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WEDNESDAY, 6 DECEMBER 2023

TO: ALL MEMBERS OF THE COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER - COUNTY HALL, CARMARTHEN. SA31 1JP AND REMOTELY AT 2.00 PM ON WEDNESDAY, 13TH DECEMBER, 2023** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA

Wendy Walters

CHIEF EXECUTIVE

Democratic Officer:	Kevin J Thomas
Telephone (direct line):	01267 224027
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This is a multi-location meeting. Committee members can attend in person at the venue detailed above or remotely via the Zoom link which is provided separately.	
The meeting can be viewed on the Authority's website via the following link:- https://carmarthenshire.public-i.tv/core/portal/home	

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

**COMMUNITIES, HOMES & REGENERATION SCRUTINY
COMMITTEE**

PLAID CYMRU GROUP - 7 Members

Cllr. Betsan Jones (Vice-Chair)
Cllr. Bryan Davies
Cllr. Terry Davies
Cllr. Handel Davies
Cllr. Ken Howell
Cllr. Denise Owen
Cllr. Russell Sparks

LABOUR GROUP - 4 Members

Cllr. Deryk Cundy (Chair)
Cllr. Rob Evans
Cllr. Martyn Palfreman
Cllr. Michael Thomas

INDEPENDENT GROUP - 2 Members

Cllr. Anthony Davies
Cllr. Hugh Shepardson

UNAFFILIATED - 0 Members

A G E N D A

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM**
- 3. PUBLIC QUESTIONS (NONE RECEIVED)**
- 4. HOUSING REVENUE ACCOUNT AND HOUSING RENT SETTING 2024/25** 5 - 28
- 5. HOUSING REVENUE ACCOUNT BUSINESS PLAN 2024-27 CARMARTHENSHIRE'S HOUSING INVESTMENT PROGRAMME** 29 - 100
- 6. EMERGENCY SOCIAL HOUSING ALLOCATION UPDATE REPORT ON THE OPERATION OF THE NEW ALLOCATION POLICY (MONITORING)** 101 - 114
- 7. 2023/24 QUARTER 2 - PERFORMANCE REPORT (01/04/23 - 30/09/23) RELEVANT TO THIS SCRUTINY** 115 - 148
- 8. SCRUTINY ACTION UPDATE** 149 - 164
- 9. FORTHCOMING ITEMS** 165 - 172
- 10. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 15TH NOVEMBER, 2023** 173 - 178

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Agenda Item 4

**COMMUNITIES, HOMES AND REGENERATION SCRUTINY
COMMITTEE
13TH DECEMBER, 2023**

**HOUSING REVENUE ACCOUNT AND HOUSING RENT SETTING
2024/25**

Purpose:

To bring together the latest proposals for the Revenue and Capital Budgets for the Housing Revenue Account 2024/2027. It has been prepared in conjunction with officers from the Communities Department

To reflect the latest proposals contained in the Housing Revenue Account (HRA) Business Plan, which is the primary financial planning tool for delivering the Carmarthenshire Homes Standard Plus (CHS+) for the future. The proposed investment within the current business plan delivered the CHS by 2015 (to those homes where tenants agreed to have work undertaken), provides investment to maintain CHS+ and continues investment for our Housing Regeneration and Development Delivery Plan.

The report also details how rents will increase for 2024/25.

Appendix A provides the proposed Revenue Account Budget for 2024/25.

Appendix B of this report provides the proposed Capital Programme for 2024/27.

The HRA budget for 2023/24 is being set to reflect:

- Social Housing Rent Policy (set by WG)
- Proposals contained in the Carmarthenshire Housing Revenue Account Business Plan.
- Housing Regeneration and Development Delivery Plan.

THE SCRUTINY COMMITTEE IS ASKED TO:

Review and assess the information contained in Report and provide any recommendations, comments, or advice to the Cabinet Member and / or Director prior to the report's consideration by Cabinet.

Reasons:

To formulate views for submission to the Cabinet / Council for consideration.

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr Alun Lenny (Resources Portfolio Holder)

Cllr. Linda Evans (Deputy Leader and Homes Portfolio Holder)

<p>Directorate: Corporate Resources</p> <p>Name of Head of Service: Randal Hemingway</p> <p>Report Author: Andrea Thomas</p>	<p>Designations:</p> <p>Head of Finance Senior Accountant</p>	<p>Tel Nos.01267 224120</p> <p>E Mail Addresses: RHemingway@carmarthenshire.gov.uk stewilliams@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

HOUSING REVENUE ACCOUNT AND HOUSING RENT SETTING 2024/25

1. Purpose of the Rent Setting Report

1.1. This report explains the proposed 2024/25 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 Cabinet 15th January 2025.

1.2. The HRA budget for 2024/25 is being set to reflect:

- Welsh Government's Policy for Social Housing Rents (Rent Policy) issued 27/10/23, which this year is governed by the Welsh Government's Minister for Climate Change instruction that the maximum increases in the rent envelope for any local authority does not exceed 6.7%
- Proposals contained in the Carmarthenshire Housing Revenue Account Business Plan
- Housing Regeneration and Development Delivery Plan

1.3. Implementing the 6.5% overall increase for Carmarthenshire and implementing rental progression of £1, has the following impact:

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

Consumer Price Index (CPI for Sept 2023) @6.7%-0.31% = 6.39%

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

Consumer Price Index (CPI for Sept 2022) @6.7%-0.31% = 6.39%

plus a maximum of £1 progression in order to achieve an average rent increase of 6.5%.

- Those rents above target are frozen until such time that they meet the target, there is only 1 property remaining. When a property becomes empty it is placed at the appropriate rent.
- Based on applying the above for 2024/25 at 6.5% rent increase this would produce an average rent of £105.90 (increase of £6.47).

DETAILED REPORT ATTACHED?	YES – HOUSING REVENUE ACCOUNT AND HOUSING RENT SETTING 2024/25
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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: Jonathan Morgan Head of Housing & Public Protection

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

2. FINANCE

The report details the HRA proposals to be considered by pre-cabinet. If the proposals are agreed the budget for the HRA will be set for 2024/25 with an expenditure level of £52.9M. The average rent will increase from £99.44 to £105.90 (6.5%).

The proposed Capital Programme will be £36.2M for 2024/25, £38.1M for 2025/26 and £38.9M for 2026/27.

6. PHYSICAL ASSETS

The capital programme continues the works to maintain the Carmarthenshire Home Standard+ and deliver the Housing Regeneration and Development Delivery Plan as per the 30-year business plan.

CONSULTATIONS

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED	Yes
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**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
Social Housing Rents Policy		Financial Services, County Hall, Carmarthen
30 year Housing Business Plan		Financial Services , County Hall, Carmarthen

REPORT OF THE DIRECTOR OF CORPORATE SERVICES

SCRUTINY

13th DECEMBER 2023

HOUSING REVENUE ACCOUNT AND HOUSING RENT SETTING 2024/25

- REVENUE AND CAPITAL

DIRECTOR & DESIGNATION.	DIRECTORATE	TELEPHONE NO.
C Moore Director of Corporate Services	Corporate Services	01267 224120
AUTHOR & DESIGNATION	DIRECTORATE	TELEPHONE NO
S Williams Senior Accountant	Corporate Services	01267 228836

1. INTRODUCTION

1.1. This report explains the proposed 2024/25 Housing Revenue Account (HRA) budget for both revenue and capital. It has been prepared in conjunction with officers from the Communities Department and is presented to this Scrutiny Committee as part of the budget consultation process. The views expressed by this Committee will be fed back to Cabinet for their consideration when they set the 2024/25 HRA budget and Housing Rents on 15/01/2024.

1.2. The HRA budget for 2024/25 is being set to reflect:

- Welsh Government's Policy for Social Housing Rents (Rent Policy) issued 27/10/23, which this year is governed by the Welsh Government's Minister for Climate Change instruction that the maximum increases in the rent envelope for any local authority does not exceed 6.7%
- Proposals contained in the Carmarthenshire Housing Revenue Account Business Plan
- Housing Regeneration and Development Delivery Plan

1.3. The HRA budget is prepared to maintain the HRA Business Plan, deliver our affordable homes aspirations and manage and maintain our homes on a daily basis. As a ring-fenced account this expenditure is balanced by income primarily generated through rents charged to tenants. Supporting the HRA Business Plan is a 30 year financial model which is submitted to and scrutinised/approved by WG annually (as part of the Major Repairs Allowance application).

Carmarthenshire County Council along with the other 10 local authorities (LAs) in Wales who retained their Housing Stock, exited the Housing Revenue Account Subsidy (HRAS) system on 1/4/15, which allows Local Authorities more flexibility in the management of their stock going forward.

Part of the agreement to exit included LAs with retained stock were required to adopt the new Social Housing Rents Policy set by the Welsh Government (WG). 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. This policy provided consistency for 4 years from 2015/16 to 2018/19. WG provided an interim policy for 2019/20 while they await the results of the Affordable Housing Supply Review. The result of this review was to retain the existing policy for a further 5 years which was implemented in 2020/21 with some additional/amended requirements. Below are the main points detailed in Social Housing Rents Policy and WG letter dated 27/10/23:-

- An annual rent uplift (total rent envelope) of up to CPI+1%, each year for 5 years from 2020-21 to 2024-25 using the level of CPI from the previous September each year. September 2023 was 6.7%.
- CPI+1% will be the maximum increase allowable in any one year but CPI+1% must not be regarded as an automatic uplift to be applied by social landlords. Landlords' decisions on rent should take into account the affordability of rents for tenants as set out below.
- The level of rents for individual tenants can be reduced or frozen or can rise by up to an additional £2 over and above CPI+1%, on condition that total rental income collected by the social landlord increases by no more than CPI+1%. This provision is designed to enable social landlords to restructure rents payable where necessary.
- Should CPI fall outside the range of 0% to 3%, the Minister with responsibility for housing will determine the appropriate change to rent levels to be applied for that year only. **As CPI was 6.7% in September 2023 this clause was activated** and the Government Minister for Climate Change has instructed that the maximum

increase in the rent envelope for any local authority does not exceed 6.7%. The Minister also commented that affordability remains at the heart of the rent settlement and excessive financial burdens should not be placed upon tenants in these very challenging times.

- Social landlords should advise the Welsh Government where they have concerns about the impact that rent policy has upon their business plan or financial viability, or on their ability to meet their obligations to tenants and lenders.
- As an intrinsic part of the five-year rent policy, social landlords will be expected to set a rent and service charge policy which ensures that social housing remains affordable for current and future tenants. As part of their annual decision on the level of rent uplift/reduction to be applied they should make an assessment of cost efficiencies, value for money and affordability for tenants which should be discussed at the Cabinet/Council.
- During the pandemic, governmental resources have been re-prioritised meaning this year's rent data-set collection was suspended. Therefore there is no up to date, robust data available to generate Target Rent Bands for the year ahead. WG have therefore considered the role of the Target Rent Bands in conjunction with representative bodies and individual stakeholders. Discussions revealed that whilst Target Rent Bands played a valuable role when they were introduced, the landscape today is very different and for most landlords they do not play a significant role in local rent setting. WG have therefore taken the decision to suspend them again for this year. The impact of this decision in next year's rent setting, and if there are unexpected and unintended matters arising from this decision, will be re-considered. This results in setting the 2024/25 rents without Target Rent Bands.

Additional commitments and initiatives introduced previously should continue with some further developments:-

- Balance the needs of tenants together with the ability of social landlords to continue to provide the additional non-core services and wider package of support that have proved vital for many tenants as the cost-of-living crisis continues.
- No evictions due to financial hardship for the term of the settlement, (financial year 2024-25), where tenants engage with landlords.
- Provide targeted support to those experiencing financial hardship to access support.
- Maximise the use of all suitable social housing stock, with a focus on helping those in the poorest quality transitional accommodation move into longer term homes that meet their needs.

- Continue focused communication to encourage tenants to talk to their landlord if they are experiencing financial difficulties and access support available.
- Build on existing engagement with tenants in rent setting decisions, including explaining how income from rent is invested and spent.
- Continued commitment to invest in existing homes to keep them safe, warm and affordable to live in.
- Work in partnership with tenants, Welsh Government, funders and other partners to develop a consistent approach to assessing affordability across the social housing sector in Wales.
- Continue to strengthen approaches designed to ensure you minimise all evictions and work effectively with partners to deliver on the commitment not to evict into homelessness.
- Undertake a standardised tenant satisfaction survey and provide the data for publication on a central website to assist tenants in scrutinising and comparing landlord performance. The next submission date, based on the revised core questions, is 28 February 2024 for publication in April.

WG want LA's to consider the "whole cost of living in a property", looking at not only rent and service charges but energy costs also in order to reduce the financial burden on tenants. In recognition of the greater stability and certainty due to the rent policy WG also want to strengthen joint working with LA's in a wider rental agreement. WG also want LA's to produce annual assessments of affordability, value for money and demonstrate finding efficiencies as part of monitoring compliance.

All local authority budgets have been put under increased pressure due to the cost of living crisis, which has followed the difficult covid period and the ongoing war in Europe.

Social housing has not been sheltered from the impacts of the above. Below is a schedule of the main budget components to be impacted significantly (items with * impacted positively):-

1. Capital Financing Charges*
2. Payaward 2023/24
3. Payaward 2024/25
4. Interest on cash balances*
5. Void loss assumption*
6. Revenue R&M
7. Central Support Costs
8. Additional staffing costs for R&M delivery
9. Energy costs relating to Service Charges
10. Additional cost of in year ODR's
11. Rents*

1.4 Capital investment

A capital investment of £231M was undertaken to deliver the Carmarthenshire Homes Standard+(CHS+) by 2015. This included £117M of unsupported borrowing. This investment was 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). Since achieving the CHS+, a further £115M will have been spent on maintaining the standard and £80M on providing additional affordable homes in the HRA by the end of 2023/24.

The HRA Business Plan 2024-27 highlights the approach that will be taken over the next three years and will be presented by the Head of Housing and Public Protection in this meeting. It includes further investment over the next 3 years of £58M to maintain the CHS+ and £52M for our Affordable Homes programme. This will be 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 potential sale of HRA land is being kept under review to ensure that receipts are maximised to support the Business Plan however there are no anticipated sales in current plan and current land is retained for development of housing. Land sales are scrutinised on an individual basis, decisions on sale/retention depend on housing demand within that area.

The profile of capital expenditure required to maintain the CHS+ and invest in affordable homes is detailed in appendix B. 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.

1.5 Decarbonisation

Welsh Housing Quality Standard (WHQS) 2023 driving towards a Net Zero Wales

WHQS sets out Standards relating to the decarbonisation of social homes and aims to reduce carbon emissions from the Welsh housing stock. This Standard contributes towards governmental climate change goals expressed through the Net Zero Wales plan published in 2021 and updated in 2022. In time, it is anticipated that the Standard will apply to other types and tenures of housing, and this will be kept under regular review.

This will have a significant impact on future investment plans.

The HRA Business Plan details our proposed approach to decarbonisation of our HRA stock, headlines include:-

- Promoting Affordable Warmth
- Improving Energy Performance
- Alignment with Council's net zero principles

2. BUSINESS PLAN ASSUMPTIONS

2.1. There are many assumptions within the Business Plan, including future rental levels, interest rates, inflation, pay awards etc. Business Plan guidance from the WG hasn't been received yet (last year 12/12/22) and requires a submission of a viable plan by 31/03/2024.

Underpinning the HRA Business Plan is the 30 year financial model which has many assumptions including:

- **Rents** The WG Social Housing rents policy allows local authorities to increase rent by CPI plus 1%. As September 2023 CPI fell outside the 0%-3% parameters in the policy, the Minister for Climate Change set a maximum increase of 6.7%. It is proposed in this report that the rent envelope is increased by 6.5%.
- **Major Repairs Allowance (MRA)** is a grant from WG which is provided to support our works in maintaining the standard and is audited annually. This has not been increased for future years but has been varied for changing stock numbers. Our MRA is estimated to be £6.2million for 2024/25.
- **Capital Receipts** We have suspended our Right to Buy for tenants (WG has also subsequently suspended RTBs) so there are no planned receipts from sales of houses. There are no intentions for any land sales in the current plan.
- **Grants** This is an increasingly important element of our financing. We are likely to receive over £9.3M in 2024/25 and £33M in total over the next 3 years. These include Social Housing Grant, Housing with Care Fund, Optimised Retrofit Programme plus others.
- **Void Loss** incurred on dwellings currently set on long term basis at 2%. Current performance has improved at 2.5% from 3.5% previously. We have assumed this will continue for 2024/25.
- **Central Support Costs** are based on services received by departments, these have been validated accordingly.
- **Stock Numbers** have been updated based on affordable homes delivery plan.
- **Interest on Balances** is estimated to be circa £600k based on an interest rate of 5% (average interest earned).

2.2.

Members will be aware that as part of the HRAS exit agreement in 2015 Local Authorities were required to agree a Borrowing Cap, which was a requirement put in place by the UK Government. This restricted what a Local Authority could borrow in respect of the HRA, for this Authority the limit was set at £228M. The minister for Housing and Regeneration wrote to LA's 29/10/2018 detailing that the Chancellor of the Exchequer had confirmed that the removal of HRA borrowing caps applied to Wales as well as England. This was a significant change in policy designed to encourage LA's to build at pace and scale and to deliver their affordable homes ambitions. This places a responsibility on LA's to develop Business Plans which are financially sustainable as well as ambitious. This has led to a review of how we fund our capital investment programme to release additional resources in a prudent manner. We are therefore now developing the New Build programme with a greater number of schemes being commissioned and developed by the Council internally.

However, although the borrowing cap has been released, it should be noted that there is a significant responsibility on the County Council to ensure any borrowing for the HRA is sustainable, prudent and affordable within the HRA financial Business Plan. An officer working group has been developed with WG to establish some key ratios to help manage these plans. Work is currently ongoing.

As most of the schemes delivering Housing projects have a significant lead-in time, there will be an ongoing review of what is needed to maintain CHS+, meet the requirements of WHQS 2023 and deliver our affordable housing ambitions, which will utilise the borrowing available as we develop our plans.

