard (our version is the Carmarthenshire Homes Standard *PLUS*) in our existing stock.

3. Finance

Delivering the CHS+ will continue to present significant financial challenges and risks to the County Council.

We have spent over £230m to achieve the standard, with nearly £120m of this spend has been funded through a prudential borrowing programme.

Through careful management, the financial model remains viable to not only maintain the CHS+, but also deliver more affordable homes. A summary of costs to this over the next three years is included in the Plan.

A general rent increase of 2.5% for 2017/18 is also assumed in the plan.

4. Risk Management

The CHS+ programme is identified as moderate risk in the Council's Risk Management Plan. A risk management plan has been developed to mitigate and review all risks associated with the programme.

Failure to deliver a viable Business Plan to Welsh Government by the end of March 2017 will mean the MRA of £6.1m for 2017/18 being withdrawn.

5. Physical Assets

The CHS+ will involve the management, maintenance and improvement of the Council's housing stock. This will be carried out within the context of our asset management principles which are defined within the plan. Any decision to acquire, convert or dispose of homes and/or land will be considered in line with these principles.

This plan will also result in an increase in the Council housing stock through the new build and purchasing homes in the private sector initiatives.

CONSULTATIONS

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

Signed: Robin Staines

Head of Housing & Public Protection

1. Local Member(s)

n/a

2. Community / Town Council

n/a

3. Relevant Partners

n/a

4. Staff Side Representatives and other Organisations

Substantial engagement was carried out with tenants and other partners in the development of this Plan. This included stakeholder events, 1-2-1 interviews, visits and events in communities and attendance at various meetings.

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.	Location that the file is available for public inspection
The Carmarthenshire Homes Standard <i>PLUS</i> : "Delivering What Matters 2017-20"	Housing General Files	Council website- Democratic Services

The
Carmarthenshire
Homes Standard
Plus: Delivering
What Matters
2017-2020

December 2016

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The Carmarthenshire Homes Standard *Plus* (CHS+) means....

- A standard that continues to evolve; improving the quality of housing and services for tenants and residents in Carmarthenshire. This will be done by focusing on what matters, within available resources.
- A flexibility to deliver our vision around affordable homes and maximise opportunities as they arise.
- Delivering as many wider benefits as possible to get the biggest impact from investments.

Did you know...

- We now manage over 9,000 homes.
- We plan to build over 60 new build homes over the next 12-18 months, with more to come.
- There are about 7,000 households on the Housing Choice Register.
- We get about 1,100 empty homes a year between ourselves and Housing Associations.
- We have carried out over 25,000 repairs to 7,000 tenants' homes during last 12 months.
- Tenants will pay over £36m every year in rent.
- This plan will see a total investment of over £55m to improve existing homes and increase the supply of affordable homes.

Introduction- Executive Board Members

The last year has been extremely busy as we continued to deliver services and projects that really matter to people.

We are all aware of our significant, and proud achievement, of delivering the Carmarthenshire Homes Standard *PLUS* (CHS+) during 2015 to homes where tenants agreed to have the work carried out. As we have said, however, this is not the end of the journey. Far from it, we have been working hard over the last 12 months to do more and this plan sets out how we will do this over the next three years. We want to build on what has already been achieved and be as ambitious as we can.

Supporting tenants and residents is still a key theme within the plan. Here, we set out how we will deliver what matters in terms of improving services, how we are dealing with welfare reform issues and how we will be saving tenants money in their home. In the next 12 months we will also be publishing the results of our health impact study that will demonstrate the impact our investment is having on people's health and well-being.

We have agreed to maintain homes to the CHS+. Over the next three years we will be investing over £25m improving homes and maintaining the standard. We will also take advantage of any new opportunities that become available to support this.

We will be looking at opportunities to improving the energy efficiency of homes. This is really important to ensure homes are as cheap to run as possible and also improve people's health and well-being.

Finally, we continue to deliver our commitment to increase the supply of affordable homes. We again focus on a range of solutions to do this, investing over £30m. This will include our council new build programme that will see at least 60 new homes built over the next 12 to 18 months. We are also planning to establish a Local Housing Company that will significantly add to our ambitious targets by delivering even more affordable homes.

The agenda continues to be exciting, yet challenging, and we will only be able to achieve the above by continuing to work together, focusing on what really matters to make the difference in our communities.

We look forward to your continued support.

Cllr. Linda Davies-Evans
Executive Board Member
for Housing

Cllr Hazel Evans
Executive Board Member
for Technical Services

Cllr David Jenkins (Deputy
Leader)- Executive Board
Member for Resources

Delivering THE CHS *plus* – The story during 2016/17

Having achieved the CHS+ last year, our focus this year has been on:

a) Replacing components where we know there is a need to maintain the standard (where tenants wanted the work carried out)

Area of Work	Number of homes that already met the Standard at start of year	Number of homes where work needed to be carried out to maintain standard	Have we maintained the standard during the year?
Roofing	8815	139	☺
Windows & Doors	8953	0	☺
Loft insulation	8357	0	☺
Cavity insulation	8777	0	☺
Smoke Detectors	8725	143	☺
Electrical Systems	8456	143	☺
Central Heating	8112	173	☺
Kitchens	8132	215	☺
Bathrooms	8250	216	☺
Security Lighting	8406	143	☺
CO Detectors	8482	143	☺
Power Points	8404	143	☺
Wall finishes	8808	146	☺

b) Work to support tenant's and residents in their homes and communities

Area of work	Examples of type of work
Gas infrastructure	Gas connections to tenant homes
Empty Homes	New kitchens and bathrooms
Adaptations	Stair lifts, handrails and wet floor showers
Energy Efficiency	Insulation
Environmental improvements	Car parking and demolition of garages

c) Delivering the affordable homes delivery plan- nearly 170 additional homes

Affordable Home Solution	Number of additional homes delivered
Increasing the existing council stock	45
Empty Homes back into use	25
Managing homes in private sector	25
New Build (Council and HAs)	0- But plans approved by Council
New homes through developers	15
New Housing Association homes	59

Homes where work has not been carried out

There are some homes that are defined as meeting the standard, but some or all of the work has not been carried out. These are called “acceptable fails” by the Welsh Government. A home can fall into this category if:

- Tenants have chosen not to have the work done because they were happy with their homes, have made their own improvements or some, particularly older tenants, do not want the disruption. This is the main reason why homes do not currently meet the standard.

Area of work	Number of homes where work not done because of tenant choice	Number of homes where work not done because we are demolishing	Number of homes that we use for non-residential purposes e.g. Family Centres
Roofing	0	29	20
Windows and Doors	1	29	20
Loft Insulation	597	29	20
Cavity Insulation	177	29	20
Smoke Detectors	86	29	20
Electrical systems	355	29	20
Central heating	669	29	20
Kitchens	607	29	20
Bathrooms	488	29	20
Security lighting	405	29	20
CO Detectors	329	29	20
Power points	407	29	20
Wall finishes	0	29	20

During 2016/17 we re-contacted all tenants who previously said they do not want the work carried. The vast majority have told us they still do not want the work carried out. Later in the plan we say how we will go about resolving this.

Additionally....

- There may be a particular point in time where a small number of homes need major work and it will be of no benefit to invest in. In these circumstances, we will review options and decide action e.g. our plans to sell the Brynmefys site, Llanelli.
- There are some of our properties that are used for non- residential purposes but have a significant impact on the community e.g. Family Centres, Tenant Resource Centres and Police Stations.

Health and well-being

We have had results during 2016 on tenants' own views on living in their home and the use of health services (our first survey was carried out in 2009):

- 87% of tenants now feel that their home suits their needs (up from 73% in 2009)
- 59% of tenants now find it very/fairly easy to meet the costs of living in their home (up from 34% in 2009).
- 28% of tenants did not visit their GP in the previous 3 months (up from 17% in 2009).
- 71% of tenants said they had used the health service in the last 12 months (down from 82% in 2009).

During 2017 we will publish the results of our major health impact study¹. Our aim was to study whether the £200m investment in tenant homes has led to better health for people. To do this anonymised information about tenants was linked to their homes, and hospital visits. We looked at emergency hospital visits because of injuries, such as falls in the home, breathing difficulties, or heart and circulation problems.

Initial results suggest housing investment and improving standards are related to a reduction in emergency hospital admissions. We will share this information in much more detail during 2017 and also include how the investment can result in value for money for the health service.

Tenant Satisfaction

In 2014, we also started asking tenants a number of questions about the services we provide. We repeated this during 2016 with nearly 2,000 tenants responding. The results showed that:

- Nearly 75% of tenants were very/fairly satisfied with the overall service provided.
- Nearly 75% were very satisfied/fairly satisfied with current state of repair of their home.
- Over 88% were very/fairly satisfied with their neighbourhood as a place to live.

These satisfaction rates are very similar to when we last asked the questions in 2014. Consequently, **we will** work with tenants in the next 12 months to better understand why these rates have stalled and what we need to do to further improve them.

Job and training opportunities

Since the start of the programme, over 200 apprenticeships have been delivered. Targeted recruitment and training has been a priority with all contractors engaging in the region's Shared Apprenticeship Scheme.

¹ In conjunction with Swansea and Cardiff Universities funded through Public Health Research programme

As part of the work to maintain the standard and deliver more affordable homes, we will continue to be pro-active in expecting contractors and/or development partners to maximize the benefit of our investment through creating training and employment opportunities for local people. We have signed up to the Welsh Government's Community Benefits Measurement Tool to assess progress in the future.

Understanding what matters....?

As we talk to people about the housing service, they tell us what matters to them.

Tenants' lives

General feedback from tenants this year continues to tell us that our current priorities are still really important. Tenants wanted us to ensure that:

- We continue to support them in their home, and their home and surrounding area is a safe environment e.g. the Time Credit Scheme and Fuel Clubs.
- We maintain standards and are proactive in the day to day repair service.
- We continue to provide more homes as this was important to their families.

Older tenants again talked about social isolation, loneliness and opportunities to remain active through community based activities that give them more confidence and build relationships.

We are listening to older people, and the older people of the future, by asking them what is, and will be, important to them in terms of accommodation and support. This is helping us understand the type of investment that will be needed in our older people's housing.

Younger tenants again told us that we need to get the most out of CHS+ delivery through jobs and training opportunities. They also want to see more digital services introduced to make it easier for them.

Also this year, tenants said they wanted to see improvements to the grass cutting service. As a result **we will** be reviewing the grass cutting service provided to tenants to see what options are available and what will be the cost.

Enabling tenants to pay their rent

Rent arrears have reduced over the last 12 months. This has been achieved through focusing our efforts on supporting and trying to engage with tenants. We face real challenges and pressures brought on by welfare reform, affecting some tenant's ability to manage household budgets. A partnership group is looking at ways to manage the roll out of welfare reform. This will be really important because we know that:

- Around 38% of our tenants who work are in receipt of some form of benefit.
- March 2018 will be a critical point in time when 3500 of our tenants begin to move across to Universal Credit.

It will also be important not to forget about other tenants, however, as many face similar challenges in managing household budgets. We recognise that we need to ensure all our tenants can manage their household budgets and, as a result, can maintain their tenancies.

Maintaining tenants' homes

Tenants regularly tell us that getting repairs done on time and maintaining homes to a good standard is important to them. We have already stated our commitment to maintain the CHS and this is now a statutory duty.

During the last 12 months, staff and tenants have been taking part in a review of the Repairs service. Last year tenants and staff established what good looks like for the Repairs service. This included things like:

- Having an appointment at a time that suits tenants.
- Keeping tenants informed of what's happening with their repairs.
- Staff having more time to communicate with tenants.

As a result, we launched a small pilot in the Seaside area during 2016. Officers from the Communities, Environment and Chief Executives Department set up a multi skilled team to deal with responsive and preventative maintenance. This has shown really positive results throughout the year and we would now like to extend this work to a wider area during 2017.

Tenant Engagement

We plan to review our overall approach to tenant engagement during 2017. We want to ensure that we work with tenant and residents to better understand what matters to them. We will then set up ways of engagement that better reflect what is needed and has a benefit to all involved. This will involve looking at:

- how tenants make decisions about how their rent is spent.
- how tenants are involved in identifying and implementing service improvements.
- how tenants are at the centre of developing further improvements to the CHS+.

Housing and Regeneration

We are currently working on a number of exciting projects with regeneration colleagues. This partnership will continue and develop even further. Examples include:

- Making sure all our plans deliver as many wider benefits as possible, particularly jobs and training.
- Being key partners in the Regeneration Action Teams across the County.

And more specifically....

- Delivering the Affordable Homes Plan and how it can help in wider regeneration e.g. Opportunity Street in Llanelli.
- Working with the Swansea Bay City Region on improving the energy efficiency of homes, both public and private, by influencing the supply chain.
- Understanding the impact a Local Housing Company can have in regeneration.

The CHS *plus* moving forward

Table 1 (on the next page) provides a summary of the current CHS+ will and what the key principles are to support its delivery. We will deliver the CHS+ through three main themes.

Supporting tenants and residents

Welfare reform

The welfare reform programme brings many challenges and changes for tenants with the focus on training and employment instead of benefits. To support this **we will:**

- Be the first point of contact for advice and practical help for tenants, and prospective tenants.
- Provide pre-tenancy support and identify, at an early stage, those tenants who may struggle to make their rent payments on time.
- Provide targeted support and advice to tenants that are directly impacted by the changes, working closely with other agencies.
- Work in partnership with Job Centre Plus on the roll out of Universal Credit.
- Help tenants maximise their income and manage their household budgets.
- Provide a range of convenient payment options to make it easier for tenants to pay their rent.
- Produce a plan on how we will deal with single people's accommodation and support, particularly for the under 35's affected by Welfare Reform.

Getting services right

Tenants sustaining their tenancies, repairs in the home, grass cutting and the environment in which they live are a few examples of what tenants have been telling us what really matters. We need to make sure we deliver services that focus on the right things. **We will:**

- Review how we deliver housing advice, tenant sustainability and enforcement services for our tenants, and prospective tenants.
- Roll out the new way we deliver repairs to more areas in the County.
- Carry out regular estate inspections and walkabouts.
- Develop our vision for tenant engagement.
- Develop a range of options which reward tenants to look after their home.

Table 1- Defining the CHS+ and its key principles

THE CHS+ MOVING FORWARD WILL:	
Support tenants and residents by:	<ul style="list-style-type: none"> • Making sure they live in safe and attractive environments. • Providing housing services that are well managed. • Providing homes suitable for the household.
Invest in tenant homes to ensure they are:	<ul style="list-style-type: none"> • In a good state of repair. • Free from damp. • Structurally stable.
Provide more affordable homes by:	<ul style="list-style-type: none"> • Building new homes. • Buying existing homes. • Managing homes in private sector. • Bringing empty homes back into use. • Making the best use of developer contributions.
<p>The above themes will be supported by the following key principles. We will:</p> <ul style="list-style-type: none"> • Work to maintain and improve the CHS+ by delivering value for money i.e. we reduce costs as much as we can while maintaining quality, and we spend on things that matter to tenants. • Maintain the CHS+ to tenants' homes, and the communities in which they live, as the first priority in spending money. • Understand what the CHS+ should look like in the future by asking tenants, members and other key partners. • Deliver as many wider benefits as possible. • Fully understand, and evidence, the condition of our assets and what this means for what we spend money on in the future. • Consider whether certain homes require a different standard, based on what tenants require in the future. • Make sure we spend money on assets that will benefit tenants in the future and not spend on things that have no future use or are too expensive to maintain. • Replace key elements of the standard e.g. kitchens and bathrooms, based on the need to do so. • Inspect all homes to see if elements actually need replacing, well in advance of when we think they might need replacing. • Where homes have not achieved the standard, discuss with the tenants (and prospective tenants) when, if at all, they would like the work carried out. • Make sure tenants have a clear understanding on how we are maintaining the CHS+. 	

Saving tenants money

Over the last 8 years we have made improvements to our tenants' homes that will help to reduce their carbon emissions and save them money. Fuel poverty (where people spend more than 10% of their income on fuel bills) remains a major issue for many families. To continue to address this and further help tenants sustain their tenancies **we will:**

- Promote a range of options to support tenants in tackling fuel poverty.
- Raise awareness about how things work in the home and how they could be used differently to save money.
- Deliver a trial project on the use of LED lighting in the homes.
- Introduce LED lights to all communal areas to reduce future service charge costs to tenants.
- Work with the energy providers to introduce smart meters.
- Continue to increase the number of Fuel Clubs where there is no mains gas supply.

Insert Fuel Club Story

Digital services

People have also been telling us that there is more we can do to help them use, and have access to, digital services, e.g. using phones, TVs or computers to access information and services.

To do this, **we will:**

- Work with tenants, particularly younger ones, to ask what services they would like to access through the internet.
- Develop access for tenants to view their rent account, outstanding repairs and housing applications online.
- Make sure our own systems are developed to deliver better information for tenants.
- Produce a longer term digital services plan.

Improving the CHS+ in the future

We do not want to standstill with the CHS+ and will look at every opportunity to improve it. We fully realise, however, that this cannot be done without fully engaging tenants, members and partners on this.

We will:

- Start the process of asking tenants, members and partners what improvements they would like to see to the CHS+.

Investing in tenants' homes

Knowing what we need to do

We have made a clear commitment to maintaining all homes to the CHS+, to further improve it and look at new opportunities when they arise.

To do this, we need to clearly understand what we need to do, when we need to do it and how much money we will need. During 2016 we have started an exercise to provide even more certainty around this.

We have:

- Reviewed and challenged our current stock information and future costs to maintain the CHS+ (this work will continue and be subject to detailed scrutiny).
- Confirmed how we can go about replacing things like kitchens and bathrooms on the need to do so, not time.
- Identified where we have gaps in our current information which we need to fill.
- Confirmed ways in which we can carry out a check to all our homes on an annual basis using existing visits by service contractors, housing officers, sheltered scheme officers and repair inspectors/tradespeople. This will include a basic check, more in-depth targeted visits as well as more technical visits to look at the condition of homes.

As a result of this work **we will:**

- Continue to deliver our ambitious plans to maintain and improve the CHS+ in tenant's homes as well as increasing the supply of new affordable homes, including new build.
- Inspect all homes where kitchens, bathrooms etc are due to be replaced; replacing the ones we need to.
- Carry out specific stock condition surveys in areas where there are currently gaps in information.
- Carry out a 20% survey every year to make sure our stock information is up to date, prioritising homes where we know the age of some components means they may need replacing. This will result in us surveying all homes over the next five years.
- Carry out a basic check to all homes on an annual basis through our existing visits.
- Carry out a more in-depth visit to homes where there are potential issues in terms of condition, tenancy or welfare issues.

Maintaining the standard- what work will we be doing?

Based on the information we currently have, we know the following work may be required to maintain the standard over the next three years. We are inspecting these homes/estates prior to any work being carried out.

Type of work	Details
To maintain the standard:	
Internal work- kitchens	Work to 203 homes
Internal work- bathrooms	Work to 182 homes
Electrical upgrades	Work to 118 homes
External Wall finishes	New wall finishes 1077 homes
Roofing	Replacement roofing to 439 homes
Planned boiler replacements	Boiler replacement to 229 homes
Improvement works on estates e.g. boundary and retaining walls	Improvement works that have been identified as requiring attention
Work to empty homes	Bringing empty homes up to CHS+
Other work:	
Investment in sewerage plants	Eight sites to be upgraded
Environmental works on estates	Estate improvements based on requests from tenants

After inspecting, **we will:**

- Inform tenants, through publishing a planned programme of work, what work is due to be completed.

Energy Efficiency work

We will continue to make sure that our homes are as energy efficient as possible. We acknowledge that we need a better understanding of what energy efficient measures will deliver cost effective improvements to homes. Our current average energy rating is above 65 but we want to do better.

As a result we will:

- Survey a sample of homes that do not currently have an energy rating of above 65 in order to understand what improvements will have the biggest impact.
- Develop an investment plan for future energy efficiency measures to our homes.

Identifying further work

We know we have current gaps in our stock information that we need to fill. In this plan we have set aside money to start to carry out work to more structural or major work issues in homes and on estates e.g. floor structures in homes, retaining walls or replacement of communal boilers in sheltered schemes.

We have identified, however, that further work is also required around things like gardens and outbuildings, canopies and porches, communal staircases and paths and “catwalks”.

As a result, **we will** carry out specific surveys to understand what, if any, future investment needed.

Approach to homes not meeting part, or all of, the standard

We have seen that some tenants have declined the work and still do not want the work carried out. In order we ensure that all homes are brought up to standard over time. As a result **we will** review our strategy to bring homes up to standard where work has not been carried out.

In the meantime **we will**:

- Carry out CHS+ works when the property becomes empty. We anticipate this will be 10% of all empty homes every year.
- Set aside a small amount of money to deal with any ad hoc requests because tenant circumstances have changed.

Providing homes suitable to tenants needs'

We want to continue to ensure that we have the right homes with the right facilities, of the right type and in the right area.

We have already established that there is a shortage of affordable homes in the County, but sometimes we have difficulty allocating some of our existing homes. This means looking at all our existing homes and making sure we spend money that will be of benefit to tenants, and prospective tenants.

In this plan, **we will**:

- Continue to invest in adapting homes to suit the needs of tenants.
- Understand future investment needs for our sheltered housing stock, linking in with our Care Home development programme.
- Complete options appraisals on sites that may need changing/ converting into homes that can better meet housing need.
- Consider demolishing homes, or disposing of them, if they are no longer fit for purpose. This will include if it does not make financial sense in keeping them or if they are no longer desirable. The site can be recycled for new, more appropriate uses or sold.

Selling land where there is no purpose holding on to it

We have housing land located across the County. We have now identified the land that is suitable for providing more affordable homes. These areas of land are included in our Affordable Homes Delivery Plan.

We will also look to purchase land if it meets our long term plans in delivering more affordable homes.

Additionally, there will be land that has been identified that we no longer need and/or is too expensive to keep. The disposing of this land helps us to generate an income which will further supports the delivery of the CHS+. Consequently, **we will** continue to dispose of land we no longer need.

Garage sites

Over the last 18 months we have been working hard to ensure the information we hold on garage sites is correct. We have also gathered the views of those who currently use them.

We have now moved the management of all garage sites to Housing Services and have started the process of looking at the preferred options for future use. In doing so we have taken on board the views of tenants and residents, the cost of bringing them up to standard and on-going maintenance.

So far a total of 25 sites have been demolished and we have assessed 96 out of the 169 sites. We will continue with this work as part of this plan that **will result in:**

- Completing the assessment for each site with an appropriate plan of action.
- All remaining garage licences being on new legal agreements, with appropriate rentals being charged.

Taking new opportunities

During the duration of this plan there will be new opportunities to look at things differently and/or funding becomes available to enable us to further improve the CHS+.

We have already said we will be engaging with tenants, members and partners to look at further improvements and better understand improved energy efficiency measures. One opportunity that we are currently working on, however, is with the Swansea Bay City Region to improve the energy efficiency of existing and new homes. This could see further significant investment.

We already know from tenants that warmer and cheaper homes to run really matters to them. Consequently, we will be firming up these exciting plans in the next six to 12 months and looking at some homes where we could go back and re-fit some additional energy measures.

We will:

- Continue to work with Swansea Bay City Region on these plans.
- Continue to be pro-active in looking at new, and innovative ways, to invest in our homes.

How will we know we are maintaining the CHS+?

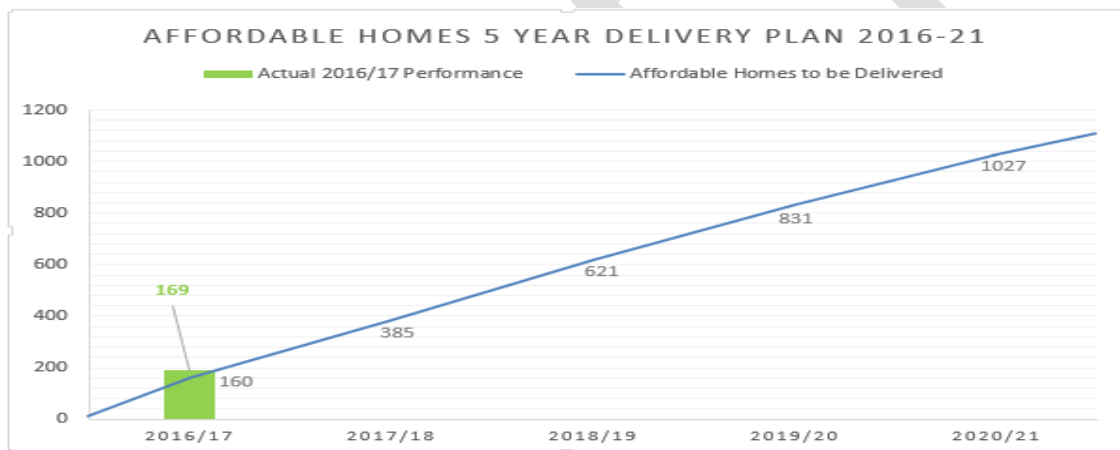
We will do this by:

- Using our stock condition visits (20% every year) to independently assess progress.
- Asking tenants how they would like to be part of this process.

Providing more homes

Affordable Homes Delivery Plan

This plan enables us to continue our commitment to deliver additional affordable homes. Our delivery plan aims to deliver over 1,000 homes and invest over £60m into our communities. More than £31m of this funding comes directly from the HRA. The following graph sets out our affordable homes targets year on year.



We have delivered 169 homes in the first year, with a target of 670 homes over the next three years. **We will:**

- Continue to deliver a range of solutions in providing additional homes (buying homes in private sector, managing private sector tenancies, bringing empty homes back into use, new build and developer contributions).
- Take advantage of external funding opportunities to accelerate our delivery.

Council new build- Phase 1

We have already confirmed delivery of over 60 new council homes on the following sites:

- Dylan in Bynea
- Garreglwyd in Pembrey
- Maespode in Llandybie
- Pantycelyn in Llandovery

As a result of managing our own money and accessing additional Welsh Government funding we have already exceeded of our original new build target (45,) but we want to do even more. During the period of this plan we want to secure funding to deliver a further 68 homes at:

- Y Waun in Pemberton
- Nantydderwen in Drefach
- Gwynfryn in Ammanford

Consequently **we will** bring forward the above sites when funding is confirmed.

Housing Association new build

By working with our Housing Association partners, and maximising the use of Welsh Government funding, we will be able to deliver over 250 new affordable homes.

We will continue to be pro-active in bringing new homes, and investment, into the County.

Taking new opportunities

Whilst the above clearly demonstrates that we are on course to deliver our original targets we believe we can do potentially much more over the period of this plan.

We can do this by looking at developing Phase 2 of our own council new build programme so that we are ready to take advantage of our own money that could become available or external funding opportunities. Phase 2 will mean that we will need to source land in the areas of highest housing need, as we have largely exhausted our own HRA in terms of development opportunities. This will mean sourcing existing Council Fund, other public sector or private land.

Secondly, we had already committed to looking at alternative vehicles to deliver significantly more homes than our present target. This will also increase the range of housing options that are available around affordable homes.

We are developing a business case to establish a 100% owned Local Authority owned Housing Company. This will be considered by Council in the near future.

We will:

- Develop Phase 2 of our Council new build programme.
- Establish a Local Housing Company to deliver significantly more homes, subject to approval.

How we will pay for this

Planning Assumptions

To help us plan our investments, we must make certain assumptions.

Changes to our assumptions may mean that we have to re-visit the objectives included in this plan.

INCOME

Major Repairs Allowance (MRA) <i>i.e. the amount of capital funding we get from the Welsh Government</i>	£6m each year. This is on the basis that we receive £673 for each home.
Rent increase 2017/18	2.5% (based on rent policy of September inflation figure (1%) plus 1.5%.
Future rent increase levels <i>Based on Welsh Government Policy</i>	Rent increases continue in line with current policy.
Borrowing <i>i.e. the amount we need to borrow to support our investment</i>	Additional £15m over next 3 years

OTHER

Expenditure/income inflation	Employees' pay at 1% per year for the next three years (as per assumptions for Council Fund).
Right to Buy receipts <i>i.e. Money we get from tenants' buying their home</i>	No receipts from 1 st April 2015 following suspension of Right to Buy
Balances on the revenue account <i>i.e. the amount of money we need to keep in reserve</i>	Minimum of £1.35m (based on £150 per property)

SPENDING

Assumed Borrowing costs <i>i.e. the amount it costs to borrow money</i>	Cost of existing and new debt: 2017/18: 4.46% 2018/19: 4.28% 2019/20: 4.13%	Cost of exiting HRAS: Average of 4.19%
Provision for Bad debt <i>i.e. debt that we will be unable to recover</i>	2017/18: £500,000 2018/19: £530,000 2019/20: £562,000	

Efficiencies

We will be carrying out a detailed exercise during 2017/18 to review current Housing Revenue Account expenditure, identifying areas of further efficiencies to further support the plan.