3. EXPENDITURE

The expenditure levels in the Business Plan have been set in line with the anticipated Business Planning guidance.

Maintenance and Stock Improvement

Revenue repairs and maintenance expenditure is forecast to be £18million in 2024/25. This is an increase on the 2023/24 budget (£17.2million) which reflects local building costs, forecast outturn for 2023/24 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 Housing Regeneration and Development Delivery Plan commitments.

Maintain our Stock

For 2024/25 the capital programme to maintain the CHS+ is £18.8M. This gives an overall spend of £36.1M on stock improvement and maintenance (the total for 2023/24 was £38.3million). This will be further informed by stock condition data which will be gathered in 2024/25.

Affordable Housing Commitment

Housing Finance Grant 2 (HFG2) funding for new affordable housing ended in 2019/20. This funding was provided as a revenue source, requiring the authority to borrow the money and WG repaying the capital charges. It effectively supported £7million of capital expenditure, the revenue consequence of this is generating £246k annually.

We have been successful in securing other additional grants totalling £33M over 3 years to support our Affordable Homes delivery.

We have set aside £52million over the next three years as part of the capital programme to increase the supply of affordable homes. Within 2024/25 £17.4M has been identified for the housing development programme (including development costs).

The capital programme and funding sources for this programme up to 2026/27 are detailed in Appendix B.

Validation

The proposed Business Plan includes the following validations for 2024/25, which is in line with the proposed budget strategy:

- general payroll costs are +5% (average). It is recognised that the Chancellor of Exchequer has expressed a view regarding a pay freeze but currently impact of this is unclear and therefore not to allow for pay award would be imprudent.
- general inflation has been accommodated at +4%
- efficiency savings programme to be introduced delivering £330k over 3 years.

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 2026/27 is shown in Appendix A.

4. INCOME

4.1. As outlined in Paragraph 1.3 above, WG have confirmed the policy up to 2024/25 increases in rent being CPI plus 1%.

Carmarthenshire’s current average rent for 2023/24 is £99.44. In the private sector median rents are currently for 2 bedrooms are £155, 3 bedrooms are £183 and 4 bedrooms are £230.

4.2. Target Rents

Target rents bands have been removed for 2024/25 (as detailed in 1.3), actual rents including a 6.39% increase are detailed below: -

	Houses and Bungalows (£)					Flats (£)				Bedsits (£)
	1Bed	2Bed	3Bed	4Bed	5+Bed	1Bed	2Bed	3Bed	4+Bed	
Actual Rent 2024/25 with 6.39% increase for 53 weeks	94.97	105.52	116.06	126.60	137.18	85.90	95.49	105.01	114.58	76.37

This produces average rent of £105.90 for 2024/25

WG have advised LA’s that a 6.7% increase should be the maximum applied in 2024/25.

4.3.

Implementing the 6.5% overall increase for Carmarthenshire and implementing rental progression of £1, has the following impact:

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

Consumer Price Index (CPI for Sept 2023) @6.7%-0.31% = 6.39%

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

Consumer Price Index (CPI for Sept 2023) @6.7%-0.31% = 6.39%

plus a maximum of £1 progression in order to achieve an average rent increase of 6.5%.

Those rents above target are frozen until such time that they meet the target, there is only 1 property remaining. When a property becomes empty it is placed at the appropriate rent.

Based on applying the above for 2024/25 at 6.5% rent increase this would produce an average rent of £105.90 (increase of £6.47).

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

Receive an increase of :-	6.5% increase
No increase	1
£4.00 to £4.99	70
£5.00 to £5.99	2,280
£6.00 to £6.99	5,920
£7.00 to £7.99	1,040
£8.00 to £8.99	15
	9,326

Table : No .of Householders affected by average increases.

34% of tenants are now in receipt of universal credit, 24% of tenants are on full Housing Benefit (HB), 15% are on partial HB and 27% receive no HB. Of those receiving no assistance in the form of universal credit or housing benefit there are approximately 817 of pensionable age.

The proportion of dwellings below the rent they should be paying is 12% as a result of the £1 progression implemented last year and the rent being changed as a result of properties becoming vacant. This was over 85% when we began the harmonisation process.

4.4. Garage Rental Income

The HRA currently receives a net rental income of £126k per annum. This equates to a weekly charge of £9.00 per week. Garage bases are £2.25 per week. It is proposed to increase these in 2024/25 by the same average increase as dwelling rents of 6.5%.

4.5. Service and Heating charges

Service charges are calculated in line with the policy adopted in 2011. Service charges are payments made by tenants that share communal areas or facilities within our blocks of flats, sheltered schemes, or supported housing projects. It is where we as the landlord provide additional services that are over and above the general rent, therefore Service Charges **will not** be subject to our general rent increase and are **excluded** as part of the rent setting policy.

The way that we determine Service Charges for the forthcoming year is to calculate this on the actual expenditure in the previous year. Therefore, no assumptions are made and again the tenants only pay for what they have received. These charges will vary annually as they are based on actual expenditure. We are directed by the Welsh Government Rent and Service Charge Standard 2020-2025 to set service charges which are reasonable and affordable. We are required to review service charges on an annual basis, ensure they provide value for money for our contract holders and are affordable. We are required to list their service charges separately to the rent to allow for transparency. It is necessary that tenants can clearly identify the rent charge and any services charges separately in their bills. Therefore, we make it clear that £X is rent and (a separate sum of) £Y is being charged for (specific) services, which amounts to £X+Y.

The current policy allows for a maximum increase of £3 per tenant per week and is applicable to approximately 1250 tenants. We are proposing an amendment to the maximum increase by introducing a gradual incremental removal of the Cap over a 3-year period to bring all service charges in line with full cost recovery. The cap will only come into effect where charges exceed the agreed weekly cap.

Service charge policy cap amendment is attached as appendix C.

4.6. Sewerage Treatment Works

We have 15 pumping stations serving approx. 154 properties, the cost of running and maintaining the stations falls on the HRA. We also have 8 cesspits. It is proposed for 2024/25 that current charges are increased as per our rent increase.

4.7. Commission on Collection of Water Rates

Dwr Cymru served notice of their intention to repatriate this service from April 2023 not only for Carmarthenshire but all the local authority and Registered Social Landlords (RSL's) in Wales which has resulted in losing an income stream of £350k.

4.8. Universal Credit

Universal Credit (UC) is a new monthly payment for people who are either unemployed, or working but on a low income. It will eventually replace six legacy benefits, including Housing Benefit. For Carmarthenshire, it was introduced in December 2018. We currently have approx. 3,171 tenants on Universal Credit.

We anticipate, unless things change, that a further 4,000 tenants could transfer over the next year. From a business point of view, evidence from other social housing providers has shown that rent arrears will increase in the short to medium term and we have allowed for this within this plan in terms of our bad debt provision.

To date, there has only been a slight increase in rent arrears overall. This is lower than we had been expecting and certainly compares very favourably with the experience of other social housing providers.

The CHS+ Business Plan presents more detail on this, including the actions that are being undertaken to mitigate the impact for Council tenants.

5. BALANCES

5.1. If a rental increase is set at 6.5%, the overall proposed budget will result in a surplus on the Housing Revenue Account of £293K for the year, this has been accommodated in the long-term plan leaving £12.6M in balances at the end of 2024/25. It should also be noted in Appendix A 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 CABINET

6.1 That as part of the budget consultation process, Community & Regeneration Scrutiny consider and comment on the Revenue and Capital Budget of the Housing Revenue Account and rent setting proposals 2024/25.

- **To increase average housing rent by 6.5% (£6.47) per dwelling per week as per WG Social Housing Rents Policy.**
 - Properties at target rents will increase by 6.39% and
 - Properties where rent is below target rent, rent will increase by 6.39% plus a maximum progression of £1.00
 - Those rents above target are frozen until such time that they meet the target.

This will produce a sustainable Business Plan, maintain CHS+, resource our Housing Regeneration and Development Delivery Plan and is supported by Housing and Regeneration Strategic Team.

- **To increase garage rents by 6.5% from £9.00 to £9.60 and garage bases from £2.25 to £2.40.**
- **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.**
- **To approve the Housing Revenue Account Budget for 2024/27 (2025/26 & 2026/27 being soft budgets) as set out in Appendix A.**
- **To approve the proposed Capital Programme and applicable funding for 2024/25 and the indicative spends for 2025/26 to 2026/27 as set out in Appendix B.**

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APPENDIX A - HRA REVENUE	Budget 2024/25	Budget 2025/26	Budget 2026/27
REVENUE SPENDING TO:	(£'000s)	(£'000s)	(£'000s)
Repair and maintain homes	17,979	18,728	19,524
Supervision and management	12,532	12,793	13,067
Support services e.g. legal and finance	1,866	1,903	1,941
Provision for Bad debts	350	357	364
Direct Revenue financing	5,000	5,000	5,000
Capital charges	15,266	16,144	16,536
TOTAL	52,992	54,924	56,432
	Budget 2024/25	Budget 2025/26	Budget 2026/27
REVENUE FUNDING FROM:	(£'000s)	(£'000s)	(£'000s)
Tenant rents	50,242	51,601	54,499
Service charges	1,051	1,293	1,318
Interest received	611	121	122
Housing Finance Grant 2	246	246	246
Revenue Efficiencies	80	100	150
Grants / Other	1,055	1,076	1,098
TOTAL	53,285	54,437	57,433
Surplus/(Deficit in year)	293 -	487	1,001
HRA end of year position			
Balance brought forward from last year	12,319	12,612	12,124
HRA Budgeted surplus(+) / deficit (-)	293 -	487	1,001
Balance carried forward	12,612	12,124	13,126

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APPENDIX B - HRA CAPITAL	Budget	Budget	Budget
	2024/25	2025/26	2026/27
	(£'000s)	(£'000s)	(£'000s)
Supporting Tenant and Residents:			
Improving the Estate Environment	650	700	700
Adaptations	2,000	2,000	2,000
Sheltered Housing Investment	270	300	650
Investing in Homes:			
Internal & External Works	2,170	2,220	2,220
Void Programme & Major Works to Homes	6,250	5,850	5,750
Estate Based Refurbishment	850	1,817	2,117
Risk Reduction Measures	820	820	820
Affordable Warmth & Decarbonisation			
Works to deliver Affordable Warmth & Decarbonisation	5,788	6,542	7,818
Delivering More Homes			
Council New Build Programme	9,160	10,762	10,240
Land Acquisition	1,600	2,500	2,800
Buying Private Sector Homes	3,000	2,000	1,750
Specialist Housing Projects	2,998	1,950	1,350
Programme Management	648	674	700
TOTAL	36,204	38,135	38,915
SOURCE OF CAPITAL FUNDING			
	Budget	Budget	Budget
	2024/25	2025/26	2026/27
	(£'000s)	(£'000s)	(£'000s)
Welsh Government Grant - MRA	6,225	6,225	6,225
External Grant Funding – IHP, SHG, ICF & Other Grants	9,308	10,970	12,334
Direct Revenue Financing	5,000	5,000	5,000
External Borrowing	15,671	15,940	3,731
Capital Receipts	0	0	11,625
TOTAL	36,204	38,135	38,915

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Appendix C – Service Charge Policy Cap Amendment

Scrutiny Committee Outcome/Recommendations:-

- to recommend to the Cabinet that **Option 2** be adopted as the Councils future Service Charge Policy but that it be subject to regular review.
- That the Committee’s concerns on the potential impact the current economic climate, cost of living crisis and the new policy could have on tenants’ ability to pay/fall into arrears be conveyed to Cabinet and that officers provide assistance /support to tenants to manage their budgets where necessary.

The below table outlines the recommended option available to consider for amendment in the existing Policy.

Option 2: Gradual incremental removal of the cap	
Summary	<p>Review and amend the existing policy with a view to introducing incremental increases to bring us up to full cost recovery and to ensure we are recovering all eligible service charges.</p> <p>The option could propose an increase of the cap over a 3-year period.</p> <ul style="list-style-type: none"> * Raise the cap yearly over 3 years by a third = £1 per year * Remove the cap completely in the fourth year <p>Rent & service charges financial years</p> <ul style="list-style-type: none"> * 2025/2026 = maximum increase of £4.40 per week (£4 +40p admin fee of 10% (amended policy) * 2026/2027 = maximum increase of £5.50 per week (£5 +50p admin fee of 10% (amended policy) * 2027/2028 = maximum increase of £6.60 per week (£6 +60p admin fee of 10% (amended policy) * 2028/2027 = Remove cap (amended policy) <p>The cap will only come into effect where charges exceed the agreed weekly cap amount.</p>
Benefits	<p>The contract-holders will remain protected with an incremental increase in the cap gradually increasing by a third over 3 years.</p> <p>Inflation has hit almost every sector, and with overheads and supply costs increasing, everyone can expect last year’s charges to be higher this time around, however with the cap remaining in place for 3 years this will soften the impact.</p> <p>The benefit to the wider tenants is that charges are applied equally across the board based on usage.</p> <p>Further education of Contract holders to understand usage and billing through our Tenancy Support and Pre-Accommodation Teams.</p>

Disadvantages	Some contract holders may see increased charges over and above the current £3 per week cap
Risks	<p>All increases must be “reasonable”. Price rises linked to inflation may be considered fair, as the costs of delivering these services have gone up.</p> <p>The average UK service charge is £1,500 a year according to the Home Owners Alliance. Inflation has hit almost every sector, and with overheads and supply costs increasing, everyone can expect last year’s charges to be higher this time around.</p> <p>Having an incremental arrangement will reduce the gap gradually and help maintain the HRA Business Plan income and expenditure. This is similar to how we close the gap for tenancies that are below target rent and up to a £2 progression can be applied.</p>
Timeline	Review the Policy to assess the current economic climate (potentially full removal of the cap by 28/27)

We also considered the following the options for the application or level of a service charge cap moving forward for council tenants.

- Option 1: Do Nothing - Keep the existing Service Charge Policy in place with a cap of any possible annual increase in its overall rental charge (including Service Charges) to a maximum rise of £3 per week.
- Option 3: Remove the Cap - Remove the cap completely from the existing policy with contract holders meeting the full cost of usage from 2024/25.

All policy documents will be explicit and reflect clear guidelines as to how we calculate rent and service charges. The service charge policy reflects what is utilised by our contract holders. All policies will align with one another.

- Rent Setting Policy
- HRA Business Plan
- Service Charge Policy

COMMUNITIES, HOMES & REGENERATION

SCRUTINY COMMITTEE

13TH DECEMBER, 2023

HOUSING REVENUE ACCOUNT BUSINESS PLAN 2024-27 CARMARTHENSHIRE'S HOUSING INVESTMENT PROGRAMME

Purpose:

At the start of each year, we develop a business plan which explains our vision and the three-year housing investment programmes to maintain our stock and deliver more affordable homes.

It is important that the plan is clear and that all readers, including our tenants, understand its contents.

The income that we receive from tenants' rents and other funding sources enables us to build an investment programme exceeding **£277m** (Capital - £113m and Revenue - £164m) to run our services over the next three years. The plan reflects on previous years achievements and confirms the financial investment plans (based on current assumptions) for delivering more affordable homes, improving and maintaining our existing stock as well as developing new standards to meet our net zero carbon principles.

To maintain this level of investment through careful financial planning we have managed to keep the projected rent increase to 6.5%, which is below the September inflation rate of 6.7% and the maximum rental increase specified by the Housing Minister for 2024/25. In this plan most tenants will receive a 6.39% average rent increase which is significantly below the level set by WG and current inflation values.

We have also incorporated £330k of revenue efficiencies into our financial planning assumptions over the next three years.

To help maintain our housing stock investment programme, each year we apply for Welsh Government's Major Repair Allowance (MRA) grant. We access this funding by having a detailed business plan and compliance policy. The MRA application for 2024/25 will equate to **£6.2m**.

THE SCRUTINY COMMITTEE IS ASKED:

General

1. To confirm the vision for our housing investment programmes over the next three years;
2. To agree that the 2024/25 Business Plan can be submitted to Welsh Government;

Specific

3. To note our new estate and tenancy management offer that will ensure our housing officers are more visible and accessible, balancing the support required by tenants and the need to take enforcement action when required;
4. To agree the implementation of a new pilot "handyperson" scheme on priority estates;
5. To note our commitment to keeping the number of void properties as low as possible;
6. To confirm our commitment to reduce the number of back-logged day to day repairs by rebalancing the split between internal and external contractors, and developing a new small works framework;

7. To confirm our priority to purchase additional land and develop large sites exclusively for Council housing and to note the contribution this plan makes to increasing the supply of affordable homes;
8. To note our commitment to make all our homes more energy efficient for tenants, achieving a minimum Band C energy performance rating (EPC C), installing rooftop solar panels as part of our re-roofing programme and developing a business case for the wider installation of solar panels to tenants' homes and supporting the Council's net zero carbon principles;
9. To confirm our commitment to continue to increase the supply of specialist housing in the county; and
10. To note the importance of the investment included in this plan and its role in stimulating the local economy and creating local jobs and training opportunities.

Reasons:

- To continue our housing investment vision, supporting tenants through the cost-of-living crisis, investing in existing homes and increasing the supply of affordable homes to meet the unprecedented levels of housing need and homelessness in the county;
- To implement the new estate and tenancy management offer that will deliver a balanced approach of supporting tenants and taking enforcement action when required;
- To continue to support tenants by investing in their homes, maintaining the standard, and making our homes more energy efficient (achieving a minimum Band C energy performance rating EPC), helping to promote affordable warmth and mitigating the effects of fuel poverty. An overall investment of £121m is planned for the existing housing stock over the next three years, including over £20m on energy efficiency and decarbonisation measures;
- To reduce the number of backlogged repairs and keep the number of void Council homes as low as possible;
- To continue to increase the supply of affordable and specialist homes in the county, with over £52m being invested into increasing the supply of homes through this plan;
- To link our housing investment programme with wider regeneration initiatives with a real focus on developments in the Tyisha ward, Pentre Awel, town centres and rural towns and villages.
- To make members aware that the delivery of the Business Plan is dependent on an overall average rent increase of 6.5% with a maximum progression of £1 for those tenancies below target rent.
- To access MRA grant from WG (£6.2m) for 2024/25 to help maintain our existing homes.