CAPITAL SPENDING TO:

	Budget 2017/18 (£000s)	Budget 2018/19 (£000s)	Budget 2019/20 (£000s)
Maintain the standard:			
Internal work- kitchens, bathrooms, heating etc	1,377	621	1,183
Wall finishes	2,386	1,698	1,772
Roofing	918	922	1,066
Planned boiler replacements	318	190	87
Structural works on estates e.g. boundary walls	603	611	617
Work to empty homes	1,580	1,618	1,655
Support Tenant and Residents:			
Sheltered Scheme improvements	505	518	525
Adaptations	900	930	963
Environmental works	291	298	303
Provide more affordable homes:			
Housing Development Programme	9,990	9,162	12,357
Support the delivery of CHS+:			
Programme management	152	155	158
Stock condition information	150		150
TOTAL	19,170	16,723	20,836

CAPITAL FUNDING FROM:

	Budget 2017/18 (£000s)	Budget 2018/19 (£000s)	Budget 2019/20 (£000s)
Welsh Government Grant-MRA	6,170	6,170	6,170
Receipts which we can use from sales	620	0	0
Direct Revenue Financing	3,793	3,262	7,761
External Borrowing	8,587	7,291	6,905
TOTAL	19,170	16,723	20,836

REVENUE SPENDING TO:

	Budget 2017/18 (£000s)	Budget 2018/19 (£000s)	Budget 2019/20 (£000s)
Repair and maintain homes	9,455	9,881	10,302
Supervision and management	8,086	8,396	8,731
Support services e.g. legal and finance	1,658	1,715	1,772
Direct Revenue Financing – Capital projects	3,793	3,262	7,761
Provision for Bad debts	500	530	562
Capital charges	14,172	14,533	15,118
TOTAL	37,664	38,317	44,246

REVENUE FUNDING FROM:	Budget 2017/18 (£000s)	Budget 2018/19 (£000s)	Budget 2019/20 (£000s)
Tenant rents	37,921	40,185	42,555
Service Charges	739	764	790
Interest received	46	55	72
Income from other departments	312	315	318
Housing Finance Grant 2	0	0	248
Water rates commission	587	600	612
Grants /Other	347	249	289
TOTAL	39,952	42,168	44,884
HRA END OF YEAR POSITION:	Budget 2017/18 (£000s)	Budget 2018/19 (£000s)	Budget 2019/20 (£000s)
Balance brought forward from last year	-14,138	-16,426	-20,277
HRA budgeted surplus (-)/ deficit (+)	-2,288	-3,851	-638
BALANCE CARRIED FORWARD	-16,426	-20,277	-20,915

COMMUNITY SCRUTINY COMMITTEE

DATE: 20TH JANUARY, 2017

SUBJECT :
BURRY PORT HARBOUR - FUTURE MAINTENANCE

To consider and comment on the following issues:

To support the future maintenance programme and consider the funding proposals for Burry Port Harbour

REASONS:

On the 13th July 2015, Executive Board Members supported the strategic need to maintain the Harbour and subsequently a notional figure of £400k was added to the Capital Programme.

The Head of Leisure subsequently sought assistance from the Environment Department to fully investigate the detail of the dredging work required along with a review of maintenance requirements for the grade II listed harbour walls. Atkins were commissioned to lead on the task, supported by [ADBP](#) dredging, harbour and coastal consultants.

This report provides a summary of identified issues, risks and costs along with a range of future maintenance options. The report considers options from 'do nothing', to a sustainable planned maintenance schedule which allows for a reasonable degree of certainty over ongoing costs. It is important to note that the 'do nothing' option does not apply to the harbour walls and therefore still carries risk and cost.

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

Executive Board – 6th February, 2017

Executive Board Member Portfolio Holder:

Cllr. M. Gravell (Regeneration & Leisure Portfolio Holder)

<p>Directorate: Communities Name of Head of Service: Ian Jones Report Author: Ian Jones</p>	<p>Designation: Head of Leisure and Sport</p>	<p>Tel Nos. 01267 228309 E Mail Addresses: IJones@sirgar.gov.uk</p>
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EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE

DATE: 20TH JANUARY, 2017

SUBJECT:

BURRY PORT HARBOUR – FUTURE MAINTENANCE

1. Background

Managing the harbour is becoming increasingly difficult without a major dredge, with mooring fees having to be frozen, and the window of opportunity for berth holders to access and egress the harbour being reduced each year. This in turn reduces the harbour's appeal to boat owners and is resulting in a loss of potential income, as well as attracting adverse publicity. Approximately 6,000m³-10,000m³ of sand and silt enters the harbour every year, with around 80,000m³ of material (mainly silt) needing to be removed as part of the immediate capital dredge. The Harbour walls are also in a poor condition, meaning that East Dock is no longer used.

The income currently generated by the harbour covers most of its current revenue costs including the annual sand dredge of the approach channel. The Outer Harbour has a capacity for 330 berths, with 137 occupied and over half of the remaining 193 not serviceable due to the siltation problems. A further 104 berths in East Dock are out of commission due to the issues with the Harbour walls. 10 additional vessels are moored in West Dock where there are no pontoons. For every additional 50 boats mooring at an average of £750 pa (£125/m x 6m boat), this generates an extra £37.5K of income pa at current prices.

If the planned regeneration of the harbour area is undertaken, complete with 250+ new harbour side homes and many extra facilities, there is every chance the take-up of pontoon berths and thus income, will increase substantially in a well maintained harbour, making the facility more sustainable. With full occupation of East Dock and the outer Harbour, the facility could generate an additional £223k of income pa for the authority at current charging rates. Charging rates have been kept purposely low over recent years, due to the access / egress issue associated with the limited dredging regime.

2. Costs and funding

Dredging

REVENUE:

The annual sand dredging cost for the harbour channel and basin, undertaken in early Spring, is around £50k. It is recommended that this ongoing mechanical sand dredging budget needs be around £120k pa (dredging twice a year) – anticipated to be £20k less than shown on the attached main report due to tender documentation and project management plans already being in place.

Potential sources of revenue funding to meet these additional costs would include an increase in income of at least £40k, through additional mooring lettings (50 extra), and increased charges, thus leaving a revenue shortfall of around £30k pa. Discussions are also ongoing about the potential sale / use of the sand removed by the mechanical dredging contractor, which may in turn, significantly reduce or remove these costs.

CAPITAL:

The report also recommends a capital (silt) dredge of the inner harbour at a cost of £780k. £400k is included in the capital programme for 16/17, however, approximately £50K is already allocated for this initial feasibility work. This leaves a shortfall of circa £430k for the capital dredge works.

This shortfall would need to be funded from the corporate capital programme, where it should be noted that receipts from MCP land have previously been re-used within the MCP. Previous capital harbour works were funded from the general capital programme.

£190k of S106 receipts are also available locally, with the local member keen to see the money spent on a new playground at BPH, which would generate considerable additional parking income for the Harbour, as has been witnessed with a similar development at North Dock.

Harbour Walls

Costs for the Harbour wall repairs total £2.8m, over a 10 year phased programme, with £860k of capital required in the immediate term (years 1-2), £1.05m in years 3-5 and £0.89m in years 6-10

Officers will be exploring grant opportunities with agencies such as CADW, and another option could be using the internal development loan fund to 'borrow' additional capital.

3. Risks and other options

A full list of risks is included in the detailed report, not least the requirement to apply for a disposal license from NRW for the dredged material. Obtaining the necessary disposal license would mean that the main dredge of BPH would not be likely before the Autumn of 2017. Consents will also be required from CADW, amongst others, for works to the Harbour Walls.

A number of other disposal site options have also been considered and dismissed and are again listed within the detailed report.

The report also considers the 'do nothing option', which still incurs significant cost, not least in relation to the legal requirement to maintain the harbour walls, which remains the same.

The detailed report highlights the requirement for ongoing dredging of the silt material and outlines an option to undertake a process called Water Injected Dredging (WID) – as is successfully used at Swansea Marina. £330k would be required for the WID trial dredge, which could lead to subsequent scheduled, low level WID dredging regime every 2 years to keep on top of the silt dredging at a cost of £80k pa.

An alternative and preferred option to this would be to schedule in a capital silt dredge every 5 years or so at an anticipated cost of around £500k (less material than current, plus tender documents and survey work already in place by then). This could be funded from scheduled capital funding every 5 years, or possibly through increased mooring availability, take up and an increase in charges due to the improved facilities (would need to generate an additional £100k pa over the 5 year period).

Officers from the Leisure and Corporate Property Divisions continue to explore opportunities for partnership working that may assist with the future management of the Harbour.

4. Summary

Issue / Action	Current position	Proposed / Required	Funding solution
Annual Mechanical Sand dredging (Revenue)	£50k pa (dredge access channel once a year)	£120k pa (dredge twice a year)	£40k additional mooring income anticipated (occupation and increased fees). £30k Revenue growth required
Major Silt Dredge (Capital)	Long overdue, causing access / egress problems.	£780k to dredge 80,000m ³ of material	£400k in capital programme (£50k spent) - additional £430k to be identified from capital programme
Ongoing Silt Dredge (Rev / Capital)	No provision at present	£500k of capital every 5 years	£500k to be identified in capital programme every 5 years (2022/23 onwards)
Harbour walls - immediate repairs (Capital)	H&S issue	£860k required for H&S works	£860k to be identified from capital programme / MCP receipts
Harbour Walls - 5 year repair programme (Capital)	No planned programme for listed features	£1.94m to complete	£1.05m to be identified from capital programme / local receipts over years 3-5 (19/20-21/22) and £0.89m for years 6-10

5. Conclusions & Recommendations

The report aims to provide a detailed appraisal of issues at the harbour, offering a number of options around future maintenance. Costs and potential funding solutions are identified, along with associated risks. It is recommended that funding is included in the relevant revenue and capital budgets to sustain the harbour on an ongoing basis.

DETAILED REPORT ATTACHED?

Yes, along with map showing key features of harbour, and regeneration masterplan of harbour.

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: Ian Jones

Head of Leisure & Sport

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

1. Policy

The Harbour is part of the Burry Port regeneration master-plan, and its continued maintenance, operation and viability was recognised as such by the Executive Board on the 13th July 2015, contributing towards key corporate objectives around, economic development, physical regeneration, leisure, health, and tourism.

2. Legal

Potential issues with CADW if the authority fails to maintain the Grade II listed Harbour Walls. Any work within the Harbour must also comply with the [Harbour Revision Order, 2000](#), and be undertaken with cognisance to environmental policies relating to its status as a [SAC](#) and [SSSI](#) site. The Harbour also forms part of the Millennium commission funded Millennium Coastal Park.

A number of licenses and consents are required as part of any agreed maintenance works.

3. Finance

Additional resources will need to be identified within the revenue and capital programme in order to maintain the harbour on a sustainable basis. Grants, development loan funding and potential capital receipts could all contribute as possible sources of funding to address these additional pressures. Capital funding required in the current 5 year programme (2017/18 – 2021/22) is £2.34m with £1.39m required post 2021/22.

Additional Funding Required

Revenue

£70k per annum (£40k Additional Income and £30k growth bid)

Capital

£430k for Major Silt (2017/18)

£500k Ongoing Silt Dredge (2022/23) – Year 6 (Outside current capital Programme)

£860k High Priority Harbour Wall Works (2017/18-2018/19)

£1.05m Medium Priority Harbour Wall Works (2019/20-2021/22)

£0.89m Low Priority Harbour Wall Works (Year 6-10) (Outside current Capital Programme)

4. Risk Management

Potential claims against the authority for mooring holders' vessels that may be damaged due to grounding within the Harbour resulting from a lack of dredging maintenance.

Potential action instigated by CADW if we do not maintain the Harbour Walls.

5. Staffing Implications

Potential redundancy / redeployment issues for 1.5 FTE if the Harbour were to revert to its original status as a tidal Harbour with no pontoon moorings.

6. Physical Assets

The Harbour is owned and managed by CCC. [Elements of it have listed status](#). The Harbour office (portakabin) is in a poor condition – the intention being for the office to be re-located to the existing [RNLI building](#) as part of a land swap deal allowing the RNLI to build a new station within the vicinity.

A recent meeting between leisure, property and planning officers concluded that a boatyard for the harbour could be housed to the North of the harbour at the proposed work / live site (site 7 on regen masterplan), which may in turn free up MCP land for future development / receipts.

CONSULTATIONS

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

Signed: Ian Jones

Head of Leisure & Sport

1. Scrutiny Committee

A Community Scrutiny site visit took place on the 30th October 2014 to better understand the issues facing the Harbour.

Concerns over the siltation of the Harbour were also raised during the [Annual Countryside Unit update report 2nd April 2015](#) (Item 7), with a recommendation to bring a report back on the maintenance, dredging and future of the Harbour to a future Community Scrutiny Committee.

2. Local Member(s)

Cllr. J. D. James, Cllr. P. E. M. Jones and Cllr H Shepardson are fully aware of the issues at the Harbour.

3. Community / Town Council

As above. Pembrey & Burry Port Town Council wrote to the CEO of CCC on the 15th May 2015, highlighting concerns and requesting a meeting. The Head of Service subsequently met them on the 15th July.

4. Relevant Partners

Previous technical advice for dredging work at the harbour has been provided by specialists [Shoreline Management Wales](#), who also advise the authority's Environmental Services Department on Coastal erosion and management issues.

5. Staff Side Representatives and other Organisations

N/A at this stage.

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Burry Port Harbour		Regeneration & Leisure Scrutiny committee 17th October 2007
Burry Port Harbour	Item 10.1	Executive Board 3rd March 2008
Burry Port Harbour	Item 6	Executive Board 17th March 2008
BPH – Future Maintenance	Item 11	Executive Board 13th July 2015

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Burry Port Harbour

Non-Technical Summary Report

Dredging Options and Maintenance of Harbour Walls

Carmarthenshire County Council (CCC) /
Cyngor Sir Gaerfyrddin

6 December 2016

Notice

This document and its contents have been prepared and are intended solely for Carmarthenshire County Council's (CCC) information and use in relation to the Burry Port Harbour, Dredging Options and maintenance of the Harbour Walls discussions.

Atkins assumes no responsibility to any other party in respect of or arising out of or in connection with this document and/or its contents.

This document has 16 pages including the cover.

Document history

Job number: 5146870			Document ref: 5146870/72/DG/006			
Revision	Purpose description	Originated	Checked	Reviewed	Authorised	Date
Rev 0.5	Atkins check and review	MT				31/11/16
Rev 0.7	Draft issue to CCC	MT	MM	DF	DF	06/12/16

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DRAFT

1. Introduction

Burry Port Harbour has strategic importance to the area in terms of regeneration and economic potential. It is a critical site for Carmarthenshire's coastline and Wales' marine assets. If Carmarthenshire County Council (CCC) do not invest in a long term dredging and harbour wall maintenance programme, the harbour will struggle to survive as an asset. This will result in mooring holders leaving for other marina's which in turn will reduce the amount of income to both Burry Port Harbour and the wider community. This may also lead to a loss of interest for future development to the area. The harbour wall also carry a Grade II listing, which brings associated responsibilities on the authority.

Burry Port Harbour currently has development opportunities within the Llanelli Coast Joint Venture between the Welsh Assembly Government and Carmarthenshire County Council. This is a flagship partnership delivering an ambitious regeneration strategy for Llanelli Waterside. The aim is to create a vibrant and modern space in which people can enjoy working, living and playing.

The RNLI also continue to invest in the area with the construction of a new lifeboat station planned next year.

2. Purpose of report

To outline a sustainable maintenance plan for the Harbour, made up of two key elements:

2.1 Dredging

Dredging is necessary to:

- Remove around 80,000m³ of sand and silt from within the harbour as soon as possible, along with an ongoing, sustainable maintenance regime.
- Increase the depth of water in order to make access and egress for boats easier and keep them afloat during impoundment.
- Allow mooring fees to be increased again to maintain future revenue for the Harbour.
- Attract additional users to the harbour, increasing future revenue.
- Ensure a busy, vibrant harbour, which in turn can help regenerate the area.

2.2 Harbour Walls

The harbour walls must be repaired in order to:

- Meet the authority's responsibilities as owners of the Grade II listed facility
- Ensure the structural integrity of the walls are maintained and to prevent collapse.
- Ensure that the harbour is a safe place for boat users, harbour staff and the general public.
- Maintain the character of the Grade II listed walls and ensure they are preserved for the future.
- Ensure that the area of Burry Port attracts future development opportunities.

3. Dredging

3.1. Background

Since construction of the half tide gate and breakwater in 2000, the approach channel has experienced rapid infill of sand. The sand overtops the half tide gate and flows into the outer harbour. This sand settles out and accumulates in the harbour reducing the water depth, causing significant access and egress problems for boat users. The loss of depth also means that vessels now sit on the accumulated material during impoundment, which increases the risk of damage.

The harbour has not been fully dredged for 10 years, apart from localised mechanical removal of sand. The annual mechanical dredge is limited in terms of its effectiveness. The mechanical dredge removes approximately 6,100m³ of sand from the outer harbour. This is at the lower end of the 6,000m³ -10,000m³ of sand that enters the harbour on an annual basis. The mechanical dredge does not remove silt that also gets in to the furthest reaches of the Harbour.

There is a need to remove 84,000m³ of dredged material from the outer harbour (approx. 10,000m³ sand and 74,400m³ of silt) to reach a satisfactory level for the harbour to operate to its capacity.

There is currently no long term dredging strategy for the harbour which results in the sand and silt build up progressively getting worse.

3.2. Dredge and disposal options explored and dismissed

A number of different disposal options have been considered as part of the feasibility study. The options that have been discounted and reasons for are given in the table below. Refer to plan in **Appendix A**.

Discounted options	Comments
Disposal of silt and sand:	
1. Option 1 (i) Within West Dock	The harbour walls are Grade II listed status and infilling would prohibit future use as a dock.
2. Option 1 (ii) On development land adjacent to the harbour	The silt is unsuitable for re-use and the material will make development less attractive to potential developers.
3. Option 1 (iii) On Tip at Pembrey Harbour	This option will have a negative impact on the marine environment, the caravan park and requires waste permits which are costly and may take a number of years to obtain.
4. Option 1 (iv) b Disposal to sea to Swansea Bay disposal site L130.	Considered the best long term solution, but most expensive due to transport distance to Swansea Bay.
5. Option 2 – Restricted dredge	A reduction in marina capacity may not be desirable or produce the necessary revenues required for the harbour.
6. Option 3 – Removal of fingers	Potentially reduces the number of moorings, if located in channel. Cost effective solution, but does not solve the problem for the outer harbour.
7. Option 4 Revert to a tidal harbour by not operating the gate.	Harbour will still accrete sand, so costs for regular dredging will be required. Minimal cost solution, but does not solve the problem for the harbour. Does not resolve issue with maintenance of walls.
8. Option A Within East Dock	The harbour walls are Grade II listed status and infilling would prohibit future use as a dock.

3.3. Preferred Options

The preferred options, that are dependent on receiving a Marine Licence from Natural Resources Wales (NRW), are given in the table below:

Preferred Options Disposal of silt and sand:	Comments
9. Option 1 (iv) a Disposal to sea to the local disposal site LU145 / east beach site.	This is considered to be the best and most cost effective long term solution for the harbour by increasing the depth for boat users, but is dependent on receiving the marine licence for silt disposal from NRW.
10. Option B Water injection dredging (Trial)	This technique aims to remove a portion of the silt in the short term by using high volume water and the tide to flush the harbour. Recommend trial be undertaken for long term strategy.

3.4. Consultation with Natural Resources Wales (NRW)

Consultation has been undertaken with Natural Resources Wales (NRW) to ascertain the environmental requirements for the dredging and disposal options and the need for a marine licence. Feedback from NRW was positive, however risks were identified. NRW have raised the following risks and requirements:

- CCC can dredge as much material as required within their limits under the Harbour Revision Order (HRO) but are unable to dispose of the dredged material under Mean High Water Springs (MHWS). Therefore a marine licence is required for disposal.
- NRW are concerned about the adverse effect that the dredging could have on the cockle and mussel beds in the estuary.
- NRW stated there will be a requirement to model the discharge of silt and dispersion onto the local disposal site / East beach site to assess impacts on the cockle and mussel beds.
- Requirements needed to obtain a marine licence for the preferred option include submission of a Habitats Regulations Assessment (HRA), Water Framework Directive (WFD) assessment, and a Marine licence application with sampling and testing for CEFAS (Centre for Environment, Fisheries, and Aquaculture Sciences) requirements. Modelling required prior to these tasks.
- The local east beach discharge site has previously been used to dispose of sand only. A new disposal site may need to be characterised to determine its suitability for disposal of silt.
- There is no set timeframe for NRW to review and grant a Marine Licence.
- NRW fees are due to change in April 2017. All costs are based on NRW current 2016 structure.
- A separate HRA and WFD will be required for the main dredge option to the local site / East beach site and for the long term strategy using Water Injection Dredging (WID).
- SSSI ascent required will be covered under the Marine Licence.
- A Marine licence application for the sampling in the harbour at depth may be required.

3.5. Long Term Strategy

A more frequent mechanical dredge will be required to the approach channel to try and reduce the ingress of sand into the outer harbour. In addition to this, another suitable technique, such as Water Injection Dredging, or similar will be required on a regular basis to maintain the appropriate level in the harbour. There will be a need for future regular monitoring in the form of bathymetric surveys to monitor the sand and silt levels.

4. Harbour Walls

4.1. Background

A visual inspection condition survey has been undertaken to confirm the condition of the harbour walls and to identify potential defects.

Outer Harbour – The majority of the Outer Harbour consists of sloping battered masonry walls, which are believed to cover the original unstable vertical walls. The walls are in reasonable condition, however the North East and East walls are designated as **High priority** repairs that require repair in the next 1 – 2 years. Here there are defects in areas beneath the existing access brows and adjacent to the footpath that are used by the general public and boat users

East Dock – The majority of the masonry walls on the East Dock are in a dilapidated condition and will require a substantial amount of money to repair these in order to make them safe. It is understood that a new development will take place to the East side of the East dock. For this reason the repairs have been designated as **High priority** and are mainly concentrated on the East Side of the dock.

We do not recommend infilling the East Dock with dredged material as we believe that this is an asset that can be used for future expansion of the Outer Harbour and allow creation of a fixed water body that will be vital in the redevelopment of the waterside.

West Dock – The majority of the dock consists of sloping banks made from copper slag, with the remainder being masonry walls. The majority of the banks / walls are classified as medium to low priority repairs. **High priority** repairs are required to walls adjacent to the new children's playground to the west of the dock entrance.

We do not recommend infilling the West Dock with dredged material as we believe that this is an asset that can be used for future expansion of the Outer Harbour.

The walls show signs of distress and would benefit from site investigations in the form of boreholes to determine the reasons of distress.

4.2. Consultation with NRW and Conservation Officers

Consultation with Natural resources Wales (NRW) and Carmarthenshire conservation officers has confirmed the following:

Natural Resources Wales (NRW) - noted that any works that are undertaken under the powers of the Harbour Act and within or close to a Site of Special Scientific Interest (SSSI), such as the repairs to the walls may require a SSSI ascent because of the potential for bats in the crevices of the walls and presence of otters.

Carmarthenshire County Council's conservation officer - advised that the harbour walls are Grade II listed and a Listed Building Consent (LBC) will be required for any works which affect the character of a listed building (exterior, interior, any curtilage structure) and such works would include demolition, extension, alteration and possibly even repairs. The conservation officer has also noted that in his opinion a LBC for infilling of the East Dock with material dredged from the outer harbour is unlikely to be granted.

5. Key issues, Risks and Unknowns

5.1. Dredging

The key issues, risks and unknowns with the preferred dredging options are given below:

Option (iv) a – Discharge to sea to local discharge site LU145 or east beach site.

- Dredging's disposed to the designated disposal site (LU145), located directly outside the harbour entrance is more likely to be re-transported back into the harbour over time, than if deposited at the site defined in the 2010 disposal licence which is located further to the east and will reduce the risk of deposited material coming back into the harbour.
- Disposal site LU145 and the east beach site defined on the 2010 licence have historically only been consented for sand and not silt.
- There may be a need to designate a new site for disposals of silt (as only now for sand).
- Risk that the licence for disposal silt won't be granted because of the environmental sensitivity.
- No set time scale given by NRW to review and grant the Marine Licence for the works.
- NRW fees are due to change in April 2017. All costs are based on NRW current 2016 structure.
- Sand disposal will still be required as per the existing exemption.
- Confirmation and evidence of consents or exemptions in place for the placement of sand at the top of the beach disposal site.
- The daily discharge volume to the local discharge site and east beach site may be restricted on environmental grounds.
- The time of year that disposal can be carried out may be restricted on environmental grounds.

Option B – Water Injection Dredging (WID) trial for long term strategy

- WID needs a trial to confirm suitability for use as a long term solution or removing the silt fraction.
- WID only dredges part of the harbour. The rest of the harbour is expected to have too high a sand content to be effective.
- Initial indication from NRW is that no licence required for WID of silt. However, supply of HRA and WFD assessments to fulfil Harbour Authority responsibilities and NRW approval is required.
- The daily discharge volume that can be undertaken by WID may be restricted.
- Time of year that the WID can be carried out may be restricted on environmental grounds.
- Sand disposal will be required as per existing exemption.

5.2. Harbour Walls

The key issues, risks and unknowns with the walls are:

- It is unknown if a Listed Building Consent (LBC) will be granted for the wall repairs.
- It is unknown if a SSSI ascent will be granted for the repairs.
- There are no as built records or construction details of the existing walls available.
- There are no ground investigation records available.

5.3. Do Nothing

If CCC do not invest in a long term dredging scheme and maintenance programme for the repair of the harbour walls the harbour will not survive as an asset. Implications of doing nothing are as follows:

- Ingress of sand and silt in the harbour will progressively get worse making access and egress for boats more difficult.
- Will result in leisure craft leaving for other marina's which in turn will reduce the amount of income.
- Could result in the closure of the harbour due to safety of boat users.
- This will lead to loss of interest for future development and expansion and could contribute to deprivation to the area.
- East dock will remain closed due to instability of the walls.
- Reduces further expansion of outer harbour into the East and West docks which has the potential to increase revenue.
- The Grade II listed harbour walls will also not be preserved.

6. Costs

6.1. Dredging Costs

Estimated likely budget costs for the main dredge option to discharge to the local beach disposal site, East beach and the trial of the Water Injection Dredge have been provided. These costs include for the professional fees required for the lengthy scheme surveys, modelling and assessment process required to gain the Marine Licence. Further budget cost estimates have been provided for the long term strategy.

	Discharge to sea using CSD to local beach site LU145 / east beach site Option (iv) a	Water Injection Dredge Trial (13,500m ³)	Water Injection Dredge Option B (if trial successful)	Long Term Strategy	
				Annual Mechanical Dredge (two times a year)	Water Injection Dredging (every 2 years)
Construction costs to remove sand, silt and Marine Licence fee	£475,000	£225,000	£420,000	£100,000	£120,000
Vibro-coring and testing	£20,000	-	-	-	-
Professional fees for Marine License and consents requirements	£70,000	£60,000	£60,000	£10,000	£10,000
Costs of survey to support modelling	£85,000	-	-	-	-
Professional fees modelling	£80,000*	£25,000 (with model already built)	£25,000 (with model already built)	-	-
Design support, tender, PM and supervision	£50,000	£20,000	£35,000	£10,000	£14,000
Dredge Option Total	£780,000	£330,000	£540,000	-	-
Professional fees for long term strategy	-	-	-	£10,000	£8,000
Future bathymetric monitoring surveys	-	-	-	£10,000	£8,000
Total every 2 years	-	-	-	-	£160,000
Annual Maintenance Total	-	-	-	£140,000	£80,000

Table 1. Summary of estimated budget costs for dredging

Note. The costs for the consents are based on NRW current structure. These are due to change in April 2017.

The WID trial costs are high due to the initial mobilisation of the equipment to site.

*Cost to build a new model of the estuary and harbour which could then be used and recalibrated for other dredging options, e.g. WID.

6.2. Wall Repair Costs

Estimated budget costs have been provided for the high, medium and low priority repairs that require repair in the next 1 to 2 years, 2 to 5 years and 5 to 10 years for the Outer Harbour, West Dock and East Dock. Costs have also been provided for the investigations required and inspection cost required on an annual basis.