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. Linda Evans (Deputy Leader and Homes Portfolio Holder)
 Cllr Alun Lenny (Resources Portfolio Holder)

<p>Directorate Communities Name of Head of Service: Jonathan Morgan</p> <p>Report Author: Rachel Davies Nathan Hartley</p>	<p>Designations:</p> <p>Head of Housing and Public Protection</p> <p>Investment and Development Service Manager</p> <p>Innovation Partnership Officer</p>	<p>E Mail Addresses & Tel Nos:</p> <p>JMorgan@cararthenshire.gov.uk 01267 228960</p> <p>RaMDavies@cararthenshire.gov.uk 07884 235714</p> <p>NJHartley@cararthenshire.gov.uk 07827 808865</p>
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EXECUTIVE SUMMARY

HOUSING REVENUE ACCOUNT BUSINESS PLAN 2024-27 CARMARTHENSHIRE HOUSING INVESTMENT PROGRAMME

1. Purpose of the Business Plan

At the start of each year, we develop a business plan which explains our vision and the three-year housing investment programmes to maintain our stock and deliver more affordable homes.

It is important that the plan is clear and that all readers, including our tenants, understand its contents.

The income that we receive from tenants' rents and other funding sources enables us to build an investment programme exceeding **£277m** (Capital - £113m and Revenue - £164m) to run our services over the next three years. The plan reflects on previous years achievements and confirms the financial investment plans (based on current assumptions) for delivering more affordable homes, improving and maintaining our existing stock as well as developing new standards to meet our net zero carbon principles.

To maintain this level of investment through careful financial planning we have managed to keep the projected rent increase to 6.5%, which is below the September inflation rate of 6.7% and the maximum rental increase specified by the Housing Minister for 2024/25. In this plan most tenants will receive a 6.39% average rent increase which is significantly below level set by WG and current inflation values.

We have also incorporated £330k of revenue efficiencies into our financial planning assumptions over the next three years.

To help maintain our housing stock investment programme, each year we apply for Welsh Government's Major Repair Allowance (MRA) grant. We access this funding by having a detailed business plan and compliance policy. The MRA application for 2024/25 will equate to **£6.2m**.

2. Our priorities and direction of travel

The plan is set within the context of continuing cost of living issues that will require further support for our tenants, high inflation, increased costs associated with investment in homes (both construction and repair and maintenance). In addition, there is an unprecedented housing need and homelessness demand due to making sure "no one is left out", a changing private rented market that is affecting supply and that we take our proportionate share to meet our responsibilities around resettlement schemes.

This year's plan has been developed around five key themes and the following actions are the

priorities which will define our direction of travel over the next three years.

We will:

3. Introduce a new estate and tenancy management “offer” that will ensure housing officers are more visible and accessible on our estates. This “offer” will balance support for our tenants with enforcement activity where it is appropriate to do so. This will also be aligned to the implementation of a new pilot “handyperson” scheme on priority estates in Carmarthen, Ammanford, Llanelli and rural areas;
4. Continue to keep the number of void properties at a low level and reduce the current backlog of day to day repairs. We plan to increase our in-house provision around day to day repairs and re-balance the current split between internal and external contractors;
5. Continue to invest in making sure homes are cheaper to run for our tenants and in addition to installing solar panels as we replace roofs, we will develop a business case for the introduction of a wider programme of rooftop solar panels on estates;
6. Due to the significant demand for new build homes, we will proactively acquire more land. This will include larger sites where there will be exclusive use for Council housing. This will put further pace and scale into our development programme;
7. Further invest in specialist type housing (e.g. learning disability, older people and young person supported housing) to ensure needs are met in the most appropriate way. This will include smaller, more dispersed accommodation in different wards. This investment will also ensure a move away from expensive and inappropriate out of county placements for certain client groups; and
8. Procure a new minor works framework for day-to-day repairs and wider improvement projects to ensure a quicker response and to support smaller local contractors across the County.

9. Business Plan Themes

The five key themes that will drive our business forward over the next three years, include:

10. Theme 1 – Our Estate and Tenancy Management Offer;
11. Theme 2 – Investing in Homes;
12. Theme 3 – Promoting Affordable Warmth and Decarbonising our Housing Stock;
13. Theme 4 – Delivering More Homes; and
14. Theme 5 – Local Economy, Community Benefits and Procurement.

15. Recommendations

General

1. To confirm the vision for our housing investment programmes over the next three years;
2. To agree that the 2024/25 Business Plan can be submitted to Welsh Government;

Specific

3. To note our new estate and tenancy management offer that will ensure our housing officers are more visible and accessible, balancing the support required by tenants and the need to take enforcement action when required;
4. To agree the implementation of a new pilot “handyperson” scheme on priority estates;
5. To note our commitment to keeping the number of void properties as low as possible;
6. To confirm our commitment to reduce the number of back-logged day to day repairs by rebalancing the split between internal and external contractors, and developing a new small works framework;
7. To confirm our priority to purchase additional land and develop large sites exclusively for

Council housing and to note the contribution this plan makes to increasing the supply of affordable homes;

8. To note our commitment to make all our homes more energy efficient for tenants, achieving a minimum Band C energy performance rating (EPC C), installing rooftop solar panels as part of our re-roofing programme and developing a business case for the wider installation of solar panels to tenants homes and supporting the Council's net zero carbon principles;
9. To confirm our commitment to continue to increase the supply of specialist housing in the county; and
10. To note the importance of the investment included in this plan and its role in stimulating the local economy and creating local jobs and training opportunities.

DETAILED REPORT ATTACHED?

YES – HRA Business Plan 2024/2027

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: Jonathan Morgan 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 & Disorder and Equalities

The HRA Business Plan will act as the framework for policy development across Housing and Public Protection and will contribute to wider agendas and programmes.

2. Legal

The Housing (Wales) Act 2014 sets out our statutory duty to maintain the Welsh Housing Quality Standard in our existing stock.

3. Finance

Maintaining and investing in our housing stock will continue to present significant financial challenges and risks to the County Council.

A capital investment of £231m has been undertaken to deliver the WHQS by 2015. This included £117m of unsupported borrowing. Since achieving the WHQS, a further £115m will have been spent on maintaining the standard and £80m on providing additional affordable homes in the HRA by the end of 2023/24.

Through careful management, the financial model remains viable to not only maintain the housing stock and evolve the current standard but also delivers more affordable homes. A summary of investment over the next three years is included in the plan.

An overall rent increase of 6.5% with a maximum £1 progression for those below target rent for 2024/25 is also assumed in the plan.

4. Risk Management

The housing investment programme is identified as a 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 2024 will mean the MRA of £6.2m for 2024/25 being withdrawn.

5. Physical Assets

The housing investment programme 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, land and/or garage areas will be considered in line with these principles.

This plan will also result in an increase in the number of homes in the Council's housing stock through the Council new build and purchasing private sector homes programmes.

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED	Yes
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**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
HRA Business Plan 2024/2027	Housing General Files	Council website- Democratic Services

Housing Revenue Account Business Plan 2024-27

Carmarthenshire's Housing Investment Programme



sirgar.llyw.cymru
carmarthenshire.gov.wales

Cyngor Sir Gâr
Carmarthenshire
County Council



Page 37

Contents

1. Contents	2
2. Foreword by our Cabinet Members	3
3. Purpose of the HRA Business Plan	5
4. Priorities and direction of travel	5
5. 2023/2024 Achievements	6
6. Context	8
7. Theme 1 – Our Estate and Tenancy Management Offer.....	12
8. Theme 2 – Investing in Homes	17
9. Theme 3 – Promoting Affordable Warmth and Decarbonising our Housing Stock.....	22
10. Theme 4 – Delivering More Homes	28
11. Theme 5 – Local Economy, Community Benefits and Procurement	33
12. Funding and Risk Management.....	36
13. Compliance, Verification and Monitoring	39

Foreword by our Cabinet Members

This Housing Revenue Account (HRA) Business Plan for 2024-2027 sets out our clear direction of travel and priorities to support tenants and estates and to provide significant investment in existing and new Council homes for the next three years.

Our plans are exciting and ambitious that will continue to help stimulate economic growth, improve health and well-being, and build strong sustainable communities.

We are fully aware of the continued difficulties many of our existing and prospective tenants are facing. As a result, we have tried to balance additional income received through the rent increase by making sure we continue to invest in existing homes to make them cheaper to run, including new decarbonisation and energy efficiency technologies, as well as delivering additional new homes for our tenants of the future. This balance is a huge challenge but is one we must all face together and in a positive, pro-active way, as is set out in this plan.

Our new estate and tenancy management offer will ensure that our officers are more visible and accessible on our estates and are carrying out regular wellbeing visits. This will provide help, support and assistance to tenants to ensure that they feel safe and secure in their homes, increasing income levels where possible and ensuring that they are in receipt of all the grants and benefits that they are entitled to. We will continue to provide advice and financial support to help tenants pay their rent and utility bills, buy food and other essential items for their families. No one will be evicted from our homes as a result of financial hardship.

We will also continue to keep the number of void properties at a low level and reduce the current back-log of day to day repairs. We plan to increase our in-house provision around day-to-day repairs and re-balance the current split between internal and external contractors. A new small works framework will also be procured in the summer of 2024 to support local contractors. Furthermore, we will be introducing a new pilot handyperson scheme in targeted estates initially to further support tenants.

We will continue with our ambitious new build programme. In addition we will proactively acquire more land. This will include larger sites where there will be exclusive use for council housing. This will put further pace and scale into our development programme. We will also further invest in specialist type housing (e.g. learning disability, older people, supported housing) to ensure needs are met in the most appropriate way.

This plan shows a firm commitment to supporting the investment required for decarbonising our homes and will make a significant contribution to the Council's net zero carbon agenda. We also will try to implement solar panels at greater scale through the development of a detailed business case.

This plan continues to deliver a comprehensive programme of works to our homes and maintain services to all of our tenants. During the three period of this plan, we will invest over £277m into social housing in Carmarthenshire (Capital £113m and Revenue £164m).

Finally, we would like to thank tenants, staff and members for their continued support in driving our ambitious plans forward. The details within this plan clearly lay out our priorities and how this will benefit tenants and prospective tenants.

We fully appreciate there are challenges ahead on a number of fronts. We will ensure through this plan, however, that each of these challenges are met positively and results in opportunity for all tenants.



Cllr. Linda Davies Evans
Deputy Leader & Cabinet Member for Housing



Cllr. Alun Lenny
Cabinet Member for Resources

Purpose of the HRA Business Plan

At the start of each year, we develop a business plan which explains our vision and the three-year housing investment programmes to maintain our stock and deliver more affordable homes.

It is important that the plan is clear and that all readers, including our tenants, understand its contents.

The income that we receive from tenants' rents and other funding sources enables us to build an investment programme exceeding **£277m** (Capital - £113m and Revenue - £164m) to run our services over the next three years. The plan reflects on previous years achievements and confirms the financial investment plans (based on current assumptions) for delivering more affordable homes, improving and maintaining our existing stock as well as developing new standards to meet our net zero carbon principles.

To help maintain our housing stock investment programme, each year we apply for Welsh Government's Major Repair Allowance (MRA) grant. We access this funding by having a detailed business plan and compliance policy. The MRA application for 2024/25 will equate to **£6.2m**.

Priorities and direction of travel

The plan is again set within the context of continuing cost of living issues that will require further support for our tenants, high inflation, increased costs associated with investment in homes (both construction and repair and maintenance). In addition, there is an unprecedented housing need and homelessness demand due to making sure "no one is left out", a changing private rented market that is affecting supply and that we take our proportionate share to meet our responsibilities around resettlement schemes.

As a result, we have identified the following actions as priority areas for our direction of travel within the themes for this year's plan. We will:

1. Introduce a new estate and tenancy management "offer" that will ensure housing officers are more visible and accessible on our estates. This "offer" will balance support for our tenants with enforcement activity where it is appropriate to do so. This will also be aligned to the implementation of a new pilot "handyperson" scheme on priority estates in Carmarthen, Ammanford, Llanelli and rural areas.
2. Continue to keep the number of void properties at a low level and reduce the current backlog of day to day repairs. We plan to increase our in-house provision around managing and implementing repairs and re-balance the current split between internal and external contractors.
3. Continue to invest in making sure homes are cheaper to run for our tenants and in addition to installing solar panels as we replace roofs, we will develop a business case for the introduction of a wider programme of rooftop solar panels on estates.

4. Due to the significant demand for new build homes, we will proactively acquire more land. This will include larger sites where there will be exclusive use for council housing. This will put further pace and scale into our development programme.
5. Further invest in specialist type housing (e.g. learning disability, older people and young person supported housing) to ensure needs are met in the most appropriate way. This will include smaller, more dispersed accommodation in different wards. This investment will also ensure a move away from expensive and inappropriate out of county placements for certain client groups.
6. Procure a new minor works framework for day to day repairs and wider improvement projects to ensure a quicker response and to support smaller local contractors across the County.

Through careful financial management we have also managed to keep the projected rent increase to 6.5%, which is below the September inflation rate of 6.7%. We have also incorporated £330k revenue efficiencies into the financial planning over the three year period.

Advancing the HRA Business Plan

This Plan is updated annually considering the views of tenants and stakeholders, the latest stock condition information, updated financial information, WG guidance and any revised Council policies.

The plan acknowledges the link between good quality housing and estate management with the seven goals in the Well-being of Future Generations Act.

Progress against the actions within the plan, associated budgets and strategic direction will be monitored regularly through the governance arrangements set out in **Appendix A**.

2023/2024 Achievements

Providing help and support for our tenants to ensure that they can continue to live comfortably in their homes, provide food and other essential items for their family has become more important than ever.

Over the last 12 months we have:



- supported almost 800 tenants to maximise their income levels through unclaimed grants and benefits, generating over £820k of additional income. This is the equivalent of approximately £1000 of additional income for each home we have supported;
- developed a robust plan to help tenants and the Council mitigate the financial impact of the roll out of the second phase of Universal Credit.
- based on the success of the MJ Award for Best Social Housing Initiative in 2022/23, we've continued to develop new supported housing schemes by working closely with youth services to help young people live independently and sustain their tenancy;
- continued to implement the actions in the Rapid Rehousing Transition Plan, helping people experiencing homelessness find secure, settled self-contained accommodation as quickly as possible;



- continued to deliver affordable homes across the county, exceeding our targets and delivering in excess of 2,000 additional homes since the start of the programme;
- completed an additional 20 new build Council homes by converting the former Council offices in Spilman Street into 12 apartments and converting the upper floors of the former YMCA building in Llanelli into 8 apartments;
- purchased over 45 homes on the open market, increasing our housing stock quickly;
- been nominated for the Chartered Institute of Housing Welsh Housing Awards 2023 in the Excellence in Housing Innovation category for our supported living project for individuals with learning disabilities and mental health at Coleshill Terrace, Llanelli;
- continued to provide alternative temporary accommodation solutions to individuals and families threatened with homelessness, moving away from the use of bed and breakfast type accommodation;
- reduced the number of Council empty homes (voids) to below 200 which has led to an increase in the number of homes available for letting;
- started the journey of recruiting additional maintenance operatives to deliver more services in-house;
- installed super-fast wi-fi to our sheltered schemes;
- achieved a EPC Band C energy rating for nearly 50% of our housing stock;
- issued new contracts to all our tenants in line with the provisions of the Renting Homes (Wales) Act;
- procured up to date CCTV equipment for our sites and estates; and
- surveyed over 1,360 homes which has allowed us to model stock condition and energy performance in over 55% of our housing stock.



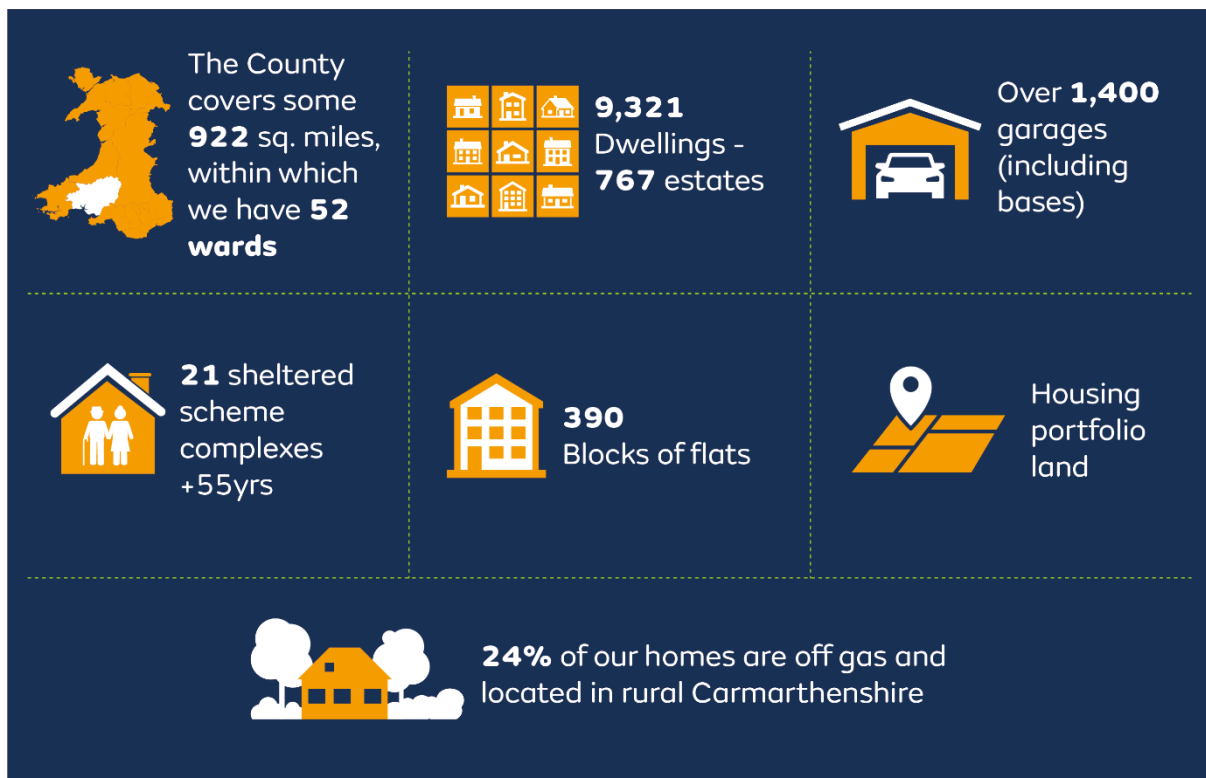
The following sections will provide the context and detail of what we plan to deliver over the next three years. This includes how we intend paying for it and the wider benefits of the investment programme. We will cover five key themes that will drive our business.