The costs are based on Contractors rates for similar types of repairs works in harbours such as Milford Docks. The costs (including professional fees) are summarised in the table below:

Location	Cost of High Priority Repairs (1-2 years)	Cost of Medium Priority Repairs (2 – 5 years)	Cost of Low Priority Repairs (5 – 10 years)	Cost of all Repairs (H,M, L)	Cost of Investigations for High Priority Repairs	Cost of Annual Inspection
Outer Harbour	£130,488	£447,197	£469,228	£1,046,912	£71,500	£2,200
West Dock	£84,665	£341,430	£155,548	£581,644	-	£1,760
East Dock	£460,299	£216,145	£175,331	£851,775	£89,375	£1,540
Consents	£25,000	£25,000	£25,000	£75,000	-	-
Principal Inspection	-	£20,000	£20,000	£40,000	-	-
Grand Total	£700,452	£1,049,772	£845,107	£2,595,331	£160,875	£66,000
Scheme Total	£2,822,206					

Table 2. Summary of estimated budget costs for walls repairs

7. Recommendations

7.1. Dredging

Main dredge - Discharge to sea using CSD to local site LU145 / East beach site (Option (iv) a)

- Start the modelling and consenting process for the main dredge option as soon as possible as this requires surveys, computer numerical modelling, HRA and WFD assessments and Marine Licence application. A process that can take at least 12 months.
- Verify suitability of local disposal site (LU145) and east beach site (2010 licence) for disposal of silt as these are currently only for sand.

- Produce Marine Licence consent application site coring investigation.
- Take core samples of sand and silt in the outer harbour using a vibrocore from a boat to inform the dredging contract documents and to provide more cost certainty on actual material to be removed.
- Undertake testing of silt and sands for contamination testing to reduce risk.
- Grant funding options to be explored by the Council to fund the scheme.
- Undertake further consultation with NRW to confirm modelling requirements.

Long term strategy – including the Water Injection Dredge Trial (Option B)

- Integrate the longer term maintenance plan into the wider strategic master plan for the harbour area as a whole.
- Progress the requirements for the long term dredging strategy and WID (to include HRA, WFD).
- Compile and develop a long term dredging strategy to follow on from the initial dredge campaign. This will be required in support of a license application.
 - Survey and monitor the infill rates on a regular basis following sand extraction campaigns, especially outside of the harbour.
 - Undertake trial of WID for silt removal to confirm suitability for long term strategy following removal of sand by present mechanical.
 - Undertake more regular mechanical sand dredge campaigns to reduce the sand levels in the approach channel.

General

- CCC to explore possibilities of using / selling sand from the harbour.
- CCC to allow a contingency on top of NRW marine licence fees as these are due to increase in April 2017.
- CCC to allow a contingency on top of the costs provided to allow for dredging and disposal of a greater volume of material, as the levels in the harbour are likely to increase if the dredging period is to be at least 12 months into the future.
- Consider use of WID to remove some material from the west dock.
- Consider relocating east dock pontoons to west dock area created by WID.
- Consider retaining and development of the west dock asset as a more beneficial feature to sustain the life of the harbour. This will generate additional revenue.
- Explore disposal of material at the existing Swansea Bay (LU130) disposal site as a longer term solution.

7.2. Walls

For the harbour walls we recommend the following is undertaken:

- The high priority repairs are repaired within the next 1 to 2 years to ensure Health and Safety concerns with the harbour are addressed and to maintain the structural integrity of the walls.
- Apply for the Listed Building Consent (LBC) application and SSSI ascent to allow the wall repairs to be undertaken.
- Undertaken further site investigations on the high priority repair areas to determine the reasons for failure.
- All walls are inspected on an annual basis to ensure that there is no further deterioration or risk to the general public and boat users.
- An annual inspection and maintenance repair scheme is adopted for the walls to ensure that the overall integrity of the walls are maintained and to attract future development for the area of Burry Port.
- CCC to explore avenues of funding to repair the historical walls by Heritage Lottery grant funding or similar
- All other structural items within the harbour shall be inspected. These being, but not limited to: pontoons pile guides, access brows, access ladders, outfalls, penstocks, sheet piles and associated mechanical and electrical items.
- A Principal Inspection is undertaken every 5 years.
- Apply of the SSSI ascent from Natural Resources Wales (NRW) to allow the wall repairs to be undertaken.
- Install a wall identification and chainage marker system on the walls to allow for easy identification and comparison with future wall inspections.

Appendices

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Appendix A – Plan of Burry Port Harbour

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Burry Port Harbour



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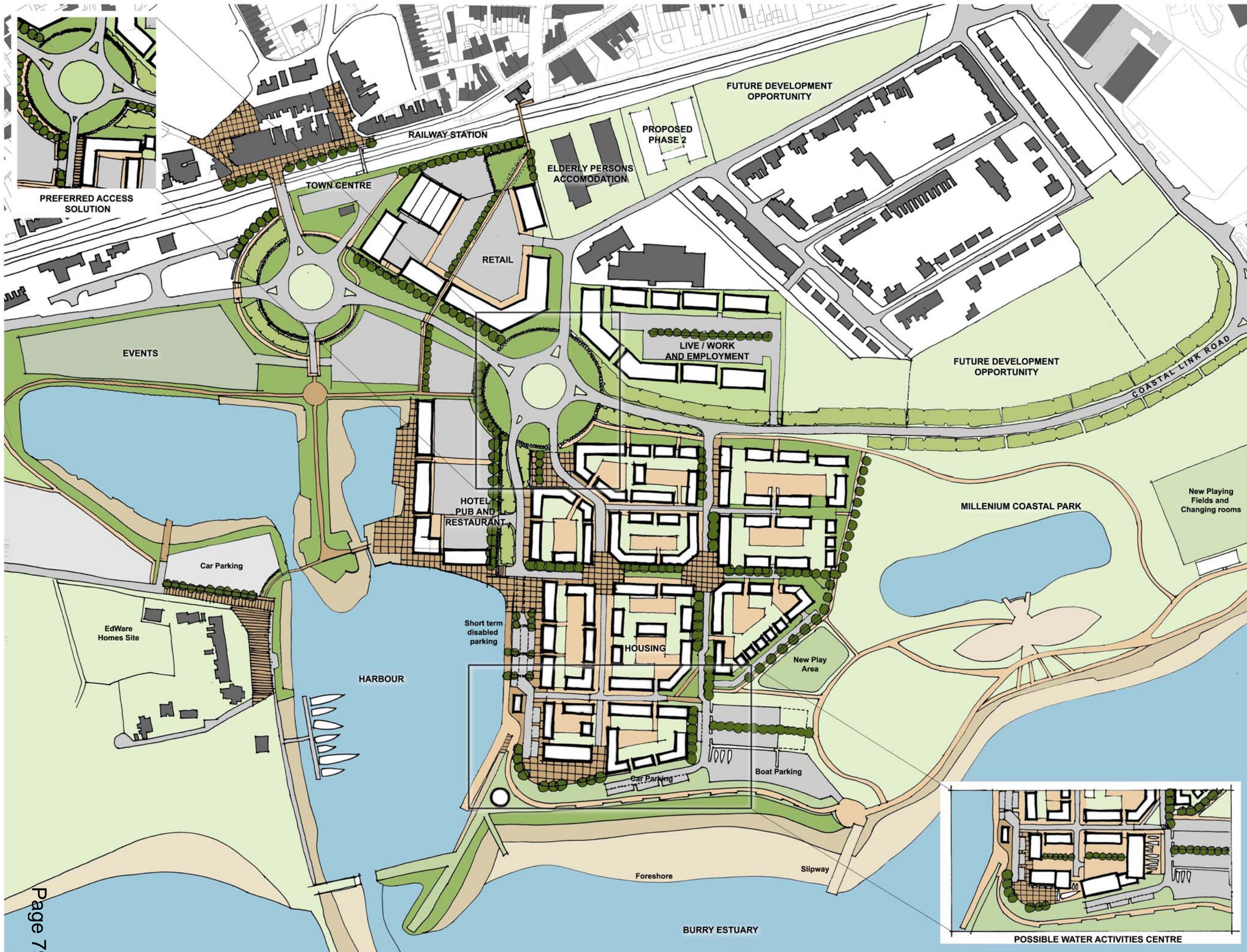
Proposed Location Plan

Site Name	Site 4	Site 5	Site 7	Site 8	Site 9
Area (sqm)	1,200	1,500	2,500	3,000	2,800
Number of Units	10	15	25	30	28
Completion Date/Year	2025	2025	2025	2025	2025

ADLANS CONSTRUCTING
100, High Street, Cardiff, CF10 1AA
Tel: 0300 123 4567
Email: info@adlans.co.uk
Website: www.adlans.co.uk

with Sir Gâr Carmarthenshire

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Overview
Trosolwg

This exhibition introduces the strategy for the harbourside area of Burry Port, which is allocated for development in Carmarthenshire County Council's Unitary Development Plan.

It illustrates a comprehensive, mixed form of development which seeks to conserve, enhance and improve these areas. The main aim is to link these areas back to the town to ensure that the new developments integrate with the town and sustain its long term prosperity.

Background to the Strategy
Cefndir i'r Strategaeth

The exhibition is part of a public consultation exercise that will ensure that the social and economic needs of the town are fully considered.

The illustrations are intended to prompt feedback from the public as part of these consultations. The feedback will help the preparation of a Development Brief for the proposed areas of development, so that planning applications for new development can be considered in context and the area dealt with comprehensively.

The Illustrations
Y Darluniau

The illustrations show only the general form of development, establishing how the main areas of development and public spaces will relate to one another.

Detailed proposals will come forward as individual planning application applications through the normal process. These detailed proposals will be regulated by the 'Development Brief' which will be written around these illustrations and the reaction of the public to these proposals.

The Masterplan
Y Prif Gynllun

This drawing shows all the development areas and their relationship to Burry Port Town Centre.

It illustrates the general development form and land use, public spaces, linkages to the Town Centre and considers the built form in relation to the rest of the town.

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COMMUNITY SCRUTINY COMMITTEE

DATE: 20TH JANUARY, 2016

SUBJECT:

WELSH PUBLIC LIBRARY STANDARDS 2014-17

Purpose:

Carmarthenshire Libraries / Annual Assessment Report 2015-16

To consider and comment on the following issues:

To monitor performance of the Library Service against the 5th Assessment Framework of the Welsh Public Library Standards as contained in the Annual Return for 2015/16.

Reasons:

To enable members to exercise their scrutiny role in relation to monitoring performance of the library service.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Meryl Gravell (Leisure Portfolio Holder)

Directorate

Communities

Name of Head of Service:

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COMMUNITY SCRUTINY COMMITTEE

DATE: 20TH JANUARY, 2016

SUBJECT:
WELSH PUBLIC LIBRARY STANDARDS 2014-17

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The Public Libraries and Museums ACT 1964 sets out the statutory duties of public library authorities to “provide a comprehensive and efficient library service” and makes it a duty of the Welsh Ministers “to superintend and promote the improvement” of public library services in Wales. In accordance with these statutory requirements the Welsh Government has completed its assessment of Carmarthenshire’s Library Services Annual Return for 2015/16.

This is the second year of assessment under the fifth framework.

Carmarthenshire Libraries have performed exceptionally well against the criteria set in the Welsh Public Libraries Standards during 2015/16 with the service making headline news as it continues to demonstrate positive impact for Carmarthenshire’s residents, bucking national trends. Indeed in a recent press article by CIPFA, the Chartered Institute of Public Finance and Accountancy, Llanelli Library was ranked as 3rd highest issuer out of all libraries in England, Scotland and Wales for the numbers of book or other loans to service users being 555,712 loans. The other libraries in the top five were in Norfolk, Worcestershire, Cambridge and Oxford.

Carmarthenshire is meeting 17 of the 18 core entitlements in full, and partially meeting 1. Of the 7 quality indicators which have targets, Carmarthenshire achieved all 7 in full, an improvement compared to last year. It is also one of only two authorities to achieve this in 2015/16.

Carmarthenshire achieved both quality indicators in Learning for Life for up to date and appropriate reading material, one of only 4 authorities to do this. Spending on Welsh language material has increased which means targets set were met in 2015/16.

Carmarthenshire library service is generally performing well, and has seen marked improvements in areas such as collection development and ICT provision which were previously giving cause for concern. There are no significant areas of concern this year.

DETAILED REPORT ATTACHED

YES

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Welsh Public Library Standards 2014-17

Carmarthenshire County Council

Annual Assessment Report 2015-16

This report has been prepared based on information provided in Carmarthenshire's annual return, case studies and narrative report submitted to Museums, Archives and Libraries Division of the Welsh Government.

1) Executive summary

Carmarthenshire is meeting 17 of the 18 core entitlements in full, and partially meeting 1 Of the 7 quality indicators which have targets, Carmarthenshire achieved all 7 in full, an improvement compared to last year. It is also one of only two authorities to achieve this in 2015 16 and is to be praised for this.

Carmarthenshire library service is generally performing well, and has seen marked improvements in areas which were previously giving cause for concern. In this context, customer satisfaction which is below the median for Wales is disappointing, especially given that the service is bucking the general trend with an increase in physical visits and new members.

- Carmarthenshire conducted an impact survey in February 2016. 98% of attendees at training sessions said that attendance had helped them to achieve their goals this year. The impact case studies provided give clear descriptions of the activities offered, but evidence of the impact of these activities on the individuals taking part could be better articulated.
- Carmarthenshire carried out a customer survey in January/February 2015, with mixed results, detailed in last year's report. Levels of informal training have increased compared to last year, and are now the highest in Wales.
- Both physical and virtual visits have increased compared to last year, as have the numbers of members and active borrowers, increases which go against the trend across Wales. Issues have fallen however, by 40% in the case of audio-visual and electronic material, which the assessors find disappointing, given the range of online resources now offered by the service. Attendance at events remains below the median for Wales.
- Carmarthenshire has made considerable improvements in the area of *Learning for life*, with all targets in this area now being met. ICT provision has improved, and the percentage of requests supplied within 15 days is the highest in Wales.
- Staffing levels continue to meet the targets for both overall numbers and professionally qualified staff, and this is another area of strength. There has been a slight increase in revenue expenditure compared to 2013-14, and the average net cost per visit was £2.18, below the median for Wales.

Considering the four areas in the framework (Customers and communities; Access for all; Learning for life; and Leadership and development) in comparison to the rest of Wales, Carmarthenshire shows strength in all areas. It performs relatively poorly on customer satisfaction, however. Compared to the previous year, Carmarthenshire has made notable improvements across the service. Its plans for the future are expected to build on current

activity to grow services in a user-focussed way.

2) Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

a) Core entitlements

Carmarthenshire is meeting 17 of the 18 core entitlements in full, and 1 in part. The area in which the entitlement is only partially met is *Leadership and development*, where the library strategy is due to be completed during March 2017.

b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Carmarthenshire is one of only two authorities this year to achieve all 7 in full:

Quality Indicator	Met?	
QI 3 Individual development:		Met in full
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Met in full
QI 8 Up-to-date reading material:		Met in full
a) Acquisitions per capita	✓	
or Materials spend per capita	✓	
b) Replenishment rate	✓	
QI 9 Appropriate reading material:		Met in full
a) % of material budget on children	✓	
b) % of material budget spent on Welsh	✓	
or Spend on Welsh per capita	✗	
QI 10 Online access:		Met in full
a) All service points	✓	
Computers per capita	✓	
b) Wi-Fi provision	✓	
QI 13 Staffing levels and qualifications:		Met in full
a) Staff per capita	✓	
b) Professional staff per capita	✓	
c) Head of service qualification/training	✓	
d) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

This is an improvement over last year, when QI 9 was not met.

c) Impact measures

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people's lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

Carmarthenshire undertook an impact survey of both adults and children in January/February 2015.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	92%	7/12	86%	93%	99%
e) % of adults who think that the library has made a difference to their lives:	89%	4/13	36%	87%	97%
% of children who think that the library has made a difference to their lives:	93%	1/11	57%	73%	93%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	98%	4/17	85%	97%	100%

Carmarthenshire provided 3 impact case studies which showed the real difference the library service makes:

- Library reminiscence sessions for people living with dementia, which have had positive outcomes for both the participants and the library staff
- Use of the Ziptales literary resource with school groups which has received positive feedback from teachers
- A community partnership with a professional rugby union club

All three projects were very well described, but the third in particular was lacking in evidence of direct beneficial impact on users.

d) Quality performance indicators and benchmarks

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Carmarthenshire's position for 2015-16. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are obtained from customer surveys which only need to be carried out once during the three year framework period, or those where relevant data elements were not available to some authorities. Figures reported in respect of last year for QI 4 to QI 16 are repeated for convenience of comparison. Note that indicators 'per capita' are calculated per 1,000 population.

Performance indicator		Rank	Lowest	Median	Highest	2014/15	Rank
QI 1 Making a difference							
a) new skills	93%	1/13	23%	72%	93%		
c) health and well-being	89%	2/13	26%	58%	93%		
d) enjoyable, safe and inclusive	96%	9/13	84%	97%	100%		
QI 2 Customer satisfaction							

Performance indicator		Rank	Lowest	Median	Highest	2014/15	Rank
a) 'very good' or 'good' choice of books	85%	10/14	74%	89%	97%		
b) 'very good' or 'good' customer care	93%	12/14	90%	97%	99%		
c) 'very good' or 'good' overall	94%	13/14	92%	97%	99%		
d) child rating out of ten	8.7	12/13	8.0	9.2	9.5		
QI 4 User training							
a) attendances per capita	35	8	5	30	390	48	4
c) informal training per capita	1,017	1/19	3	195	1017	318	5/21
QI 6 Library use							
a) visits per capita	5,939	2	2,467	3,967	6,185	5,341	3
b) virtual visits per capita	1,264	5	340	976	2,475	212	22
c) active borrowers per capita	191	5	45	157	273	133	15
QI 7 attendances at events per capita	138	16	60	223	666	55	20
QI 11 Use of ICT - % of available time used by the public							
a) equipment	21%	21	20%	31%	68%	23%	22
b) Wi-Fi services	72%	3/8	20%	60%	90%	36%	6/8
QI 12 Supply of requests							
a) % available within 7 days	67%	19	57%	71%	86%	66%	19
b) % available within 15 days	96%	1	71%	86%	96%	84%	16
QI 13 Staffing levels and qualifications							
(v) a) total volunteers	27	7	0	18	103	17	8
b) total volunteer hours	1,662	5	0	582	3,699	650	10
QI 14 Operational expenditure							
a) total expenditure per capita	£16,586	5/21	£7,516	£12,749	£18,760	£15,971	6
b) % on staff	44%	20/21	40%	58%	79%	46%	21
% on information resources	16%	7/21	7%	13%	23%	13%	12
% on equipment and buildings	2%	17/21	1%	3%	20%	7%	8
% on other operational costs	39%	1/21	0%	20%	39%	35%	3
c) capital expenditure per capita	£0	14/21	£0	£272	£4,677	£0	16
QI 15 Net cost per visit	£2.18	15/21	£1.83	£2.43	£3.53	*	
QI 16 Opening hours (see note)							
(ii) a) % hours unplanned closure of static service points	0.13%	19	0.00%	0.00%	0.16%	0.52%	22
b) % mobile stops / home deliveries missed	1.04%	14 /19	0.00%	0.71%	23.44%	1.5%	13/19

Note: Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

* Income data for 2014-15 not available to calculate this figure.

3) Analysis of performance

The core entitlements and quality indicators are divided into four key areas. This section of the report outlines performance against the quality indicators within these four areas, and compares results with those from the first year of the framework.

a) Customers and communities

Carmarthenshire carried out a CIPFA survey in 2013/14, with an additional survey in January/February 2015. The authority scores well in the areas of new skills and health and well-being information, being ranked second amongst those authorities reporting survey data this year on both measures. Customer satisfaction under QI 2 is below the median of those authorities reporting survey data this year, and Carmarthenshire has the second lowest score

for overall satisfaction. A further survey is planned for the final year of the framework which is expected to show improved satisfaction. Levels of formal training have fallen slightly this year, with 98% of participants saying they had been helped to meet their goals, up from 94% last year. Reported levels of informal training have tripled compared to last year, and are now the highest in Wales. All static service points open for 10 hours or more per week offer the full range of services in support of individual development.

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Carmarthenshire is a sparsely populated county, and meets the target for access to service points. Both the numbers of physical and virtual visits have increased compared to last year, as have the number of library members and active borrowers. Resource use is lower than last year, however with a fall of over 40% in audio-visual and electronic issues. Attendance at library events has more than doubled compared to last year, but remains below the median for Wales.

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Carmarthenshire has achieved both quality indicators with targets in this area, for up-to date and appropriate reading material, one of only 4 authorities to do so this year. Spending on material in the Welsh language has increased four-fold compared to last year, and with the fourth highest percentage of Welsh speakers in Wales, this is welcomed.

All libraries now offer public access computers and Wi-Fi, which was upgraded during the year. There has been a slight fall in the proportion of time for which public access ICT facilities are used, which remains one of the lowest levels of usage recorded in Wales. The Wi-Fi network is well used, however.

There has been a further significant improvement in the speed of supply of requests, notably the percentage supplied within 15 days, which is now the highest in Wales.

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Staffing levels have fallen slightly compared to last year, but Carmarthenshire is one of only two authorities meeting all the targets set for staffing this year. Carmarthenshire has increased its use of volunteers, with 27 each giving an average of 62 hours to the service. Levels of staff training are the third highest in Wales.

There has been a further increase in revenue expenditure per capita, of 3.8% compared to 2014-15, most notably in the materials fund, which stands at 16% of the total in 2014-15. Spending overall is above the median for Wales, with the highest proportion in Wales being spent on other operational costs. The gross average cost per visit is £2.30, down from £2.88 last year, largely as a result of the increased visitor numbers.

Carmarthenshire had the highest proportion of unplanned closures of static service points in Wales in 2014-15, and there has been a marked improvement in both the rates of unplanned closures and missed mobile stops compared to last year. The target for opening hours has been met.

4) Strategic context

Carmarthenshire provided details of a number of ways in which the service supports key government agendas, including promoting literacy through reading groups and library activities, giving people the opportunity to learn digital skills, and working with external partners to promote health and well-being,

5) Future direction

Carmarthenshire libraries expect to continue to develop services and resources, building on the current offer with new services to encourage innovation and creativity.

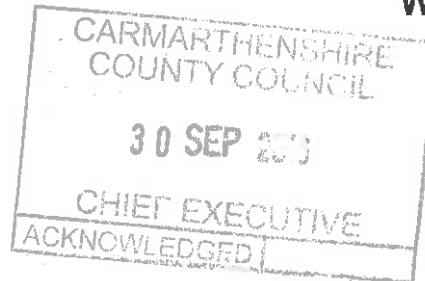
6) Conclusion

Carmarthenshire library service is generally performing well, and has seen marked improvements in areas which were previously giving cause for concern. In this context, customer satisfaction, which is below the median for Wales is disappointing, especially given that the service is bucking the general trend with an increase in physical visits and new members.



Llywodraeth Cymru
Welsh Government

Mark James
Chief Executive
Carmarthenshire County Council
County Hall
Carmarthen
SA31 1 JP



29 September 2016

Dear Mark,

Fifth Assessment Framework for Welsh Public Library Standards: Annual Return 2015-16

The Public Libraries and Museums Act 1964 sets out the statutory duties of public library authorities to "provide a comprehensive and efficient library service" and makes it a duty of the Welsh Ministers "to superintend and promote the improvement" of public library services in Wales. In accordance with these statutory requirements the Welsh Government has completed its assessment of your authority's library service Annual Return for 2015-16, and the full report is attached to this letter.

This is the second year of assessment under the fifth framework. The independent assessor, in consultation with a Reference Group comprising Welsh Government officials and three heads of library services, found that:

- Carmarthenshire is meeting 17 of the 18 core entitlements in full, and partially meeting one.
- Of the seven quality indicators which have targets, Carmarthenshire achieved all seven in full. This is an improvement in performance compared to last year, and is one of only two authorities to achieve this in 2015 16.
- Carmarthenshire library service is generally performing well, and has seen marked improvements in areas such as collection development and ICT provision, which were previously giving cause for concern.
- There are no significant areas of concern this year.

I am grateful for the support from your library service in submitting this year's return and liaising with the independent assessor and MALD officials on this important piece of work.

Museums, Archives and Libraries Division
Welsh Government, Rhodfa Padarn, Aberystwyth, Ceredigion, SY23 3UR.

Tel: 0300 062 2112
Fax: 0300 062 2052
E-mail: MALD@wales.gsi.gov.uk
Website: <http://gov.wales/topics/cultureandsport/museums-archives-libraries/>



We welcome correspondence in Welsh. Correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Should you have any queries concerning the report or the assessment process, please contact Alyson Tyler, Senior Libraries Development Adviser, tel: 0300 062 2103, email: alyson.tyler@wales.gsi.gov.uk.

Yours sincerely

A handwritten signature in black ink that reads "Jason Thomas". The signature is written in a cursive style with a large initial 'J'.

Jason Thomas

PP: Kate Clarke
Museums, Archives and Libraries Department

CC: Library Service Manager
Scrutiny Officer



Llywodraeth Cymru
Welsh Government

Mark James
Prif Weithredwr
Cyngor Sir Gaerfyrddin
Neuadd y Sir
Caerfyrddin
SA31 1JP

29 Medi 2016

Annwyl Mark,

Y Pumed Fframwaith Asesu ar gyfer Safonau Llyfrgelloedd Cyhoeddus Cymru: Ffurflen Flynyddol 2015-16

Mae Deddf Llyfrgelloedd Cyhoeddus ac Amgueddfeydd 1964 yn nodi dyletswyddau statudol ar awdurdodau llyfrgelloedd cyhoeddus i "ddarparu gwasanaeth llyfrgell cynhwysfawr ac effeithlon" ac yn ei gwneud yn ddyletswydd ar Weinidogion Cymru "i oruchwylio a hybu gwelliannau" i wasanaethau llyfrgelloedd cyhoeddus yng Nghymru. Yn unol â'r gofynion statudol hyn, mae Llywodraeth Cymru wedi asesu Ffurflen Flynyddol 2015-16 gwasanaeth llyfrgell eich awdurdod, ac mae'r adroddiad llawn ynghlwm wrth y llythyr hwn.

Dyma ail flwyddyn yr asesiad o dan y pumed fframwaith. Isod ceir canlyniadau'r asesydd annibynnol, mewn ymgynghoriad â Grŵp Cyfeirio sy'n cynnwys swyddogion Llywodraeth Cymru a thri phennaeth gwasanaeth llyfrgell:

- Roedd Sir Gaerfyrddin yn cyflawni 17 o'r 18 hawl graidd yn llawn, ac wedi cyflawni un yn rhannol.
- O'r saith dangosydd ansawdd sydd â thargedau, roedd Sir Gaerfyrddin wedi cyflawni pob un o'r saith yn llawn. Mae hyn yn welliant o'i gymharu â pherfformiad y llynedd, ac mae'n un o ddau awdurdod yn unig i gyflawni hyn yn 2015-16.
- Mae gwasanaeth llyfrgell Sir Gaerfyrddin yn perfformio'n dda yn gyffredinol, ac mae gwelliannau amlwg mewn meysydd megis datblygu casgliadau a darpariaeth TGCh, a oedd yn peri pryder cyn hyn.
- Nid oes unrhyw feysydd arwyddocaol sy'n peri pryder eleni.

Rwy'n ddiolchgar am gefnogaeth eich gwasanaeth llyfrgell wrth gyflwyno'r ffurflen eleni ac

Is-Adran Amgueddfeydd, Archifau a Llyfrgelloedd
Llywodraeth Cymru, Rhodfa Padarn, Aberystwyth, Ceredigion, SY23 3UR.



Ffôn: 0300 062 2112
Ffacs: 0300 062 2052
E-bost: MALD@wales.gsi.gov.uk
Gwefan: <http://gov.wales/topics/cultureandsport/museums-archives-libraries/>

Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg ac ni fydd gohebu yn Gymraeg yn achosi oedi.

am gydlynu â'r asesydd annibynnol a swyddogion yr Is-adran Amgueddfeydd, Archifau a Llyfrgelloedd (MALD) ar y darn pwysig hwn o waith.

Os oes gennych unrhyw ymholiadau ynghylch yr adroddiad neu'r broses asesu, cysylltwch ag Alyson Tyler, Uwch Gyngorydd Datblygu Llyfrgelloedd, ffôn: 0300 062 2103, e-bost: alyson.tyler@cymru.gsi.gov.uk.

Yr eiddoch yn gywir,



Jason Thomas

PP Kate Clarke

Is-adran, Amgueddfeydd, Archifau a Llyfrgelloedd

CC: Rheolwr Gwasanaeth Llyfrgell
Swyddog Craffu

Welsh Public Library Standards 2014-17

Carmarthenshire County Council

Annual Assessment Report 2015-16

This report has been prepared based on information provided in Carmarthenshire's annual return, case studies and narrative report submitted to Museums, Archives and Libraries Division of the Welsh Government.