Context

The HRA Business Plan

This plan covers all housing services and assets in the Housing Revenue Account (HRA). It sets out our objectives and what this means for tenants and leaseholders across a range of housing activities. The plan relates to policies that affect how we deliver our services and looks at wider on-going events that may impact our tenants and how we plan to resolve/mitigate them whilst still delivering our everyday services.

Our county



Further details of our housing assets and the profile of our tenants and applicants are set out in **Appendix B**.

Recognising the effects of the cost-of-living crisis

The cost-of-living crisis has created difficulties for many tenants and vulnerable families in our communities and this situation is unfortunately likely to continue throughout 2024/25.

We know that poverty and deprivation is already a real issue affecting many households across the County and the cost-of-living crisis has exacerbated this for many families. To ensure that our rents are affordable to our tenants we will regularly review this by participating in assurance exercises and engaging with charitable organisations and foundations. In a recent tenant affordability survey 69% of our tenants told us that our rents were affordable.

Poverty rates are also highest in social rented and private rented households, many of whom are in poverty after paying their housing costs alone. At these difficult times it is more important than ever that we support tenants wherever possible, be sympathetic to those that face financial hardship and give them the reassurance that they will always have a safe and secure home to live in. Our new tenancy and estate management offer will further support this.



The Joseph Rowntree Foundation describes poverty as -

“Not being able to heat your home, pay your rent, or buy the essentials for your children. It means waking up every day facing insecurity, uncertainty and impossible decisions about money. It means facing marginalisation and even discrimination because of your financial circumstances.”

We know that...

- **34.5% (over 28,000)** of all households in Carmarthenshire are living in poverty. The household income in these homes is less than £22,020 per annum;
- The number of households living in poverty in Carmarthenshire is **1.1%** higher than the Welsh national average;
- **34.6%** of children in Carmarthenshire are living in poverty;
- The average weekly wage for full time workers in Carmarthenshire is **£623.40**, which is higher than the Wales average of £603.50, but lower than the average for Great Britain at £642.20.
- **18%** of pensioners in Wales are living in poverty, equating to nearly 1 in 5 people; and
- **11%** of adults who live in households where all adults are in work are in poverty.



To ensure our tenants maximise their income and provide financial security for their families, we will continue working with tenants to enable them to claim grants and benefits they are entitled to and help them through the cost of living crisis.

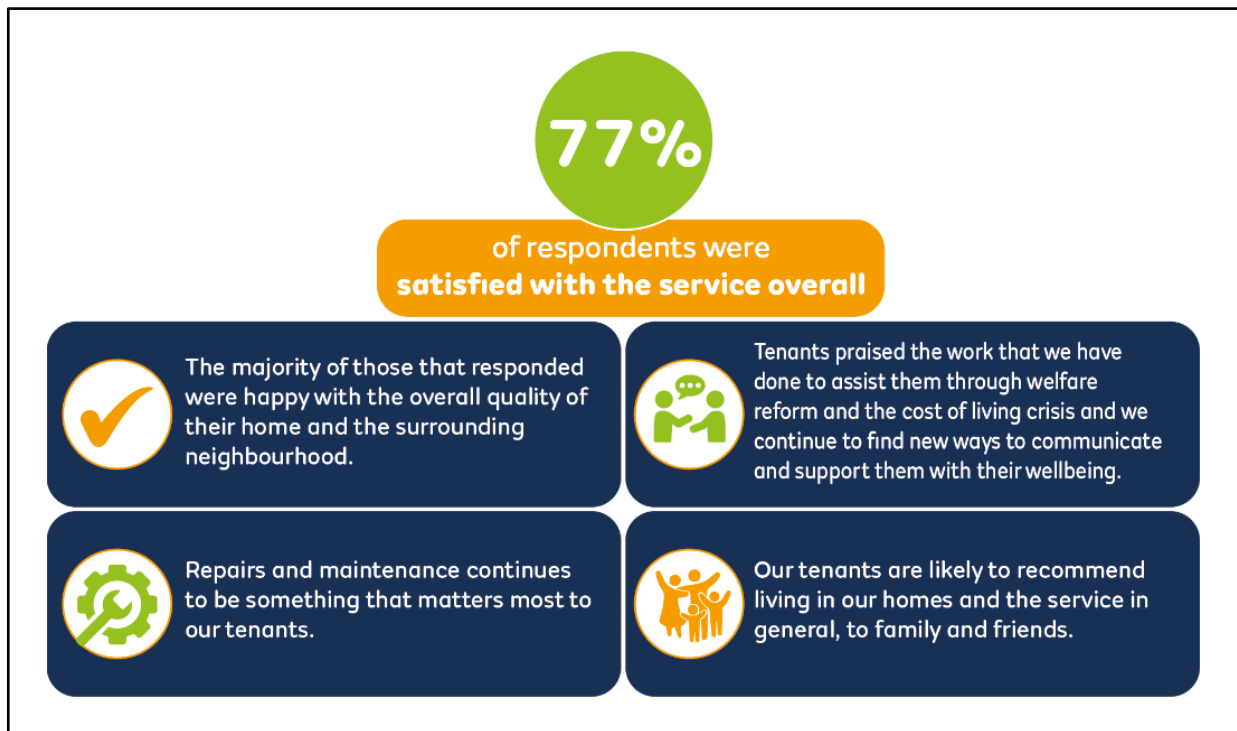
Helping our tenants we have...

provided support to over **800** tenants to ensure that they claim all benefits and grants that they are entitled to. This has already generated over **£820k** of additional income for tenants which equates to approximately **£1,000** per household.

What our tenants tell us

The commitment and support of tenants and members is important to us. It helps us maintain, improve and expand our housing stock and our services for the future. Tenant and community engagement has always underpinned the delivery of our services and will continue to do so.

1,938 tenants took part in our latest tenant satisfaction survey, which represented a 26% response rate overall. A third of the total number of responses were collected online (660) compared to a quarter of responses received in the last survey and 47 surveys were completed in Welsh (2%).



The table below shows how our survey results compare against other retained Council stock landlords in Wales.

Tenant Satisfaction retained Council Stock Landlords- 11 (STAR survey results from 2021)				
	Quartile	Rank-retained Councils (out of 11)	Average satisfaction	CCC
Overall Satisfaction	Mid	6	77%	77%
Repairs and Maintenance	Mid	6	71%	66%
Listening and acting on tenants' views	Top	2	60%	63%
I trust my Landlord	Top	2	75%	80%

Generally, our satisfaction rates were greater than the average for other stock retaining authorities. Satisfaction in responding to repairs and carrying out works was also comparable even though delays are still affecting our capacity to carry out responsive repairs.

Managing our assets

The Compliance Policy set out in **Appendix F**, shows how we will continue to manage our assets by allocating adequate resources to maintain our housing standards. This is done by using a robust asset management system, verifying and validating our data to ensure cost certainty over the 30 year financial model.

Theme 1 – Our Estate and Tenancy Management offer

We have developed a new estate and tenancy management offer which ensures that the needs of our tenants and residents are at the centre of the services that we deliver in our communities.

Our offer recognises the key drivers and challenges that we face in an ever-changing environment, set within the context that everyone deserves to have a safe, secure and affordable home, in a nice estate environment.

We know that the cost-of-living crisis continues to create hardship for many of our tenants and paying rent has become increasingly challenging for many. Officers must focus their time supporting and working with tenants to help maximise their income levels and ensuring that they budget properly to avoid going into debt. As a service, however, maintaining our rental income is critical for delivering our revenue and capital investment programmes. We must ensure that our tenants feel that their rent is invested in services that will benefit them and the estates they live in.

The role of the Estate and Tenancy Management Team goes far wider than just a rent collection service. They also:

- manage occupation contracts (tenancies), legal processes, disrepair claims and court actions;
- manage former tenant debt, mutual exchanges, abandonments and re-charges;
- provide the link between the tenant and other services- repairs and maintenance revenue programmes, capital programmes, social care, children services and other key statutory services as well as utility providers etc.
- manage property condition, decants, hoarding, grounds maintenance contracts and estate surveys;
- co-ordinate tenant and local member engagement;
- manage estate Environmental Works projects and ecology projects and the strategic approach to garage sites; and
- manage anti-social behaviour, nuisance, fire safety, community safety and cohesion on council housing estates.

To ensure that we are able to deliver a comprehensive estate and tenancy management service to our tenants and residents, our housing stock is split up into 12 patches across the County. There is more dispersed management in rural areas compared with more dense management in and around the three main towns of Llanelli, Carmarthen and Ammanford. Each patch is covered by one Tenancy Support Officer and one Estate Management Officer.

Our patch sizes vary and are dependent on geography, but the challenges continue to get greater. Cases are becoming more complex and complicated which is linked to the increased economic, social and health pressures faced by tenants and residents. We are reaching out further to tenants on estates to provide them with the support they need.

The key priority in our new estate and tenancy management offer is ensuring that our Housing Officers are more visible and accessible on our estates. This will:

- improve communication with tenants, residents and members, helping to respond to their concerns and service requests faster;
- increase our focus on planned and prevention activities, taking action/providing support early and addressing issues before they reach crisis point. This is particularly important in helping tenants with affordability issues, including heating their homes, feeding their families and paying their rent;
- ensure that we carry out home-checker visits to all homes. This will help us identify concerns or vulnerability issues that we would otherwise be unaware of. It will also help develop a more proactive and preventative service around repairs and maintenance, helping to reduce future expenditure on responsive repairs and reduce the number of disrepair claims received; and
- help us identify the more complex tenancies issues that need intense bespoke support.

What is our new vision?

Our vision:

We want to provide a service that is more accessible and visible on housing estates, where support is provided when needed to resolve issues, but where we also take firm, decisive action against those who choose not to conform.

We want to listen to tenants needs, act promptly and effectively, ensuring our homes and estates are well maintained and people like living there.

For residents this will mean...

- good services, tailored to meet their needs, preferences and helping to sustain tenancies;
- high levels of satisfaction, more opportunities to give feedback and confidence, listening and acting on concerns, using their comments to shape decisions; and
- they know what to expect from us, are clear what we expect from them and are assured that they will receive best value for money.

For staff this will mean...

- a productive working environment, which enables joined-up, agile working (including hybrid ways of working) in a consistent way;
- that they are environmentally conscious and lower our carbon footprint;
- they have the right numbers, tools and skills to do the job well; and
- they feel engaged and empowered to shape decisions.

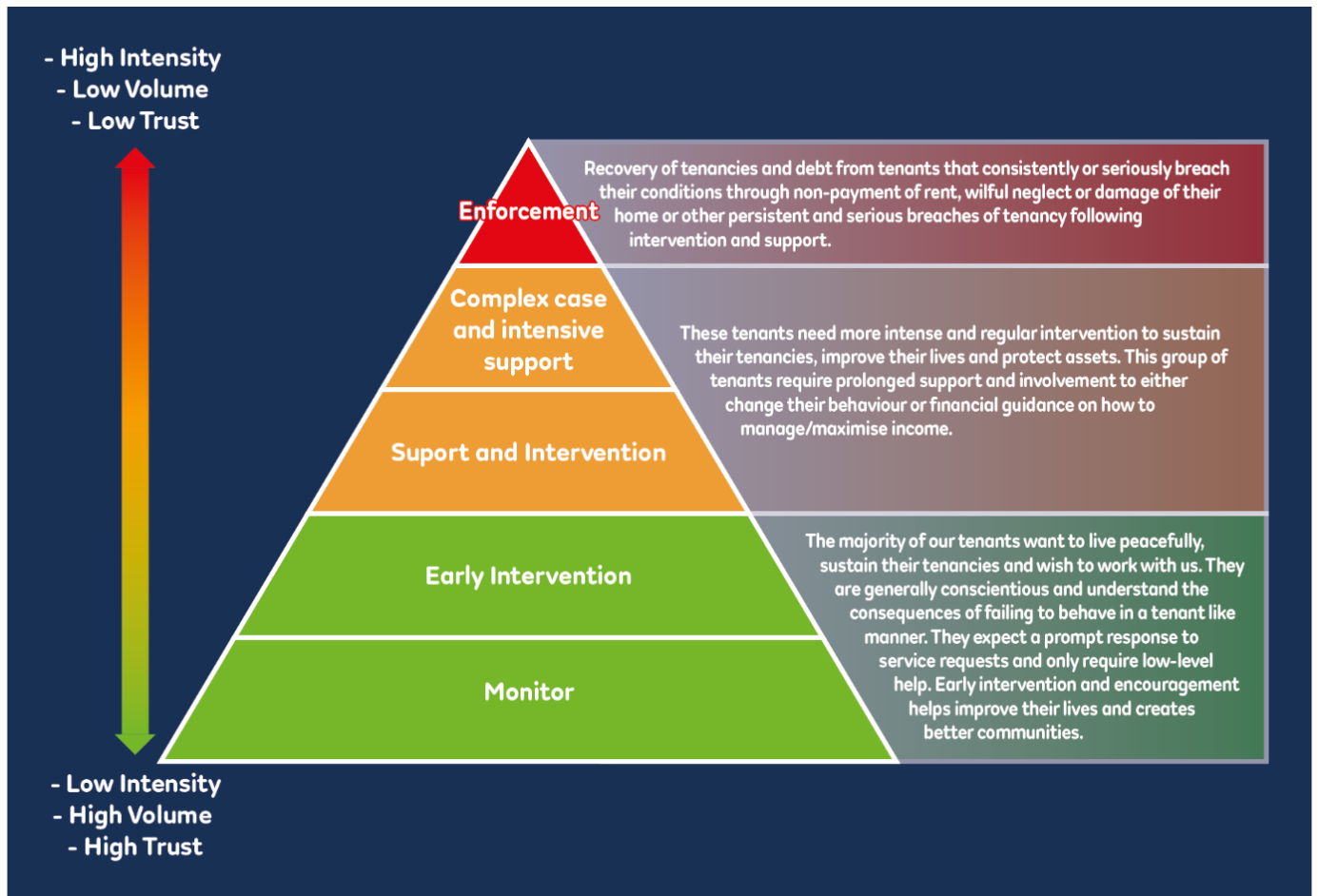
For the future this will mean...

- we make the best use of our assets and have a robust service offer, have a flexible approach to managing our homes, reflecting the priorities of local communities, and managing homes owned by others;
- we have estates where people want to live for many years and we have greater influence with our partners to make a positive impact on community assets and spaces;

- we protect, maintain and enhance ecology and biodiversity within the greenspaces on our estates; and
- we are more resilient in our service delivery.

How will we deliver our vision?

Our approach to estate and tenancy management must be balanced. It must allow us to support and help our tenants maintain their tenancy whilst also allowing us to take enforcement action against those who breach their tenancy agreement. Our approach to estate and tenancy management is summarised below.



We are committed to keeping evictions to a minimum and there will be no evictions from incidences where a tenant is suffering financial hardship and are doing all they can to work with officers. The most successful enforcement action is dependent on the provision of good support and assistance for tenants to help change their behaviour.

Each stage of our approach is interdependent on one another, and our interventions can be increased or decreased depending on how well or how poorly a tenant responds to our officers.

There is a strong correlation between a pro-active front line housing management service and the positive impact this has on other service areas, including housing repairs, voids and social care (including Childrens Services). For example, a handyperson service will have a positive impact, over time, on day to day repairs, the condition of void properties and the general appearance of our estates. This pro-active approach will reduce long term revenue expenditure by addressing small issues and will avoid them becoming more serious and costly if ignored.

Key to the success of our estate and tenancy management service is the visibility of our officers on our estates. Their ability to work flexibly using technology which helps them work remotely and become more mobile and agile on our estates will be central to the approach. This will be further enhanced as we introduce our new housing management system, which will speed up our work, avoid duplication and improve the customer experience.

Improving the customer experience also includes helping tenants do things for themselves. Developing our front facing systems where people can interact and access information easily, report problems, pay their rent without officer involvement will allow staff more time to monitor, react and deal with more intense support and complex issues.

Our key estate and tenancy management commitments

Our Estate and Tenancy Management Commitments:	
<p><u>Commitment 1</u></p> <p>Direct tenant management</p>	<p>We are aiming to achieve a balanced approach to allow us to support and help our tenants maintain their tenancy while allowing us to take enforcement action against those who breach their tenancy agreement. This approach will:</p> <ul style="list-style-type: none"> help prevent evictions and reduce the number of homeless cases as more tenants are able to sustain their tenancies; improve the end of tenancy process; provide more support on wellbeing and social care issues; help maintain and increase rental income levels; maintain bad debt provision at £300k well below the historical budget provision of £600k; help deal with former tenant debt and the more complicated financial difficulties experienced by tenants; and ensure that we deal with low-level neighbour problems.
<p><u>Commitment 2</u></p> <p>Helping tenants maintain their homes and estates</p>	<p>How our tenants look after and live in their homes has an impact on the appearance, the condition of our homes and estates. We need to deliver a service more focused on the condition of homes, providing a link between front facing officers, housing repairs and social care. This approach will help maintain the condition of our homes and estates for longer.</p> <p>In 2024/25 we will introduce a new handy person service which will give our officers more “tools” to do their job and have direct access to preventative services on our estates. The handy person service will focus on carrying out low level repairs on tenant’s homes, ground maintenance and general improvement works on priority estates in the Carmarthen, Ammanford and Llanelli areas.</p>
<p><u>Commitment 3</u></p>	<p>We must provide a greater focus and investment on improving our estate environment.</p> <p>We will deliver a targeted and co-ordinated approach, delivering capital estate improvements that will improve the appearance of our estates, make them feel better for tenants and ensure that they are safe places to live in.</p>

Improving the estate environment	<p>Tenant and community engagement has always underpinned the delivery of our services, but developing a programme of estate improvements with tenants will help us ensure that our tenants shape our future estates and priorities.</p> <p>Our future estate improvement programme will include:</p> <ul style="list-style-type: none"> • estate entrances; • boundary walls and fencing; • capital works to gardens that are not sustainable to look after; and • general communal area improvements that will ensure we make the best use of the land we have available.
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To achieve these commitments we have re-directed some of the expenditure in this year's plan to ensure that we are able to increase our investment on supporting and helping our tenants sustain their tenancies. This will mean:

- Reducing our bad debt provision by **£250k** and investing that funding into increasing housing officer capacity on the ground;
- Top slicing **£250k** from the repairs and maintenance budget and developing a proactive pilot "handyperson" service, initially on priority estates in Carmarthen, Ammanford, Llanelli and rural areas;
- Increasing our capital expenditure on improving our estate environments from £300k per year to over **£650k**; and
- Continued investment in home adaptations and sheltered housing improvements.