1) Executive summary

Carmarthenshire is meeting 17 of the 18 core entitlements in full, and partially meeting 1 Of the 7 quality indicators which have targets, Carmarthenshire achieved all 7 in full, an improvement compared to last year. It is also one of only two authorities to achieve this in 2015 16 and is to be praised for this.

Carmarthenshire library service is generally performing well, and has seen marked improvements in areas which were previously giving cause for concern. In this context, customer satisfaction which is below the median for Wales is disappointing, especially given that the service is bucking the general trend with an increase in physical visits and new members.

- Carmarthenshire conducted an impact survey in February 2016. 98% of attendees at training sessions said that attendance had helped them to achieve their goals this year. The impact case studies provided give clear descriptions of the activities offered, but evidence of the impact of these activities on the individuals taking part could be better articulated.
- Carmarthenshire carried out a customer survey in January/February 2015, with mixed results, detailed in last year's report. Levels of informal training have increased compared to last year, and are now the highest in Wales.
- Both physical and virtual visits have increased compared to last year, as have the numbers of members and active borrowers, increases which go against the trend across Wales. Issues have fallen however, by 40% in the case of audio-visual and electronic material, which the assessors find disappointing, given the range of online resources now offered by the service. Attendance at events remains below the median for Wales.
- Carmarthenshire has made considerable improvements in the area of *Learning for life*, with all targets in this area now being met. ICT provision has improved, and the percentage of requests supplied within 15 days is the highest in Wales.
- Staffing levels continue to meet the targets for both overall numbers and professionally qualified staff, and this is another area of strength. There has been a slight increase in revenue expenditure compared to 2013-14, and the average net cost per visit was £2.18, below the median for Wales.

Considering the four areas in the framework (Customers and communities; Access for all; Learning for life; and Leadership and development) in comparison to the rest of Wales, Carmarthenshire shows strength in all areas. It performs relatively poorly on customer satisfaction, however. Compared to the previous year, Carmarthenshire has made notable improvements across the service. Its plans for the future are expected to build on current

activity to grow services in a user-focussed way.

2) Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

a) Core entitlements

Carmarthenshire is meeting 17 of the 18 core entitlements in full, and 1 in part. The area in which the entitlement is only partially met is *Leadership and development*, where the library strategy is due to be completed during March 2017.

b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Carmarthenshire is one of only two authorities this year to achieve all 7 in full:

Quality Indicator	Met?	
QI 3 Individual development:		Met in full
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Met in full
QI 8 Up-to-date reading material:		Met in full
a) Acquisitions per capita	✓	
or Materials spend per capita	✓	
b) Replenishment rate	✓	
QI 9 Appropriate reading material:		Met in full
a) % of material budget on children	✓	
b) % of material budget spent on Welsh	✓	
or Spend on Welsh per capita	✗	
QI 10 Online access:		Met in full
a) All service points	✓	
Computers per capita	✓	
b) Wi-Fi provision	✓	
QI 13 Staffing levels and qualifications:		Met in full
a) Staff per capita	✓	
b) Professional staff per capita	✓	
c) Head of service qualification/training	✓	
d) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

This is an improvement over last year, when QI 9 was not met.

c) *Impact measures*

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people's lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

Carmarthenshire undertook an impact survey of both adults and children in January/February 2015.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	92%	7/12	86%	93%	99%
e) % of adults who think that the library has made a difference to their lives:	89%	4/13	36%	87%	97%
% of children who think that the library has made a difference to their lives:	93%	1/11	57%	73%	93%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	98%	4/17	85%	97%	100%

Carmarthenshire provided 3 impact case studies which showed the real difference the library service makes:

- Library reminiscence sessions for people living with dementia, which have had positive outcomes for both the participants and the library staff
- Use of the Ziptales literary resource with school groups which has received positive feedback from teachers
- A community partnership with a professional rugby union club

All three projects were very well described, but the third in particular was lacking in evidence of direct beneficial impact on users.

d) *Quality performance indicators and benchmarks*

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Carmarthenshire's position for 2015-16. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are obtained from customer surveys which only need to be carried out once during the three year framework period, or those where relevant data elements were not available to some authorities. Figures reported in respect of last year for QI 4 to QI 16 are repeated for convenience of comparison. Note that indicators 'per capita' are calculated per 1,000 population.

Performance indicator		Rank	Lowest	Median	Highest	2014/15	Rank
QI 1 Making a difference							
a) new skills	93%	1/13	23%	72%	93%		
c) health and well-being	89%	2/13	26%	58%	93%		
d) enjoyable, safe and inclusive	96%	9/13	84%	97%	100%		
QI 2 Customer satisfaction							

Performance indicator		Rank	Lowest	Median	Highest	2014/15	Rank
a) 'very good' or 'good' choice of books	85%	10/14	74%	89%	97%		
b) 'very good' or 'good' customer care	93%	12/14	90%	97%	99%		
c) 'very good' or 'good' overall	94%	13/14	92%	97%	99%		
d) child rating out of ten	8.7	12/13	8.0	9.2	9.5		
QI 4 User training							
a) attendances per capita	35	8	5	30	390	48	4
c) informal training per capita	1,017	1/19	3	195	1017	318	5/21
QI 6 Library use							
a) visits per capita	5,939	2	2,467	3,967	6,185	5,341	3
b) virtual visits per capita	1,264	5	340	976	2,475	212	22
c) active borrowers per capita	191	5	45	157	273	133	15
QI 7 attendances at events per capita							
	138	16	60	223	666	55	20
QI 11 Use of ICT - % of available time used by the public							
a) equipment	21%	21	20%	31%	68%	23%	22
b) Wi-Fi services	72%	3/8	20%	60%	90%	36%	6/8
QI 12 Supply of requests							
a) % available within 7 days	67%	19	57%	71%	86%	66%	19
b) % available within 15 days	96%	1	71%	86%	96%	84%	16
QI 13 Staffing levels and qualifications							
(v) a) total volunteers	27	7	0	18	103	17	8
b) total volunteer hours	1,662	5	0	582	3,699	650	10
QI 14 Operational expenditure							
a) total expenditure per capita	£16,586	5/21	£7,516	£12,749	£18,760	£15,971	6
b) % on staff	44%	20/21	40%	58%	79%	46%	21
% on information resources	16%	7/21	7%	13%	23%	13%	12
% on equipment and buildings	2%	17/21	1%	3%	20%	7%	8
% on other operational costs	39%	1/21	0%	20%	39%	35%	3
c) capital expenditure per capita	£0	14/21	£0	£272	£4,677	£0	16
QI 15 Net cost per visit							
	£2.18	15/21	£1.83	£2.43	£3.53	*	
QI 16 Opening hours (see note)							
(ii) a) % hours unplanned closure of static service points	0.13%	19	0.00%	0.00%	0.16%	0.52%	22
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5) Future direction

Carmarthenshire libraries expect to continue to develop services and resources, building on the current offer with new services to encourage innovation and creativity.

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EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

SCRUTINY COMMITTEE : COMMUNITY

DATE OF MEETING : 20th January, 2017

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Council's Well Being Objectives 2017/18	Robert James	The submission timetable for the report's progression through the political process has been amended. The report will now be considered at the Committee's February meeting.	17 th February, 2017
Planning Annual Performance Report 2015/16	Llinos Quelch	The Committee at its meeting held on the 5 th December, 2016, resolved to convene an additional meeting to cater for the large number of reports scheduled for its consideration. As a result the report has been deferred to that additional meeting	30 th January 2017
Local Development Plan Annual Monitoring Report	Llinos Quelch	The Committee at its meeting held on the 5 th December, 2016, resolved to convene an additional meeting to cater for the large number of reports scheduled for its consideration. As a result the report has been deferred to that additional meeting	30 th January 2017

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COMMUNITY SCRUTINY COMMITTEE

MONDAY, 5 DECEMBER 2016

PRESENT: Councillor D.M. Cundy (Chair)

Councillors:

J.M. Charles, W.R.A. Davies, S.L. Davies, T. Devichand, J.K. Howell, E.G. Thomas, G.B. Thomas, J. Thomas and D. Tomos.

Also in attendance:

Councillor L.D. Evans, Executive Board Member for Housing,
Councillor P.A. Palmer, Executive Board Member for Communities (Deputy Leader),
Councillor L.M. Stephens, Executive Board Member for Human Resources, Efficiencies and Collaboration.

The following Officers were in attendance:

O. Bowen, Head of Financial Services,
J. Edwards, Development Management Manager,
J. Fearn, Head of Property,
I. Jones, Head of Leisure,
H. Morgan, Economic Development Manager,
S. Pilliner, Head of Transportation & Highways,
R. Staines, Head of Housing and Public Protection,
W. Walters, Assistant Chief Executive (Regeneration & Policy).
J. Owen, Democratic Services Officer

Chamber, County Hall, Carmarthen - 2.00pm - 4.10pm

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors H.I. Jones, S. Matthews and Councillor M. Gravell – Executive Board Member for Regeneration and Leisure.

2. DECLARATIONS OF PERSONAL INTERESTS

There were no declarations of personal interests.

3. DECLARATION OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

4. PUBLIC QUESTIONS (NONE RECEIVED)

No public questions had been received.

5. FORTHCOMING ITEMS

The Committee received a list of forthcoming items to be considered at its meeting to be held on the 20th January 2017.

The high number of agenda items presented to the Committee was noted. In order for Members to continue to provide an effective scrutiny function it was commented that the number of agenda items should be limited in future.

It was proposed that an additional meeting be arranged in early 2017 in order to manage the high volume of agenda items.

RESOLVED that an additional Community Scrutiny Committee be arranged early 2017.

6. REVENUE BUDGET STRATEGY CONSULTATION 2017/18 to 2019/20

The Committee considered the Revenue Budget Strategy 2017/18 to 2019/20 (Appendix A) which had been endorsed by the Executive Board for consultation purposes at its meeting on 21st November 2016. The report provided Members with the current view of the Revenue Budget for 2017/2018 together with indicative figures for the 2017/2018 and 2019/2020 financial years. The report was based on officers' projections of spending need and took into account the provisional settlement issued by Welsh Government on 19th October 2016.

It was advised that the announced provisional settlement was significantly better than was expected, however it was recognised that the cash neutral settlement would continue to have a negative impact on the Council's resources.

In summary, the budget proposals would assume full delivery of the £24.6m identified savings. Furthermore, the budget proposals assume a Council tax increase by 2.5% in the Strategy and a 1% movement equated to +/-£790k.

The following issues were discussed during consideration of the report:

A concern was expressed regarding the £3k received for the food hygiene rating scheme, it was felt that this was a small amount to support such a large scheme. In response the Head of Financial Services stated that this was the amount of the specific grant available to deliver the scheme, and not the whole cost of providing the service

Following a query regarding the School Reserves, the Head of Financial Services informed Members that at the time of the report the expectation was that the majority of schools would have already utilised their budget reserves for the coming year. However, should they have not utilised the reserves, they would be able to provide an explanation to the Chief Education Officer for decision as to whether they would be able to carry their reserves forward to the next financial period.

Concerns were raised regarding to the potential additional costs which could be attributed to the Well Being of Future Generations (Wales) Act 2015 (WBFG). The Assistant Chief Executive (Regeneration & Policy) informed members that whilst there should be no additional costs attributed to delivering the Well Being of Future Generations (Wales) Act 2015, she reassured Members that costs would be monitored. However, the Committee was reminded that the Act stated that all public bodies must carry out sustainable development, improving the economic, social environmental and cultural well-being of Wales.

In response to an additional query, the Assistant Chief Executive (Regeneration & Policy) stated that the Authority would achieve this by going through a process to ensure that the five new ways of working is adopted whilst working towards the 7 well-being goals. In order to alleviate Members concerns on this matter the Assistant Chief Executive (Regeneration & Policy) suggested that a further seminar on the Well Being of Future Generations (Wales) Act 2015 be arranged. After being put to the Committee, this was agreed.

A question was asked how many people had visited Pembrey Country Park and how much income was the park generating? The Head of Leisure informed the Committee that there were around 400,000 paying visitors in the last year, however, it was difficult to provide an exact number of visitors due to the many access points around the park area. Furthermore, there were many different income streams including the ski centre, car park and the caravan/camping facility. Unfortunately, the loss of the Big Beach Live had been a significant impact on revenue, however, this had been offset by a number smaller events being held over the year.

It was resolved that:-

6.1 The Committee receive the report,

6.2 An all member seminar on the Well Being of Future Generations (Wales) Act 2015 would be arranged.

7. FIVE YEAR CAPITAL PROGRAMME - 2017/18 - 2021/22

The Committee considered the Five Year Capital Programme 2017/18 to 2021/22 (Appendix A) which had been endorsed by the Executive Board for consultation purposes at its meeting on 21st November 2016. It was noted that feedback from the consultation process, along with the outcome of the final settlement, would inform the final budget report which would be presented to members for consideration in February, 2017.

The proposed capital programme was £208m over the 5 years, which aimed to deliver a number of key projects including, to create jobs and improve the quality of life for the people of Carmarthenshire.

The report highlighted the provisional settlement received from the Welsh Government on the 19th October 2016, which indicated capital funding of £9.400m for the Authority in 2017-18. The funding was made up of Supported Borrowing of £5.844m and General Capital Grant of £3.556m. It was noted that in the absence of any forward indications by Welsh Government this level of funding had been assumed for each year of the five year programme.

In summary, the overall position of the capital programme was funded for the first 4 years from 2017/18 to 2020/21 with a current shortfall of £3.123m in the final year of the programme 2021/22.

The following issues were discussed during consideration of the report:

In response to a query regarding the future of external funding the Assistant Chief Executive (Regeneration & Policy) stated that European Funding would cease as a result of Brexit and that it was hoped that the Welsh Government would assist in providing some of the shortfall. However, the Authority would continue to seek alternative funding opportunities.

It was asked about the current position of the improvement works to Carmarthenshire County Museum Abergwili. The Head of Leisure informed the Committee that improvement work had commenced and that some funding had been allocated from the current financial year. Furthermore, an additional application would seek further funds in 2018/19.

Reference was made to Safe Routes in the Communities where it was asked why there was no Carmarthenshire Council funding in 2018/19. The Head of Transportation & Highways stated that the figures were indicative at this stage. Furthermore, throughout the year communities would be invited to apply for a scheme. The Authority is permitted to bid for 3 schemes per annum, each application is assessed against the criteria for the grant as determined by the Wales Government. The authority is allowed to submit bids for 3 schemes per annum. The figures included within the programme were indicative amounts but are dependent of the outcome of the bidding process. It was noted that there were limited funds in relation to County Farms. The Head of Property advised that the funding in 2017/18 was in addition to funds allocated in the current and previous years. In addition that portfolio would continue to receive appropriate maintenance from the general capital maintenance budget each year. Furthermore, members were informed that the fund would be primarily utilised to ensure that Council Farm Houses were brought up to a reasonable standard.