The investment included in this plan for supporting our tenants and residents is summarised in the table below.

Funding	Investment	2024/25 £'000	2025/26 £'000	2026/27 £'000
Capital	Improving the estate environment including ecology and biodiversity on greenspaces	650	700	700
	Adaptations to tenants' homes	2,000	2,000	2,000
	Sheltered housing investment	270	300	650
Revenue	Supervision and management	12,467	12,727	13,002
	Handy-person service	250	250	250
	Bad debt provision	350	357	364
	Grounds maintenance, unadopted roads etc.	1,265	1,317	1,373
Total		17,252	17,651	18,339

Theme 2 – Investing in Homes

In 2015, we completed the WHQS programme of works to all homes where tenants had agreed to the work- well before WG's target of December 2020. This was in line with our previously agreed assumptions that all our homes will achieve the standard and future replacement programmes will be based on condition, not time.

Maintaining the condition of our housing stock

Maintaining the WHQS standard is a statutory duty, and the Council has made a commitment to achieve and maintain the standard. The standard is contained in the **Compliance Policy in Appendix F**. Critical to this work is our ongoing stock condition survey for all housing assets. Surveys have now been completed for 1,350 of our homes which has enabled us to model a further 5,200 homes with the same architype, representing more than 55% of our stock.

This robust stock condition data has enabled us to plan our future programmes for the replacement of elements and components when they fail rather than on the time from when they were first installed. We have also identified key estates for investment, which are reflected in our capital programme. As further homes are surveyed and modelled, this will provide more detailed information to inform our investment plans year-on year.

Carrying out repairs and letting empty Council homes

Tenants tell us that getting repairs done on time and maintaining homes to a good standard is important to them. Both the pandemic and Brexit have had a significant and lasting effect on the local construction market, adversely affecting available skills, capacity, and materials. In addition to this, costs have escalated. Many of our framework contractors have declined housing repair and maintenance works choosing to prioritise higher paid private sector work or larger projects instead. This has seriously affected our ability to carry out responsive repairs and maintenance works on our homes and has caused a significant backlog in the number of repairs we have outstanding.

On average we continue to respond to all emergency work within the day and urgent work within the week, but the backlog of non-urgent repairs is ongoing.

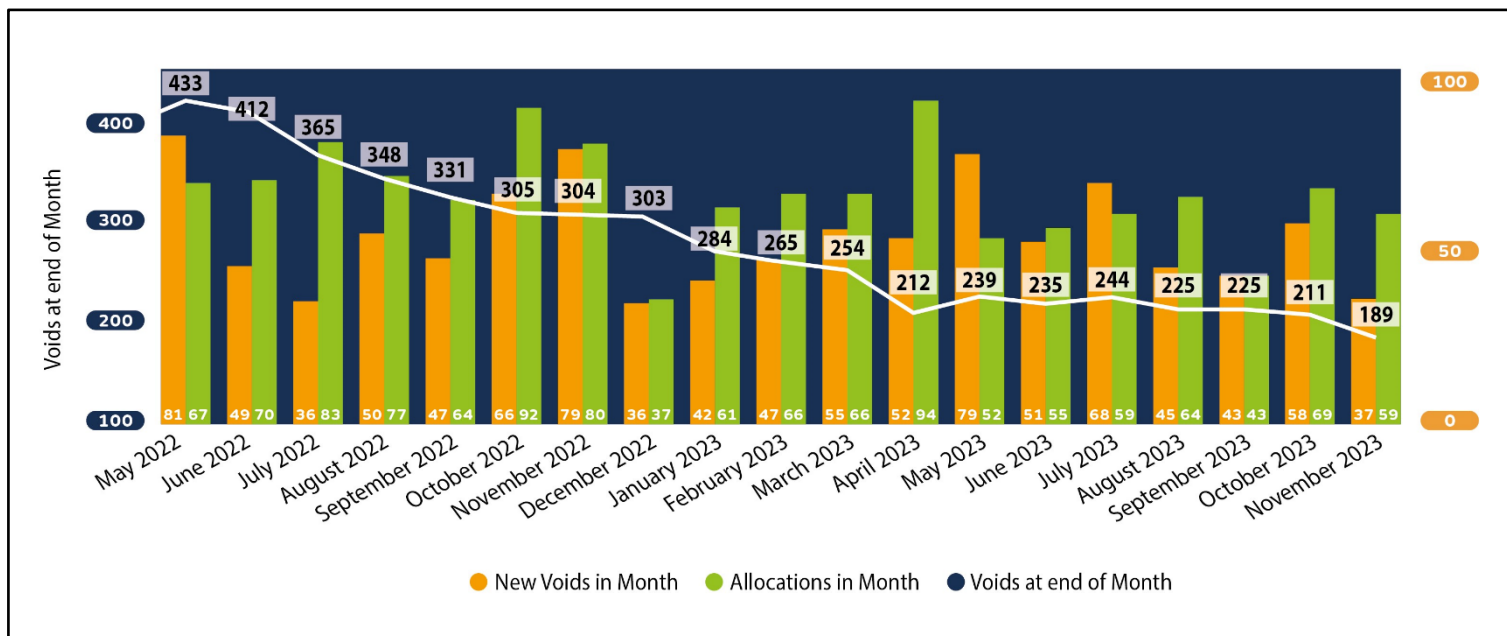
To address this backlog of repairs we must expand our capacity and contractor availability. We have invested in a new Housing Contract & Commissioning Team to develop a new Property Works Framework. We have undertaken extensive engagement with roadshows across the County to encourage a range of local contractors to apply for the opportunity to work on our Council homes. The Framework will cover a range of property maintenance and improvement activity, from day-to-day repairs and servicing to significant improvement programmes across our estates and also covers non-housing property work across the Council. The Framework will start in August 2024 and run for three years, with an option for an additional year.

The contractor capacity issues have also until recently, impacted on the number of empty Council homes that have not been let. Over the last three years we have focused on improving our processes for dealing with and refurbishing empty homes. The following graph shows the number of empty Council homes each month, between the peak of May 2022 (433 homes) and November 2023 (189

homes). One key change has been the recruitment of a new team of maintenance technicians dedicated to dealing with our empty homes, to reduce our reliance on external contractors, with the potential to increase further.

Our focussed approach has enabled an additional 220 homes being available for families in housing need compared with May 2022.

The number of empty Council homes each month



Reducing complaints and improving our repairs service

Over the last year we have expanded our call handling and repairs scheduling team to improve communication with tenants and to help with following up on outstanding works. This has seen a significant reduction in complaints (from over 100 to a handful) and an increase in compliments. We are also piloting weekend appointments to see whether this will help in reducing the backlog of works and provide more flexibility for tenants.

To continue improving the service we are planning to further expand our in-house teams from the current staffing resource of 80, increasing to 200/300 members of staff, developing our capacity and skills so that we become less reliant on external contractors. To support this, we are now implementing a new repairs scheduling system (Total Connect) which will enable tenants to request and track their repairs and help us ensure that the works carried out on tenants' homes meet their needs and are done at a time that is convenient and suitable for our tenants. The system will also help us to better manage and deploy our in-house operatives and continuously improve efficiency of the service. We will review the outputs from this in the Autumn / Winter period of 2024 to inform our in-house growth plan.

Our on-going consultation with tenants has identified seven key areas of work

Work Area	Context	Action
Repairs and Maintenance	Effective and timely maintenance service, maintaining homes to a high standard and continuing to improve the housing stock	<ul style="list-style-type: none"> • Keeping in touch with tenants and advising tenants how quickly we can carry out the works when they report minor repairs; • Clearing the backlog of non-urgent repairs that have built up; • Carrying out repairs in the timescales we have agreed or at a time that is more convenient for the tenant; • Introducing an appointments system for our responsive repairs service, using mobile technology; • Introducing automatic scheduling of repairs; • Developing and implementing a new Property Works Framework that will help widen the availability of contractors; and • Developing our in-house teams so that we have the skills and capacity to deliver repairs, adaptations and refurbishments ourselves and reduce our reliance on the private market.
Internal Works	For internal components such as kitchens, bathrooms, electrical upgrading, and central heating, we replace components when they are in disrepair	<ul style="list-style-type: none"> • Contacting tenants who have previously declined works; • Ensuring homes have the appropriate smoke alarms, heat detectors or carbon monoxide detectors, and agree with tenants how we can upgrade these components to protect their safety; and • Developing planned programmes of works informed by our ongoing condition surveys.
Damp and Mould	Prolonged exposure to dampness and mould can affect health and wellbeing.	<ul style="list-style-type: none"> • Continually reviewing and improving our processes for dealing with damp and mould to mitigate risks; • Taking a preventative approach to identifying any issues early, through home checker visits and programmed inspections; • Providing advice to tenants on what they can do to reduce damp and mould in their homes; and • Reviewing the introduction of new technology that will allow us to monitor and intervene early to prevent mould and damp from occurring in tenants' homes.
Servicing	We assess the condition of our gas, oil, electric and solid fuel appliances and meet our statutory servicing obligations. Protecting the health and well-being of our tenants by ensuring that all homes are fitted with fully compliant electrical systems, including hard-wired smoke and carbon monoxide (CO) detectors	<ul style="list-style-type: none"> • Continuing our annual programme of safety checks on gas fires, and gas or oil boilers, and replacing or upgrading where necessary with energy-efficient appliances; • Continuing our five year electrical inspection programme and upgrading where necessary; • Inspecting smoke, heat and carbon monoxide detectors installed in homes and upgrading where necessary; • Gaining access to ensure that the necessary works are completed; and • Installing servicing timers when we gain access (where a tenant repeatedly refuses access), to help protect lives.

External Works and the Environment	Our homes are in a good condition, and we aim to achieve economies of scale by replacing components in disrepair; including the rendering and roofing upgrading or replacement programmes and improving the estate environment around our tenants homes.	<ul style="list-style-type: none"> • Continuing to review and update our annual roof and rendering programmes to include external wall insulation and solar panels where appropriate; • Working with a range of partners to identify opportunities to install low carbon technologies to our homes; • Continuing our programme of replacing structural boundary and retaining walls; • Ensuring sheds/outhouses, gardens, paths and fencing meet our standards; and • Specific investment is planned in a number of estates over the next three years.
Empty Council Homes (Voids)	Our aim is to let empty Council homes as quickly as possible, reducing rent loss and reducing the pressure on front line homelessness services	<ul style="list-style-type: none"> • Make empty properties available for letting as quickly as possible and reducing the number of empty homes in the Council’s housing stock; • Completing individual options appraisals if homes are no longer fit for purpose or require significant investment; and • Ensuring every new tenant receives relevant information and certification about their new home.
Improving Standards	Tenants have told us they want a standard that continues to evolve	<ul style="list-style-type: none"> • Giving tenants a say through single-issue meetings, digital participation and challenge panels; • Using the data gathered by the Stock Condition and Verification Team to determine the most sensible route for improving our standards; • Continuing to implement new IT systems for asset management, repair scheduling and tenancy management for our housing stock that can be used to store data on our homes and conduct our own modelling for improving the energy efficiency performance of our homes.; • Maximising funding opportunities that allow us to test new innovative technologies that can reduce our carbon footprint and fuel bills for tenants; • Providing adaptations for our tenants to meet their needs and maintain their independence; and • Meeting the needs of households on the Accessible Housing Register (AHR) through conversion or where an empty Council property with existing adaptations is matched to a new household.

Specific estate improvement works

In addition to individual investment, where required in specific properties across the county, our ongoing programme of stock condition surveys has identified wider investment requirements that have been built into our next 3-year programme (and beyond). These include:

- **Fencing Enhancement Programme** – ongoing investment targeted at replacing fencing in estates where wholesale improvements are required;
- **Maes Glas, Llandoverly** – three-year investment programme to upgrade ten homes built using non-traditional construction that are hard to heat;
- **Danybanc & Llundain Fach, Llanelli** – a significant site-wide investment programme to address long-term drainage and other issues across the estates;

- **Woods Row Court, Carmarthen** – significant investment to remodel this prominent town centre estate and overcome site-wide roofing and repair issues; and
- **Pen y Fan and Clos St Paul, Llanelli** – reroofing of the estate to overcome water ingress issues and to improved thermal insulation.

Risk reduction measures

Approach to fire management – We have an ongoing review of fire risk assessments to our purpose-built blocks of flats and sheltered schemes. We have identified improvements to be made and an action plan has been developed. This provides a record of present risks, defects identified and the remedial action to be taken in a defined period which are monitored through our governance arrangements as set out in **Appendix A**. A work programme has been developed to improve the detection systems within these blocks of flats, the means of escape and the compartmentalisation of flats in the event of a fire.

Radon testing programme - Following guidance issued by Welsh Government and Public Health Wales, we have an ongoing programme of radon testing in all our homes located in areas where there is a greater probability of high radon levels. The highest risk areas have already been tested and measures to disperse radon are installed, where needed to reduce levels to acceptable levels. Officers from the Council are continuing to install radon detectors for three months to gather data in specific, discreet locations within homes. Remedial action is taken if levels are higher than recommended.

Surge protection upgrade - The demand on the electrical systems and consumer units in our homes has increased over time. The introduction of other renewable energy components and electric vehicle charging points in future will place further strain on the systems installed. Surge protection devices (SPD) are being installed which significantly reduce the risk associated with transient over-voltages.

The investment included in this plan for investing in our homes is summarised in the table below.

Funding	Investment	2024/25 £'000	2025/26 £'000	2026/27 £'000
Capital	Internal & external works	2,170	2,220	2,220
	Void programme & major works to homes	6,250	5,850	5,750
	Estate based refurbishment	850	1,817	2,117
	Risk reduction measures	820	820	820
Revenue	Responsive repairs & maintenance	2,437	2,537	2,645
	Void works	4,421	4,602	4,798
	Servicing	2,282	2,376	2,477
	Minor works	4,088	4,256	4,437
	Supervision & management	3,485	3,639	3,794
Total		26,803	28,117	29,058

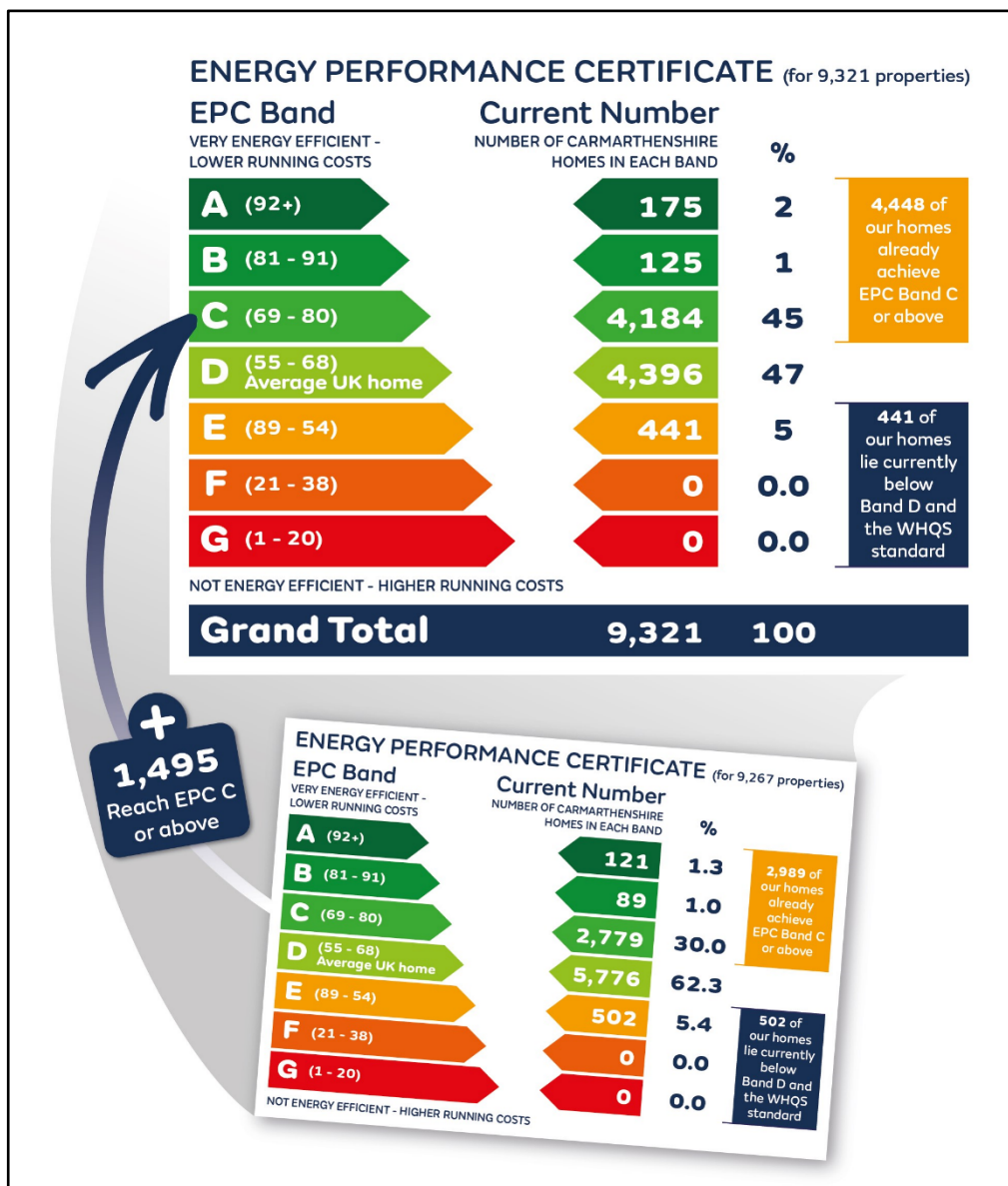
Theme 3 – Promoting Affordable Warmth and Decarbonising our Housing Stock

Promoting affordable warmth, improving the energy performance and decarbonising our housing stock is a key strategic priority for the Council which aligns directly with the Council’s net zero carbon principles.

In last year’s Business Plan, we made a clear commitment to ensure that all of our homes are energy efficient and affordable for tenants. We will achieve this by bringing all our homes up to a minimum Band C Energy Performance Rating (EPC) as quickly as possible and already nearly 50% of our homes achieve this standard.

The energy performance of our housing stock is shown below, this is inclusive of the improvements made since 2022/23.

Current housing stock energy performance rating



In 2023/24, 1,495 additional homes increased from an energy performance rating of Band D and below, to Band C and above, increasing from 32% of our stock to 48%.

Our approach to improving the energy efficiency of our homes is based on using a fabric first approach which improves the thermal efficiency of our homes. This results in our homes staying warmer for longer, meaning tenants use less energy to heat their homes. Continuing to improve the energy performance of our housing stock will help:

- reduce fuel bills for tenants helping to mitigating fuel poverty, this is particularly important today with the current cost of living crisis affecting so many of our tenants;
- grow the local economy by providing long term investment programmes;
- upskill the local supply chain and provide more training and work opportunities for local people; and
- ensure our tenants homes are fit for purpose now and for generations to come.

During 2024/25 we will continue to invest in making sure homes are cheaper to run for our tenants..

How have we achieved an energy performance rating of band C and above in nearly 50% of our homes?

The work done to our homes to achieve the WHQS by 2015, had a significant effect on the energy performance of our homes. Through this investment programme we upgraded the thermal performance of our homes by:

- installing cavity wall insulation;
- increasing the levels of loft insulation;
- lagging pipes and hot water cylinders; and
- replacing inefficient heating system with 'A' rated condensing boilers.

The work done to our homes in 2023/24, however, has had a significant effect on improving the energy performance of our housing stock beyond WHQS levels, these works include:

- improving the fabric performance (loft and/or external wall insulation) of over 130 homes across the county as part of our roofing and rendering programmes. This has ensured that more homes are warmer for longer and need less energy to heat the home in the winter;
- carrying out a pilot solar PV programme linked to the re-roofing programme;
- completing a deep retrofit to 18 homes across the county, bringing older homes to the same standard as a modern new build home with added features such as battery storage and non-fossil fuel heating systems, as well as improving the thermal performance of the homes;
- installing LED lighting to existing homes, providing cheaper energy efficient lighting for tenants; and
- installing hybrid heat pumps to 141 homes as a solution to moving towards low carbon heating for homes without putting tenants at risk of paying more for their fuel bills.

In addition to the works carried out on our existing homes over 1,350 stock condition surveys have been completed on our homes, which has not only produced updated energy performance data for the homes surveyed. It has also enabled us to model the stock condition and energy performance of over 5,200 of homes with the same archetype. This has then enabled us to update the stock condition data held in our asset management system and produce more accurate energy performance data for the stock.

The new work programmes listed above represents a change in the way we are upgrading the energy performance of our housing stock. We are looking at both the long term aims of decarbonising our homes through deep retrofit and installing fabric performance upgrades as part of our step by step approach to decarbonising homes. This allows us to reach more tenants homes each year and ensuring that no one gets left behind in our bid to combat fuel poverty and provide a greener Carmarthenshire. A summary of the works typically carried out on our homes through the retrofit programmes is shown in **Appendix E**.

Our approach to affordable warmth and decarbonisation in our new build Council homes

Our Council new build standards embrace decarbonisation. Our homes are highly efficient and already achieve a EPC Band A with SAP levels between 92 and 105. We have developed a housing performance matrix that allows us to build to different energy standards depending on the development. A breakdown of the different energy standards we currently use on our new build developments can be seen in **Appendix E**.

Our ambitious plans to support the delivery of more affordable homes will include developing innovative energy efficient homes with low levels of carbon emissions that can produce and store energy. We will continue to focus on using a fabric first approach, renewable technology, maximising the use of local products and where possible we will encourage the use of modern methods of construction (MMC).

The new Welsh Housing Quality Standard 2023 (WHQS 2023)

In 2023/24 the new WHQS 2023 was launched by WG, placing a greater emphasis on social landlords to improve the energy performance of their housing stock.

We have already placed ourselves in a strong position to meet the key milestones of WHQS 2023. We have continued to improve our housing standards from 2015 levels and are already working within the guidelines set by WG. The key milestones of WHQS 2023 for decarbonisation are:

- completing a whole stock assessment and developing individual targeted energy pathways for each home by March 2027, identifying the measures required to achieve EPC Band C initially, and also the additional measures needed to achieve EPC Band A; and
- achieving an EPC Band C rating on all homes by March 2030 using a fabric first approach.

It is, however, recognised by WG that a significant amount of funding will be required to achieve EPC Band A in the social housing stock in Wales, when budgets are already stretched. The main financial challenges include the additional cost associated with renewable technologies required to increase EPC levels from band C to band A. In addition to the financial challenges there are other key issues that also need to be addressed which include:

- supply chain shortages with the availability of renewable technologies both locally and nationally;
- the lack of local skills and trades available to install renewable technologies;
- the limited capacity of the national grid to accept the increased energy demands of additional electrical equipment including heat pumps, solar panels and batteries as they are installed in more homes; and
- an outdated SAP methodology which does not recognise some key decarbonisation measures and the improvements they make to the energy performance of our homes, this

includes electric heating sources and battery storage. These crucial gaps in the current SAP methodology limits the energy performance scores of some of our homes.

Due to the constraints outlined above, achieving EPC Band A is a long term WG commitment, with no prescribed timescale at this time. Each local authority is, however, required to develop a plan identifying what measures are required in their homes to achieve this standard.

Our approach to making our homes more energy efficient already embraces the key milestones set out in WHQS 2023. Our stock condition surveys are already underway and nearly 50% of our stock already achieves EPC Band C using a fabric first approach.

We will continue to work towards meeting our own decarbonisation targets whilst ensuring we comply with criteria of WHQS 2023.

During 2024/25 we will also look in detail at the business case to expand the programme of installing solar panels on Council homes.

Swansea Bay City Deal – Homes as Power Stations (HAPS)

The HAPS City Deal will facilitate the adoption of the Homes as Power Stations approach to integrate energy efficient design and renewable technologies into the development of new build homes and retrofit programmes carried out by the public, private and third sectors. This will tackle fuel poverty while helping residents save money on their energy bills.

The City Deal also focuses on developing a sustainable regional supply chain for renewable technology. It aims to leave a legacy of skilled jobs in the Swansea Bay City Region, ensuring that local businesses are able to grow from the increased demand for renewable technologies. It also aims to ensure that at least one technology is manufactured in the region.

In 2023, the HAPS project released the Financial Incentive Fund (FIF) to increase the level of renewable technology being installed in homes. £5.5m of funding was made available (maximum of £300k per bid) for social landlords and the private sector in the City Deal region (Neath, Swansea, Carmarthenshire and Pembrokeshire).

Ten bids were received for the Carmarthenshire region with the Council securing £616k of HAPS funding to support the development of our Council new build programme. The FIF bids directly support our aim to continue to provide low carbon, non-fossil fuel homes for tenants.

Our investment priorities for 2024/25

Over the next 12 months, we will remain focused on making all of our homes energy efficient and affordable for tenants.

The work planned for 2024/25 is outlined in the table on page 26.

Work Programme	Outcome	Action
Fabric Improvement Programme	Increasing the fabric performance of our homes that currently fall below EPC Band C.	<ul style="list-style-type: none"> • External walls - Improving the thermal efficiency of the external walls to our homes by installing measures such as External Wall Insulation (EWI) and Cavity Wall Insulation (CWI). The performance of any current insulation installed on our homes will be surveyed to measure its efficiency and improved or replace as required. • Loft insulation – Increasing loft insulation to 400mm in roof spaces. The outcome of our energy modelling research has identified that increasing loft insulation has a significant impact on increasing SAP levels and EPC ratings.
Installing hybrid heat pumps	Replacing fossil-fuel heating systems with hybrid heat pumps, reducing carbon emissions without increasing tenants fuel bills.	<ul style="list-style-type: none"> • Boiler replacement – Replacing e-grade boilers and boilers that are no longer economical to repair with hybrid heat pumps. These heating systems use a combination of both electric and gas to provide tenants with affordable heating throughout the year.
Installing LED lighting	Replacing traditional lighting with LED lightbulbs.	<ul style="list-style-type: none"> • Installing LED lighting to all our homes. This is a quick and effective way to reduce tenants' energy bills. It also has a positive impact on the SAP score and EPC rating.
Stock condition and verification programme	Producing robust stock investment programmes to ensure that all our homes achieve a minimum EPC Band C as quickly as possible	<ul style="list-style-type: none"> • Continuing the programme of stock condition and verification surveys to increase the level of detailed data we hold on our housing stock and enabling us to produce robust investment programmes for the future. • Developing energy pathways for our homes using the modelling system in SAVA and our own stock condition data, clearly identifying the measures required to achieve EPC Band C and the further measures required to achieve EPC Band A. • Completing new EPC surveys for homes where the current EPC's are now out of date or where additional investment works have been carried out.
Rooftop solar panels on Council homes and community Electric Vehicle charging points	Increasing the level of renewable technology on tenants' homes	<ul style="list-style-type: none"> • Solar panels and planned roofing upgrading works – we will install solar panels as part of our roofing upgrading programme to all roofs that are suitable. • Business case development – we will develop a business case outlining the investment required and the benefits of installing a wider programme of

		rooftop solar panels to tenants' homes and installing community electrical vehicle charging points on our estates. The business cases will consider installation costs, the financial benefits for tenants and the potential reduction in carbon emissions.
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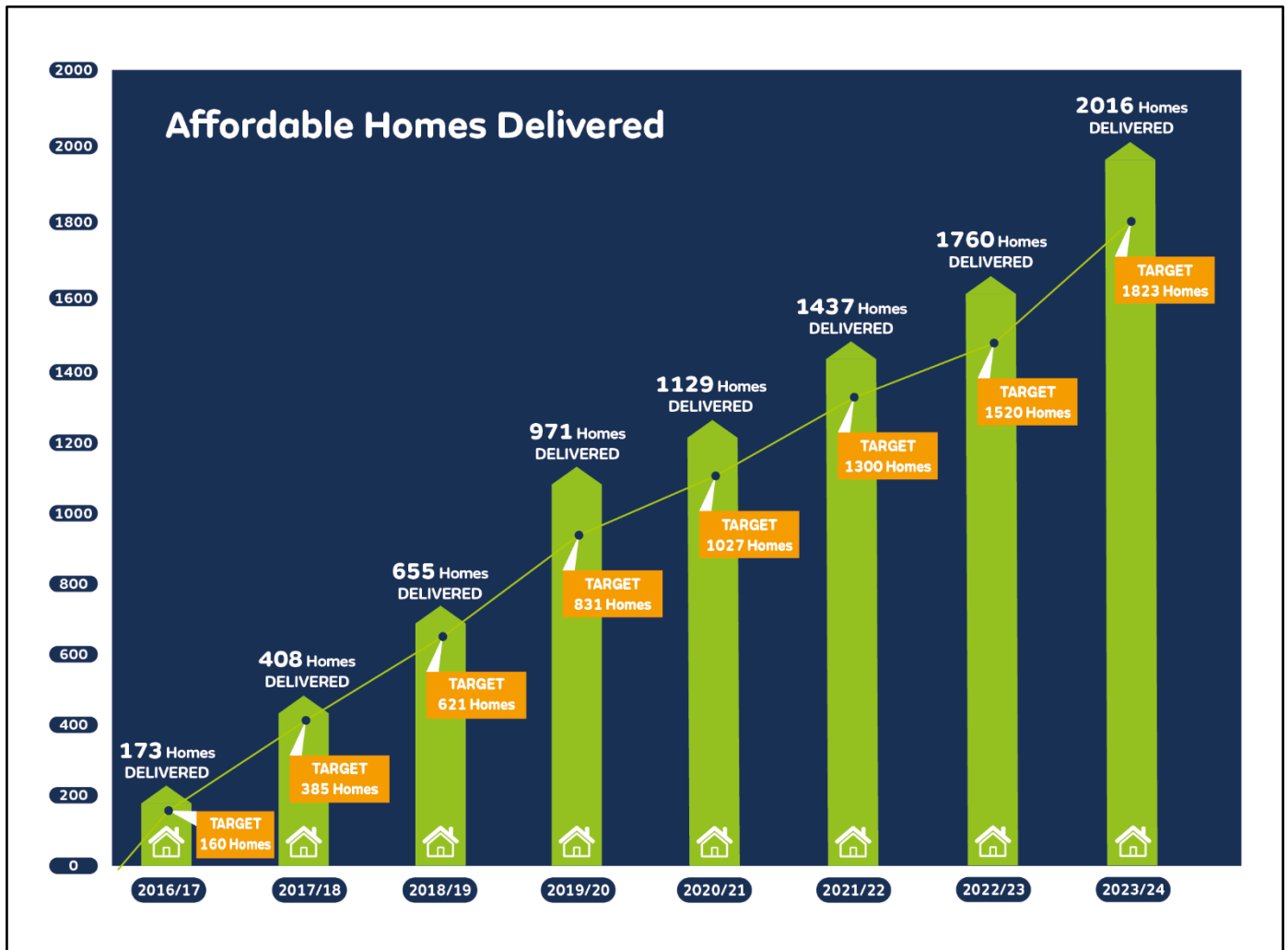
The investment included in this plan for promoting affordable warmth and decarbonising our housing stock is summarised in the table below.

	2024/25 £'000	2025/26 £'000	2026/27 £'000
Rendering, external works & increased thermal insulation	1,000	1,000	1,000
Re-roofing, increased thermal insulation and the installation of solar panels	1,525	1,679	2,205
Window & door Replacement	500	200	200
Retrofit programme (improving the energy efficiency of homes including installing renewable technology)	850	500	500
Rooftop solar panels	328	828	828
Community electric vehicle charging points	50	50	50
Increased fabric insulation to achieve EPC Band C and above	500	1,000	1,500
Installation of LED light bulbs	35	35	35
Hybrid Heating Systems	1,000	1,250	1,500
Total	5,788	6,542	7,818

Theme 4 – Delivering More Homes

We began our ambitious journey to increase the supply of affordable homes in all areas of the county in 2016. So far, we have delivered over 2,000 additional homes exceeding our delivery targets every year, helping to grow the local economy, meeting housing need and helping some of the most vulnerable people and families in our communities.

Our journey so far.....over 2,000 additional homes delivered

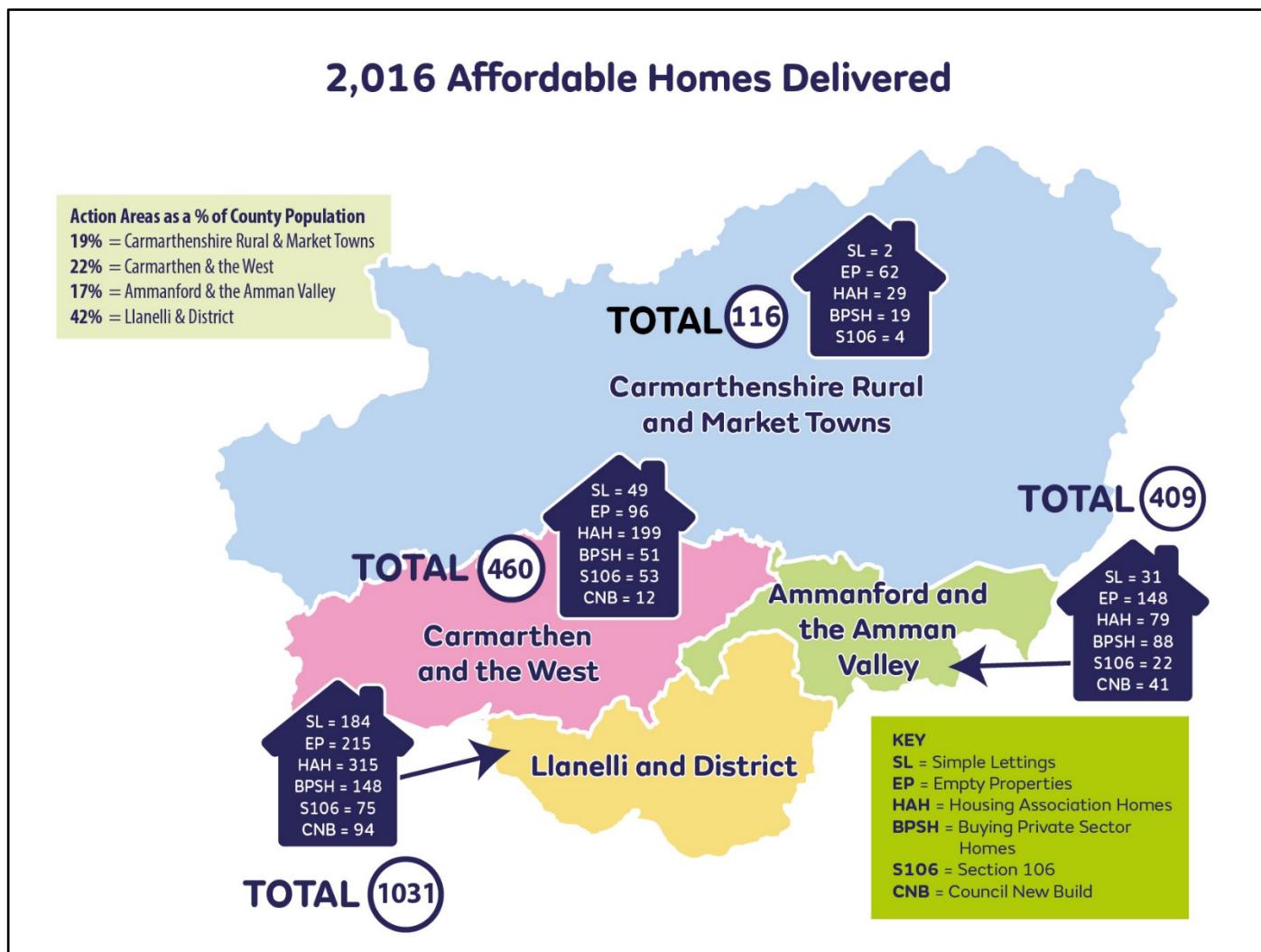


Our current Council new build programme plays a key role in increasing the supply of homes and growing the economy, but we also use a range of other delivery solutions to ensure that the programme is delivered in a cost-effective way and maximises all external funding opportunities, this includes:

- working collaboratively with our Housing Association partners to ensure that their investment programmes align with our strategic housing priorities;
- bringing empty homes back into use in all areas of the County;
- managing private sector rentals through our in-house Simple Lettings Agency;
- delivering affordable homes for low-cost home ownership through the section 106 provisions of the planning system; and
- buying private sector homes to increase our housing stock.