Concerns were raised regarding the A4138 Hendy Link Road and the lack of plans in place to fund any improvements. The Head of Transportation & Highways stated that discussions were currently taking place with Welsh Government and the Trunk Road Agency. In response to an additional concern regarding the closure of the junction the Head of Transportation & Highways stated that there were no plans to close the junction, The investment priorities are set out in the approved Local Transport Plan and schemes are developed accordingly.

It was asked, who would be maintaining the Towy Valley Cycle Way? The Head of Transportation & Highways stated that whilst Carmarthen County Council would have some responsibility there were ongoing discussions with relevant partners.

A concern was raised in relation to road repair at Dafen that was not completed to a satisfactory standard. The Head of Transportation & Highways requested the Member for more information to be forwarded to him.

Resolved to note the Five Year Capital Programme 2017/18 to 2021/22.

8. ENVIRONMENT'S DEPARTMENTAL BUSINESS PLAN 2017-20

The Committee considered the Report on the Environment's Departmental Business Plan 2017-20. The report contained extracts of the aspects relevant to the Community Scrutiny which provided an outline of the priorities for the department during 2017-20. The report identified how the department supported the 5 Ways of Working and the 7 Goals of the Well-being of Future Generations (Wales) Act 2015.

The following issues were discussed during consideration of the update:

An update was requested on the new revised Rights of Way Improvement Plan. The Head of Transportation & Highways informed the Committee that the countryside realignment was in the process of being completed. The work is in hand in order to ensure that the Plan was completed by the end of 2017.

In response to a query regarding the Bwcabus project, the Head of Transportation & Highways stated that he had recently been successful in securing additional funding for an enhanced scheme.

RESOLVED to note the Environment's Departmental Business Plan 2017-2020

9. COMMUNITIES DEPARTMENTAL SUMMARY BUSINESS PLAN 2017-20

The Committee considered the Report on the Communities Departmental Business Plan 2017-20. The report provided a summary business plan and an update of progress made against actions for Housing and Leisure Services, which are included in the departmental business plan from 2017-20.

The following issues were discussed during consideration of the update:

Following a query the Assistant Chief Executive (Regeneration & Policy) provided the committee with a brief update on the Wellness and Life Science project. Overall the project would cost nearly £200m, with over £127m anticipated to come from the private sector. Furthermore, tremendous support had been received from external agencies including Hywel Dda and Abertawe Bro Morgannwg University (ABMU) Health Board's. The Assistant Chief Executive (Regeneration & Policy) offered to arrange a seminar in order to provide Members with more details. After being put to the Committee this was agreed.

Following a concern regarding the Llangennech to Dafen Cycle Path, the Head of Transportation and Highways clarified that the Cycling infrastructure was grant funded and in accordance with the Authority's statutory duties as set out in the Active Travel Act. The work in the section of cycleway and footway was the first phase to link communities to employment sites.

In response to an additional query, the Head of Leisure informed the Committee that a bid to host a stage of the Tour of Britain was currently being considered which could provide an injection of an estimated £40k into the local economy.

In response to an additional query, the Head of Leisure informed the Committee that a bid to host a stage of the Tour of Britain was currently being considered which could provide an injection of an estimated £40k into the local economy.

In response to a query regarding Burry Port Harbour, the Head of Leisure recognised that there were associated challenges and costs and stated that further decisions would be required politically by the Authority. A report would be provided to the next meeting.

In response to a query regarding the replacement of the mobile library fleet, the Head of Leisure stated it was programmed to work closely with the Communications Team in February 2017, in order to widely publicise the new and improved service of the mobile libraries. Following an additional query, the Head of Leisure confirmed that consultation had taken place, but was not all completed yet.

An update was requested with regard to the review of archive service. The Head of Leisure stated that £2m from the capital programme had been allocated to the new archive facility which would be located at the rear of Carmarthen Library. Furthermore, there were currently some challenges in relation to obtaining planning permission as the new location was a listed property. However, the proposed plans were currently being shared with friends of archives in order for them to have their say. The Head of Leisure stated that he would share plans and the timeline with the Committee.

Following an additional query, the Head of Leisure stated that during the development of the new archive facility, it was anticipated that the adjoining Community Education Centre would remain open, however, some disruption to services may occur.

In response to a query, the Head of Housing and Public Protection informed the Committee that currently over 20 fuel clubs existed throughout Carmarthenshire which enabled residents to save up to £200 on their annual fuel bill. Furthermore, a conscious effort was being made to make more links the elderly to ensure that they are aware of the Clubs that are available to them.

RESOLVED to:

- 9.1 note the Communities Departmental Summary Business Plan 2017-20;**
- 9.2 arrange an all member seminar on the Wellness and Life Science project.**

10. CHIEF EXECUTIVE'S DEPARTMENTAL BUSINESS PLAN 2017-20

The Committee considered the Report on the Chief Executive's Departmental Business Plan 2017-20. The report contained extracts of the aspects relevant to the Community Scrutiny which provided an outline of the Regeneration Property and projects work within the Chief Executive's Department and the Special Project on the Wellness and Life Science Village. The report identified how the department supported the 5 Ways of Working and the 7 Goals of the Well-being of Future Generations (Wales) Act 2015.

The Assistant Chief Executive (Regeneration & Policy) highlighted that external funding opportunities had been successful such as the LEADER programme where 13 projects totalling £642,000 have been supported to date. The Rural Community Development Fund, where 8 projects totalling investment of £1.28m, have been assisted through to the second stage of the application process.

The following issues were discussed during consideration of the update:

In response to a query with regard to creating jobs and growth throughout the County, the Assistant Chief Executive (Regeneration & Policy) informed the Committee that as part of Carmarthenshire's Corporate Strategy 2015-20 the key area of focus would be to strengthen business support services, which would be achieved by working closely with new business start-ups.

An update was requested in relation to the Beacon Bursary. The Assistant Chief Executive (Regeneration & Policy) stated that this area was currently being reviewed whilst concentrating on what was important to the young people and businesses, this would enable a more focussed approach moving forward.

Following a query regarding the Ageing Well in Wales Plan, the Assistant Chief Executive (Regeneration & Policy) explained to the Committee that, as a signatory to the Dublin Declaration of Age Friendly Cities and Communities, the Authority, had a responsibility to provide an Ageing Well in Wales Plan which would contribute to one overarching objective; to ensure that Wales is a good place to grow older for everyone. The overall aim of the Ageing Well in Wales Plan was to join-up the Council's diverse services in order to support independent living and to help older people live in their communities. The Plan would assist in meeting Council responsibilities under the Social Services and Well-being (Wales) Act 2014.

It was noted that the Plan was scheduled to be presented to the Policy and Resources Scrutiny Committee in January 2017. The Assistant Chief Executive (Regeneration & Policy) stated that she would ensure that the Ageing Well in Wales Plan was shared with this Committee.

RESOLVED to note the Chief Executive's Departmental Business Plan 2017-20

11. CARMARTHENSHIRE COUNTY COUNCIL GUIDANCE AND SERVICE LEVEL AGREEMENT ON CHARGEABLE PRE-APPLICATION AND POST-CONSENT ADVICE IN RELATION TO NATIONALLY SIGNIFICANT INFRASTRUCTURE PROJECTS (NSIP) (PLANNING ACT 2008) AND DEVELOPMENTS OF NATIONAL SIGNIFICANCE (DNS) (PLANNING (WALES) ACT 2015)

The Committee considered the Report on the introduction of charges for pre-application advice given to developers preparing DNS applications for submission to the Planning Inspectorate and to consider updating the existing guidance/fees relating to NSIPs. The Charging would also apply to post-consent advice and discharging of responsibilities in relation to consent planning conditions, and monitoring.

The Development Management Manager informed the Committee that set fees, time and costs were currently being considered. Furthermore, Members were informed that NSIPs and DNSs were major infrastructure developments in England and Wales such as proposals for power plants, large renewable energy projects, new airports and airport extensions, major road projects etc. NSIPs were defined in the Planning Act 2008, whilst a DNS definition was contained within the Planning (Wales) Act 2015. NSIP and DNS applications were submitted to the Planning Inspectorate (Pins), for assessment and recommendation.

Recommendations on NSIP applications would be sent to the relevant Secretary of State for decision, whilst the Welsh Ministers determine DNS applications.

For information the Development Management Manager stated that a consultation in relation to the proposed Brechfa North Windfarm had commenced and that the company was currently liaising with the community.

RESOLVED to note the Carmarthenshire County Council Guidance and Service Level Agreement on Chargeable Pre-application and Post-consent Advice in Relation to Nationally Significant Infrastructure Projects (NSIP) (Planning Act 2008) and Developments of National Significance (DNS) (Planning (Wales) Act 2015).

12. REVENUE CAPITAL BUDGET MONITORING REPORT 2016/17

The Committee considered the Revenue and Capital Budget Monitoring Report 2016/17. The report provided members with budget monitoring information for the Housing, Regeneration, Planning and Leisure & Recreation Services and considered the budgetary position. In summary, the revenue budget for the services within the Community Scrutiny remit were forecasting a £196k overspend. Whereas, the main variances on capital schemes showed a forecasted net spend of £18,246k compared with a working net budget of £24,816k giving a £-6,570k variance.

Following a query in relation to shop located at Pembrey Ski Centre, the Head of Housing and Public Protection stated that the shop was reducing stock in readiness for closure.

RESOLVED to note the Revenue and Capital Budget Monitoring Report 2016/17.

13. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 3RD NOVEMBER 2016

RESOLVED that the minutes of the Community Scrutiny Committee held on the 3rd November 2016 be signed as a correct record.

CHAIR

DATE

JOINT COMMUNITY SCRUTINY COMMITTEE AND PLANNING COMMITTEE

MONDAY, 5 DECEMBER 2016

PRESENT: Councillor A.W. Jones (Chair)

Councillors:

S.M. Allen, D.J.R. Bartlett, J.M. Charles, A.P. Cooper, D.M. Cundy, W.R.A. Davies, S.L. Davies, T. Davies, T. Devichand, W.T. Evans, J.K. Howell, I.J. Jackson, W.J. Lemon, G.B. Thomas, E.G. Thomas, J. Thomas and J.S. Williams

Also in attendance:

Councillor L.D. Evans, Executive Board Member for Housing,
Councillor L.M. Stephens, Executive Board Member for Human Resources, Efficiencies and Collaboration,
Councillor T.J. Jones, Executive Board Member for Environmental & Public Protection.

The following Officers were in attendance:

J. Edwards, Development Management Manager,
K. Byrne, Assistant Solicitor,
J. Owen, Democratic Services Officer.

Chamber, County Hall, Carmarthen - 1.30pm - 1.55 pm

1. TO APPOINT A CHAIR FOR THE MEETING

UNANIMOUSLY RESOLVED that Councillor A.W. Jones be appointed Chair for the meeting.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor S. Matthews and from Councillor M. Gravell – Executive Board Member for Regeneration and Leisure

3. DECLARATIONS OF PERSONAL INTERESTS

There were no declarations of interest.

4. DECLARATION OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

5. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions on notice had been received.

6. COMMUNITY SCRUTINY COMMITTEE TASK AND FINISH GROUP REVIEW 2013/14 - ACTION PLAN MONITORING

The Committee, in accordance with minute 6.4 of its meeting held on the 24th March, 2016 received for consideration an action plan monitoring report on implementing the recommendations of the Task and Finish Review of Planning Enforcement Policy and Protocols. The Development Management Manager reminded the Committee that the purpose of the report was to provide it with an update on both the actions agreed as part of the Action Plan and the recommendations arising from its meeting in September 2015.

The report provided members with an updated position on a recommendation which was put forward on 14th September 2015, which was to develop a protocol with Dyfed-Powys Police for information sharing and to investigate the possibility of allowing access to the Police secure database. The Development Management Manager informed the Committee that a Corporate Multi-Disciplinary Group had now been established which would seek to progress this issue as part of its work plan. Members were also informed that Officers had been invited to attend a meeting of the Dyfed Powys Police Authority (DPPA) Information Compliance Team which would be accepted and to be arranged.

Furthermore, in accordance with minute 6.3 of its meeting held on the 24th March, 2016 the Assistant Solicitor provided an update on recommendation 21 for consideration by the Committee.

The Assistant Solicitor stated that she had informed the local magistrate's administrative office that the Authority was willing to provide training to local magistrates on enforcement under the Town and Country Planning Act 1990. However, the Senior Clerk advised that he would not be in a position to agree, but did request a copy of the proposed training package in order for this to be put before the Magistrates' Area Committee for consideration.

The Assistant Solicitor explained to the Committee that new training material would need to be drafted which would cost the Authority, with no guarantee that the Magistrates would accept the training. The Assistant Solicitor advised that the Members and the planning department should consider this matter further going forward.

The following issues/questions were raised during consideration of the report.

In response to a question on recommendation 8, the Development Management Manager informed Members that it was anticipated that the new publication of a plain language guide on enforcement protocol for elected members and the public guide would be produced to coincide with the next Performance Management year.

Following a query in relation to the progress of recommendations 6 and 7, the Development Management Manager stated that these had been completed and that the report would be updated to reflect this.

Reference was made to recommendation 12. It was asked, if there was a reason behind the decision not to pursue the option of doubling fees for retrospective planning applications? The Development Management Manager stated that the department incurred additional costs in processing retrospective planning applications, for which it received no recompense. The new Planning (Wales) Act 2015 contained a provision for Local Planning Authorities to charge for certain types of work, however in order for such fee's to be recovered, the Welsh Government required administrative evidence on each case.

In response to a query regarding the recommendation that the Local Planning Authority use temporary Stop Notices, the Development Management Manager clarified that Stop Notices were considered to be the last course which prohibited any or all activities which contained the alleged breach(es) of planning control specified in the related enforcement notice. Temporary Stop Notice's could be issued without an enforcement notice with immediate effect.

It was queried if a date had been arranged in relation to recommendation 14. The Development Management Manager stated that a date had not yet been arranged and that he would inform members of the date in due course.

RESOLVED that the Action Plan Monitoring Report be received.

7. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 24TH MARCH 2016

UNANIMOUSLY RESOLVED that the minutes of the meeting of the Joint Committee held on the 24th March 2016 be received.

CHAIR

DATE

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