The buying private sector programme has played a key part in our programme. This has helped us increase supply of homes quickly with over 300 properties already purchased.

The map below shows where in the county and how the 2,016 additional affordable homes have been delivered.



Meeting housing need

Meeting housing need has always been our main reason for providing more homes.

Housing need can be met in a variety of different ways, according to the needs of the household, their financial position and the opportunities available. Our plans help address housing need in a number of different ways including:

- providing more homes for social rent, including homes for general needs households (single people and families), specialist supported housing for individuals with complex needs and accommodation for older people;
- providing a choice of mixed tenure assisted living options for older people, including our offer at the innovative Pentre Awel Wellness Village;

- providing more homes for low cost home ownership helping individuals and families own their own home;
- providing mixed tenure developments consisting of social rented, low-cost home ownership and open market homes, offering a real choice of tenures for local people and key workers depending on their individual circumstances;
- providing more affordable homes for rent and sale in rural towns and villages, helping local people stay in their communities, helping to protect the Welsh language and culture; and
- increasing the residential offer in the primary towns of Ammanford, Carmarthen and Llanelli, increasing footfall through housing-based regeneration and helping to make our town centres vibrant once more.

Over the last two years the Council has seen an unprecedented rise in homelessness cases which has had a significant impact on the demand for affordable housing in the county. This has been caused by additional legislative requirements being imposed since the pandemic, including the “no-one left out” approach. It has also been caused by external market conditions having a direct effect on the private rented sector, which is reducing the supply of homes available for rent, because of:

- private landlords leaving the market due to increasing interest rates and the longer possession timescales imposed by the Renting Homes Act; and
- increasing market rental levels due to the demand for private rented accommodation far exceeding supply. This has made the private rented market unaffordable for many local people, who are now reliant on social housing to meet their housing needs.

Meeting our responsibilities around our proportionate share of resettlement schemes has also created further demand.

These actions have had a significant effect on the supply of affordable homes. Many single person and family households by no fault of their own have become homeless. It has also had a direct effect on the Council being able to discharge its homelessness duty through the private rented sector.

Based on the current levels of housing need in the county it is more important than ever that we invest in delivering more affordable homes at pace.

Our investment priorities for the next three years (2024/25-2026/27)

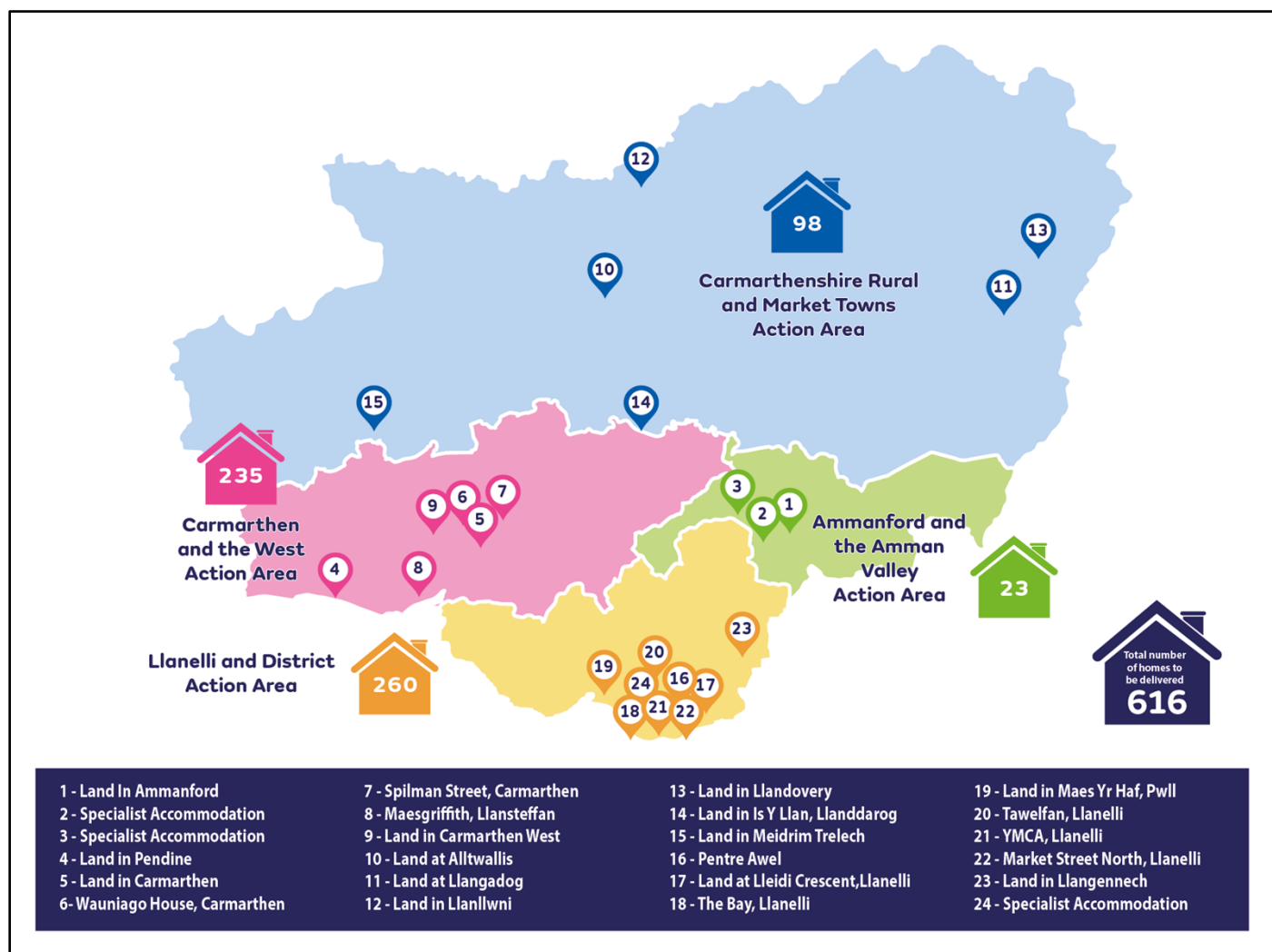
Our plans for the next three years, will continue to increase the supply of homes for both general and specialist housing need. We will also continue to use the social housing direct allocations policy developed by the Scrutiny Task and Finish Group in 2023. This policy helps manage the social housing demand and supply issues, ensuring that our homes are allocated and let to those households in greatest need.

Over the next three years, our current pipeline of Council new build developments will deliver over 600 homes.

Our new build homes will meet the individual needs of our communities and include houses, bungalows and apartments for both individuals and families. All our new build developments follow a clear set of design principles, that create new communities that are sustainable, with a real sense of place.

Our programme will also continue to deliver more homes through other solutions, including buying over 60 private sector homes and bringing empty homes back into use.

The map below shows our current pipeline of Council new build homes.



Specialist accommodation

Our current new build programme includes increasing the supply of specialist accommodation units. These units will be provided as temporary accommodation and accommodation that promotes independent living for individuals with learning disabilities and mental health (LD&MH).

We have already significantly increased the number of specialist accommodation units provided for individuals with LD&MH, creating over 40 units directly within our housing stock. This helps to promote independence, reducing our reliance on costly private sector residential placements, and making significant savings to the Council's care and support services.

Land acquisition

The current Council new build programme has focused on utilising land assets already in Council ownership. These sites have been relatively small and limited our development programme to smaller sites of between 8 and 32 homes.

The Council's land reserves are now exhausted. Our current strategy will limit our ability to continue to increase the supply of homes quickly. In addition to the developments highlighted above, we now need a new pipeline of developments which will enable us to develop large sites. This will include sites exclusively for Council housing.

Our land acquisition programme aims to pro-actively purchase land and focus our future delivery on larger sites. This will include sites that the Council will develop itself as well as working directly with landowners and developers to bring forward sites through package deals. Utilising package deals will enable the Council to accelerate its development programme, increasing supply quickly to meet local demand.

This overarching approach will ensure that our future investment plans deliver more affordable homes at scale and pace.

The investment included in this plan for the delivery of more homes is summarised in the table below.

	2024/25 £'000	2025/26 £'000	2026/27 £'000
Council new build	9,160	10,762	10,240
Land acquisition	1,600	2,500	2,800
Specialist accommodation	2,998	1,950	1,350
Buying private sector homes	3,000	2,000	1,750
Programme management	648	674	700
Total	17,406	17,886	16,840

Theme 5 – Local Economy, Community Benefits and Procurement

We recognise the importance of this plan and its role across the wider capital investment programme to stimulate, support and develop the local economy. To support economic growth, we will continue to look further to develop the Council's approach to procurement to maximise our contribution to local economic growth, focusing on social value and building sustainable communities. Our aim is to grow different economy sectors within the housing and building industry so that they and other local business benefit and thrive. It is therefore important that our investment plans:

- contribute to long term economic growth across the County;
- are sustainable in future years as we continue to invest and maintain our homes;
- enable local businesses, construction and manufacturing industries to develop, grow and lay down strong roots;
- keep the pound local, benefiting our economy and contributing directly to the prosperity of our county and its residents; and
- create new jobs and training opportunities for local people.

The housing stock investment and the Council new build programmes will provide sustained periods of trade and benefit to local contractors and builders. This will create more jobs, training opportunities and other community benefits. Our affordable housing plans have a direct focus on providing more homes in town centres and rural areas, having a direct impact on business and commerce in these areas.

The decarbonisation of our homes is also a fundamental part of our future stock investment programmes, making our homes energy efficient and achieving a minimum EPC Band C. Rolling this out across our entire housing stock will result in increased job opportunities and further training opportunities as we explore new ways of providing low carbon, energy efficient homes for our tenants. A significant proportion of the Council's housing stock is in rural market towns and in rural areas. Encouraging small to medium enterprises (SMEs) to participate in those areas will help with local employment and allow young people to stay in the community where they want to live.

Our procurement strategy aims to develop our programmes using local contractors and suppliers to stimulate the local economy. Where this is not possible initially, because of limitations on the supply and availability of local skills (e.g. homes built using Modern Methods of Construction (MMC)), we will learn from these projects and put measures in place to ensure that the skills and work force needed is available locally. We will also influence this through the Regional Skills and Partnerships workstream and through expanding our own direct employment of staff to deliver work programmes alongside the private sector, including appointment of apprentices and supporting local shared apprentice programmes.

Community benefits directly delivered through housing investment

The capital investment programme exceeds £30m per annum. This level of investment will safeguard over 200 jobs every year. Our procurement approach ensures that community benefits are delivered through the capital programme. The table below demonstrates the community benefits already delivered through the Council's first seven new build developments in Llandybie,

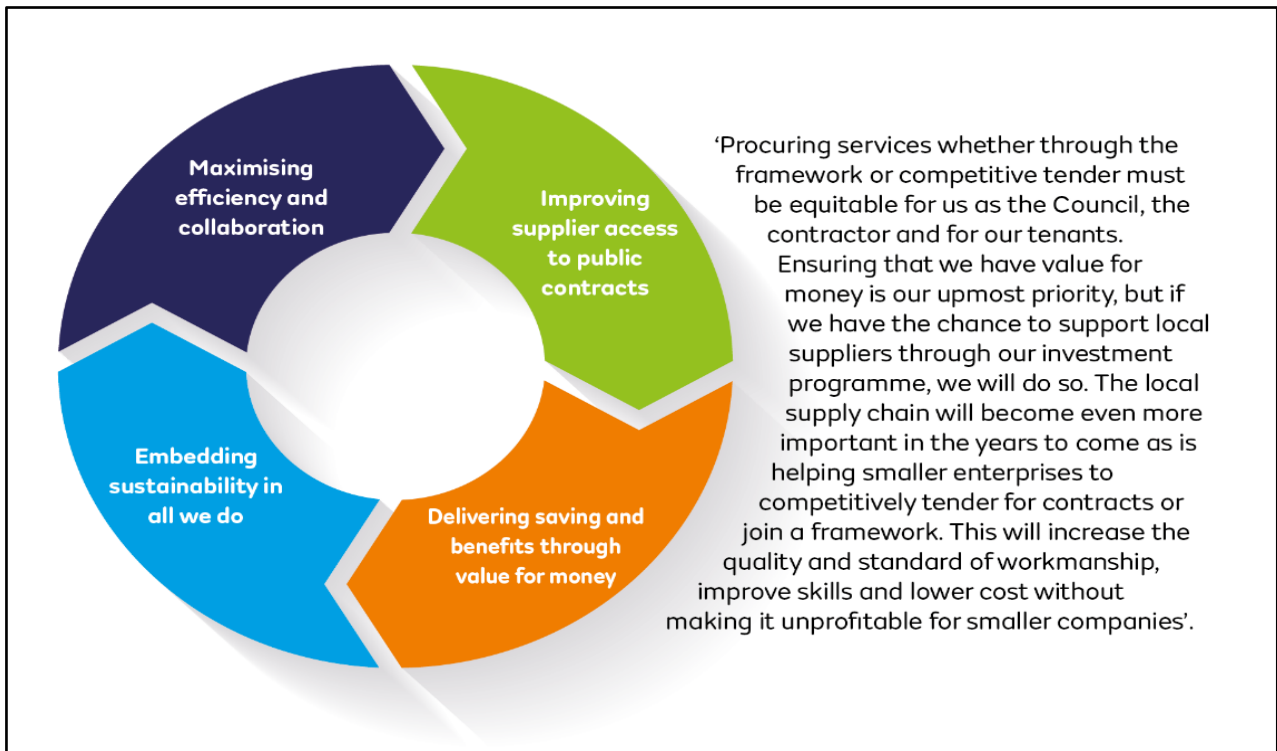
Saron, Llanelli, Burry Port, Pembrey and Carmarthen. It also shows the projected level of community benefits that will be delivered through our future housing investment programmes

Community Benefits Delivered on our First 7 New Build Developments	Projected Community Benefits for Future Housing Investment Schemes
 <p>1577 Waged training weeks have been provided</p>	 <p>600 Waged training weeks will be delivered</p>
 <p>51 Work experience placements (5 days per student) were created</p>	 <p>43 Work experience placements (5 days per student) will be delivered</p>
 <p>29 New entrant jobs were created</p>	 <p>29 New entrant jobs will be created</p>
 <p>28 Construction careers advice and guidance events delivered</p>	 <p>12 Construction careers advice and guidance events proposed</p>
 <p>73 Existing workforce employees were upskilled and provided with additional training</p>	 <p>29 Existing workforce employees will be upskilled and provided with additional training</p>
 <p>250 Targeted apprenticeships, work experience and jobs (52 weeks per £1m)</p>	 <p>1142 Targeted apprenticeships, work experience and jobs (52 weeks per £1m)</p>

During construction, contractors will also contribute to the wider local economy by increasing footfall into town centres and spending money in rural market towns/villages by accessing local amenities such as shops, supermarkets, restaurants and cafés.

It is, however, extremely important that all contracts demonstrate good value for money and through the West Wales Regional Contractor Partnering Framework and the new Property Works Frameworks, we will challenge their costs, the principles and methods of construction to make ensure that we achieve this. We will also look to keep the workforce as local as possible and benefit

the local economy by including 'environmental benefits' in a tender or contract and insisting that contractors demonstrate how they will reduce their carbon emissions.



Funding and Risk Management

Major Repairs Allowance

Every year we receive over £6 million from WG to support our capital investment. The grant comes with clear guidance on what it can and cannot be used for. The main condition is that it must be spent on property within the HRA. It cannot be used for revenue repairs or maintenance, demolition costs, repayment of borrowing etc. A full breakdown can be found in our MRA acceptance letter issued by WG.

The MRA makes a significant contribution towards achieving and maintaining our housing stock. A reduction in MRA levels would be detrimental to future investment plans.

Planning assumptions

To help us plan our investments, we must make certain assumptions. Changes to our assumptions may mean re-visiting the objectives included in this plan.

The current financial assumptions in the plan are based on a rental increase of 6.5%

To note

- an annual rental increase of 1% will make an additional £470k in revenue income. This additional revenue will generate an additional £6m in capital expenditure every year; and
- this is plan is also based on making £330k of revenue efficiencies over the next three years. This will help to further maximise the investment available to deliver our capital programmes.

INCOME	
Major Repairs Allowance (MRA) (capital funding we get from the WG to maintain our existing stock) and other grants e.g. Social Housing Grant, Housing for Care Funding etc.	£6.2m (MRA) each year. This is on the basis that we receive an average of £682 per home. We assume the receipt of other WG grants totalling £33m over 3 years.
Rent increase 2024/25	WG have set the maximum rent increase for 24/25 at 6.7% because the Consumer Price Index(CPI) sat outside the 3% threshold (6.7% September 2023). We have limited the rental increase to 6.5% overall with a maximum £1 progression for those tenancies below target rent. Most tenants will receive a 6.39% average rent increase which is below the level set by WG and current inflation values.
Future rent increase levels based on WG Policy	2.3% for 25/26, 2.5% for 26/27, 2.5% for 27/28, then increased by 0.5% above CPI pending revised rent policy from WG.
Borrowing and direct revenue financing (DRF)	Borrowing £32m and utilising £15m DRF over next 3 years to maintain our housing stock and develop new homes.
Expenditure/income inflation	Employees' pay at 5% for 2024/25 as per the Council Fund and general inflation at 4%.

Right to Buy receipts i.e. money we get from tenants' buying their home Other receipts from developments	No receipts from 1 st April 2015 following suspension of Right to Buy	
	Some schemes will generate capital receipts. In this plan we assume £11m in year 3.	
Balances on the revenue account i.e. the amount of money we need to keep in reserve	Minimum of £4.5m (based on £500 per property)	
SPENDING		
Assumed Borrowing costs i.e. the amount it costs to borrow money	Cost of existing and new debt: 2024/25: 4.36% Then 4.4% in future years	Cost of exiting HRAS: Average of 4.15%
Provision for Bad debt i.e. debt that we will be unable to recover	2024/25: £350K 2025/26: £357K 2026/27: £364K	

CAPITAL PROGRAMME	Budget 2024/25 (£'000s)	Budget 2025/26 (£'000s)	Budget 2026/27 (£'000s)
Supporting Tenant and Residents:			
Improving the Estate Environment	650	700	700
Adaptations	2,000	2,000	2,000
Sheltered Housing Investment	270	300	650
Investing in Homes:			
Internal & External Works	2,170	2,220	2,220
Void Programme & Major Works to Homes	6,250	5,850	5,750
Estate Based Refurbishment	850	1,817	2,117
Risk Reduction Measures	820	820	820
Affordable Warmth & Decarbonisation			
Works to deliver Affordable Warmth & Decarbonisation	5,788	6,542	7,818
Delivering More Homes			
Council New Build Programme	9,160	10,762	10,240
Land Acquisition	1,600	2,500	2,800
Buying Private Sector Homes	3,000	2,000	1,750
Specialist Housing Projects	2,998	1,950	1,350
Programme Management	648	674	700
TOTAL	36,204	38,135	38,915
SOURCE OF CAPITAL FUNDING	Budget 2024/25 (£'000s)	Budget 2025/26 (£'000s)	Budget 2026/27 (£'000s)
Welsh Government Grant - MRA	6,225	6,225	6,225
External Grant Funding – IHP, SHG, ICF & Other Grants	9,308	10,970	12,334
Direct Revenue Financing	5,000	5,000	5,000
External Borrowing	15,671	15,940	3,731

Capital Receipts	0	0	11,625
TOTAL	36,204	38,135	38,915
REVENUE PROGRAMME	Budget 2024/25 (£'000s)	Budget 2025/26 (£'000s)	Budget 2026/27 (£'000s)
Repair and Maintenance of Homes	17,979	18,728	19,524
Supervision and Management	12,532	12,793	13,067
Support Services e.g. Legal and Finance	1,866	1,903	1,941
Provision for Bad debts	350	357	364
Direct Revenue Financing	5,000	5,000	5,000
Capital Charges	15,266	16,144	16,536
TOTAL	52,992	54,924	56,432
SOURCE OF REVENUE FUNDING	Budget 2024/25 (£'000s)	Budget 2025/26 (£'000s)	Budget 2026/27 (£'000s)
Tenant Rents	50,242	51,601	54,499
Service Charges	1,051	1,293	1,318
Interest Received	611	121	122
Housing Finance Grant 2	246	246	246
Revenue Efficiencies	80	100	150
Grants / Other	1,055	1,076	1,098
TOTAL	53,285	54,437	57,433
Difference between 'Revenue Funding' and 'Revenue Spending' *	293	-487	1,001

HRA END OF YEAR POSITION:	Budget 2024/25 (£'000s)	Budget 2025/26 (£'000s)	Budget 2026/27 (£'000s)
Balance brought forward from last year	12,319	12,612	12,124
HRA budgeted difference *	293	-487	1,001
BALANCE CARRIED FORWARD**	12,612	12,124	13,126

*N.B. + is a surplus in revenue funding over spending and – is a deficit/ shortfall in revenue funding over spending

**The balances carried forward in the plan are fully committed to funding our borrowing requirements in future years.

Risk management

Each year, as part of the HRA business planning process, we identify, assess and prioritise potential risks and consider the likelihood and impact of each. This exercise is carried out by each service delivery area. Once this has been done, we identify ways in which we can reduce or manage the potential risk and impact. These are recorded corporately and monitored regularly.

The greatest risks identified in delivering this plan are:

- maintaining up to date asset information about our stock;
- ensuring sufficient staff resources to manage and deliver our housing investment programmes;
- uncertainty of the impact of market conditions about inflation, pricing and availability of workforce to inform the 30-year cost certainty exercise; and
- the impact of balancing investment in maintaining the existing standard, introducing new measures to support decarbonisation and continuing to deliver our ambitious housing regeneration and development programme.

Compliance, Verification and Monitoring

Compliance and acceptable fails

Recording compliance and acceptable fails is not a simple collection of condition information for things like kitchens, bathrooms, electrics and so on. It is a combination of occupancy and property condition information. Surveying of homes, collating of information, how we manage our data, and the ability to report 100% accurate information, are all data-hungry activities.

An acceptable failure occurs when an individual component e.g. a kitchen or bathroom, has not been completed for one or more of the following reasons:

- cost of remedy;
- timing of remedy;
- resident's choice; and
- physical constraint.

The details of our acceptable fails and compliance are set out in **Appendix D**, and our full Housing Standards compliance document is set out in **Appendix F**.

Energy efficiency

We have had several different programmes running to improve the energy efficiency of homes. These programmes have helped save tenants money on their heating costs and improve the energy performance ratings of their homes. The average SAP level across our whole housing stock is 67, however, nearly 50% of our existing housing stock already achieve an EPC Band C or above (SAP 69-80).

Independent verification

We believe that we report compliance accurately in achieving and maintaining our Housing Stock, and we will continue to do so. We will also back this up with further verification by:

- demonstrating compliance by ensuring there is a clear separation of duties between CCC staff reporting compliance and those staff responsible for improving stock condition;
- using internal staff in conjunction with external support, where necessary, to undertake desktop reviews;
- continuing to carry out a sample programme of stock condition visits every year;
- asking tenants how they would like to be part of the process of verification;
- continuing to use a range of methods to assess compliance. Some data is already independently collected, e.g. boiler inspections, EPCs and electrical tests; and
- providing Home Information packs for all new tenants, informing them of boiler inspections, asbestos advice, Energy Performance Certificates, electrical tests and when any outstanding investment works will be carried out.

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Housing Revenue Account Business Plan 2024-27

Carmarthenshire's Housing Investment Programme

Appendix A - E



Contents

1. Contents	2
2. Appendix A: Well-being Priorities & Governance Structure.....	3
3. Governance Structure	4
4. Appendix B: Stock, Tenant and Housing Choice Register Profile.....	5
5. Appendix C: How Happy Tenants are with the Services we Provide	9
6. Appendix D: Acceptable Fails.....	12
7. Appendix E: Decarbonisation and Affordability	13

Appendix A: Well-being Priorities & Governance Structure

A more prosperous Wales	1
A resilient Wales	2
A healthier Wales	3
A more equal Wales	4
A Wales of cohesive communities	5
A Wales of vibrant culture and thriving Welsh language	6
A globally responsible Wales	7

We will:

Ensuring long-term economic and social benefits for Carmarthenshire through the Swansea Bay City Region and future external funding avenues.

We are committed to:

- Contributing to the social, economic and environmental well-being of the wider community.
- Asking tenderers to deliver community benefits in our tendering activities through the delivery of the contracts or frameworks awarded.
- Maximising the value for every pound we spend, applying a community benefits approach to any tender valued over £1million.
- Capturing and recording community benefits utilising WG’s community benefits measurement tool.

We will focus on:

- Increasing the availability of rented and affordable homes to support the needs of local people by building new homes, bringing empty homes back into use and ensuring an allocation of affordable homes on new developments.
- Supporting tenants through the cost of living crisis, providing help and advice, maximising income levels and where possible ensuring that they are in receipt of all the grants and benefits they are entitled to.
- Providing homes better suited to tenants needs by investing in adapting homes and understanding the future investment needs for our sheltered housing stock.
- Reducing anti-social behaviour by working in partnership with other agencies and communities to tackle local problems.
- We want to get better by engaging as widely as possible and maximising opportunities to help build stronger communities.

We believe we should:

- Give our tenants the opportunity to influence decisions about their homes, the area they live in and ensure the services they receive achieve value for money.

• We will focus on what our tenants are telling us:

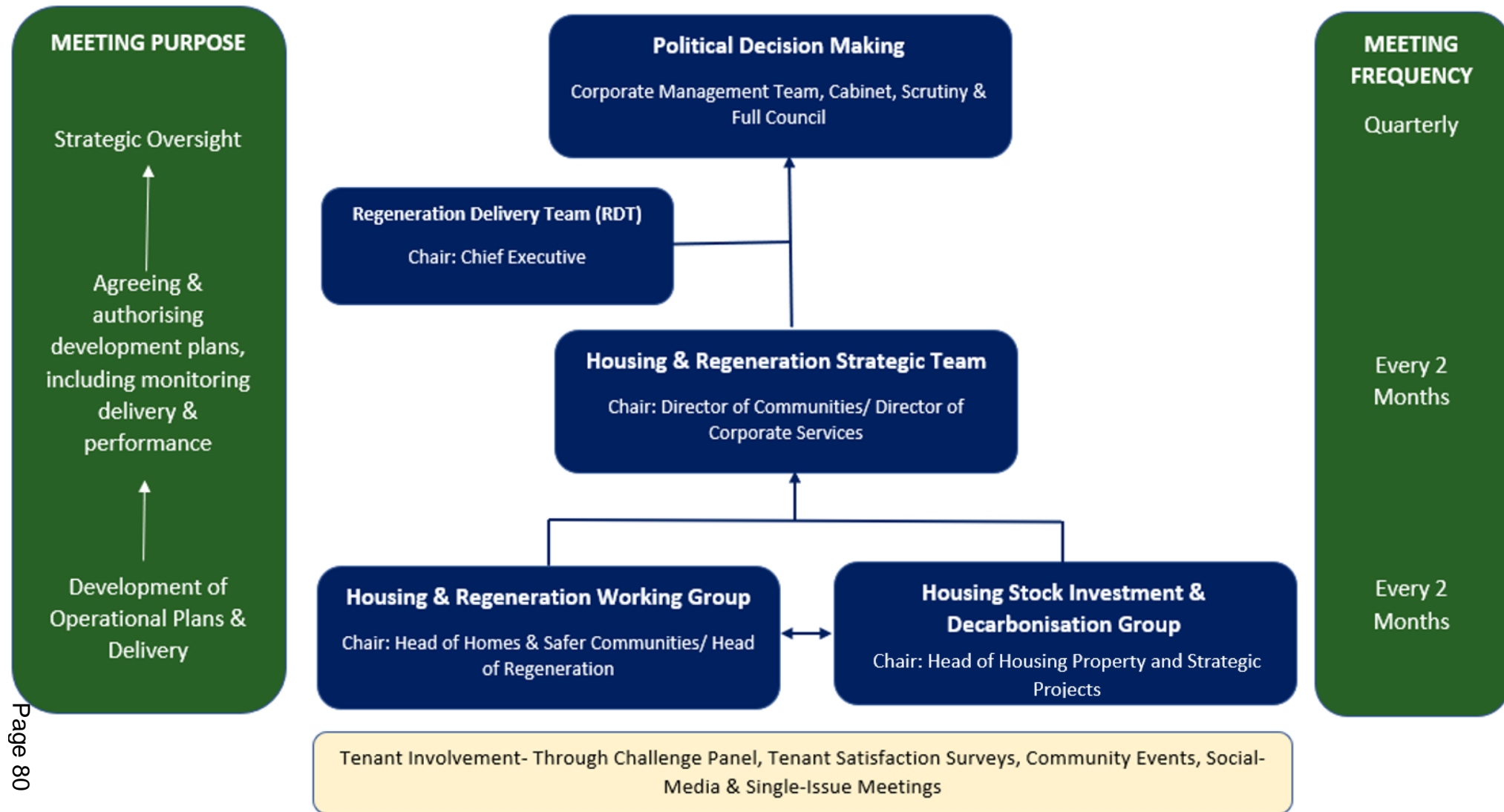
- We recently undertook a tenant satisfaction survey. In total, 1,938 tenants took part in the survey. This represented a 26% response rate overall. 47 surveys were completed in Welsh (2%).
- We will carry out an in-depth analysis of results to get a better understanding of the differences in satisfaction rates by age, by ward and property type; and revamp our approach to the way we listen and act on tenant’s views.

We will ensure that:

- Our homes are energy efficient and achieve a minimum EPC Band C energy performance rating as quickly as possible using a fabric first approach, supporting the Councils net zero carbon principles.

Governance Structure

All actions in this Plan will be monitored on a bi-monthly basis by the Housing and Regeneration Strategic Team. This group provides strategic direction and corporate leadership to ensure appropriate progression on the initiatives included.

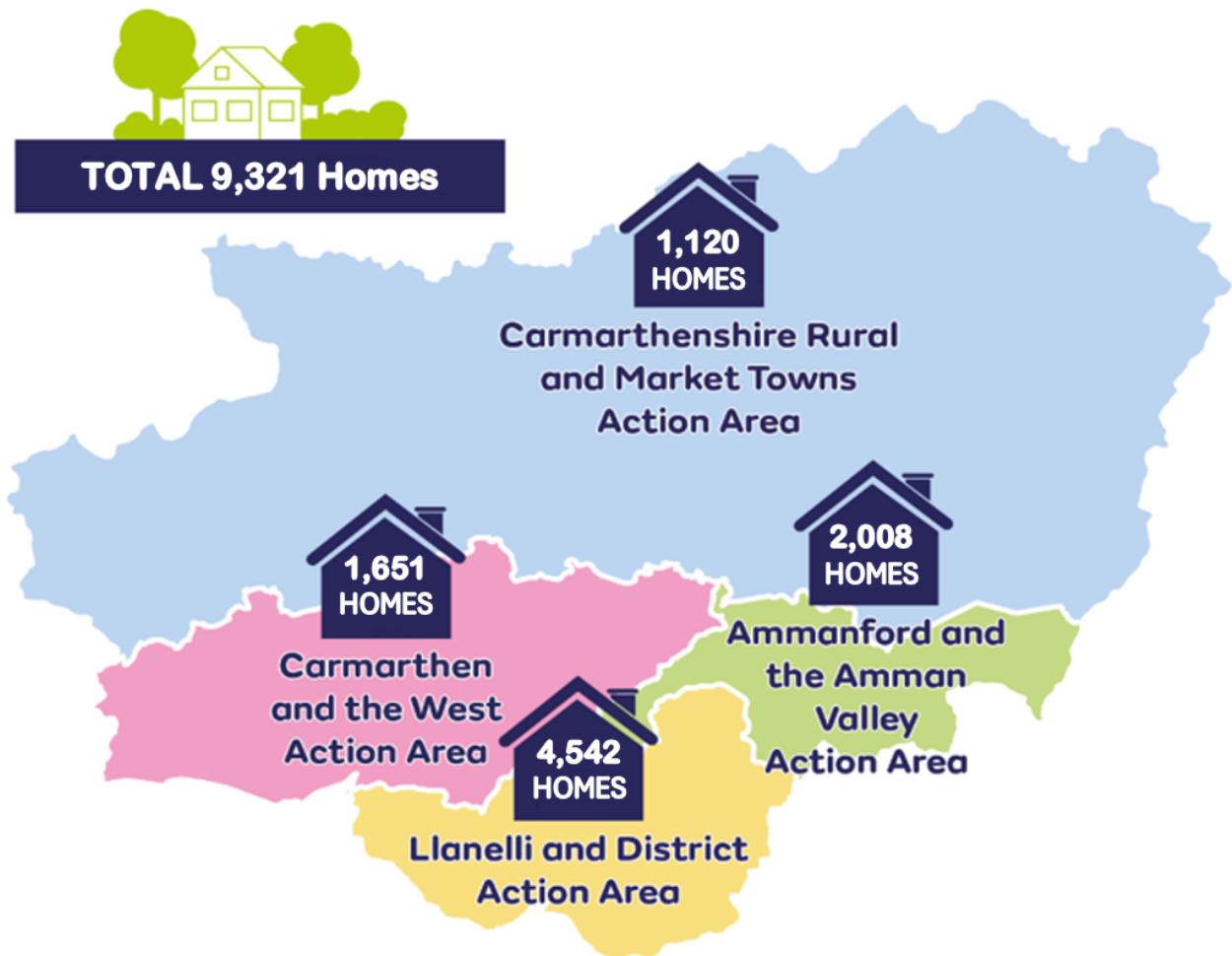


Appendix B: Stock, Tenant and Housing Choice Register Profile

Stock Make Up

Carmarthenshire County Council's HRA stock (as set out below) comprises 9,321 homes.

The housing stock comprises 5,152 houses and 2,180 bungalows, with the remainder made up of 1,981 flats (including sheltered), bedsits and maisonettes. The majority of the stock is 2 and 3 bedroom homes. A breakdown of how our housing mix looks across the county can be seen below.



Property Type	Carmarthenshire Rural & MKT Town	Carmarthen & The West	Ammanford & the Amman Valley	Llanelli & District
Bedsit	0	5	0	3
Bungalow	540	499	504	637
Flats (Inc Sheltered)	181	342	512	925
House	399	785	991	2977
Maisonette	0	20	1	0

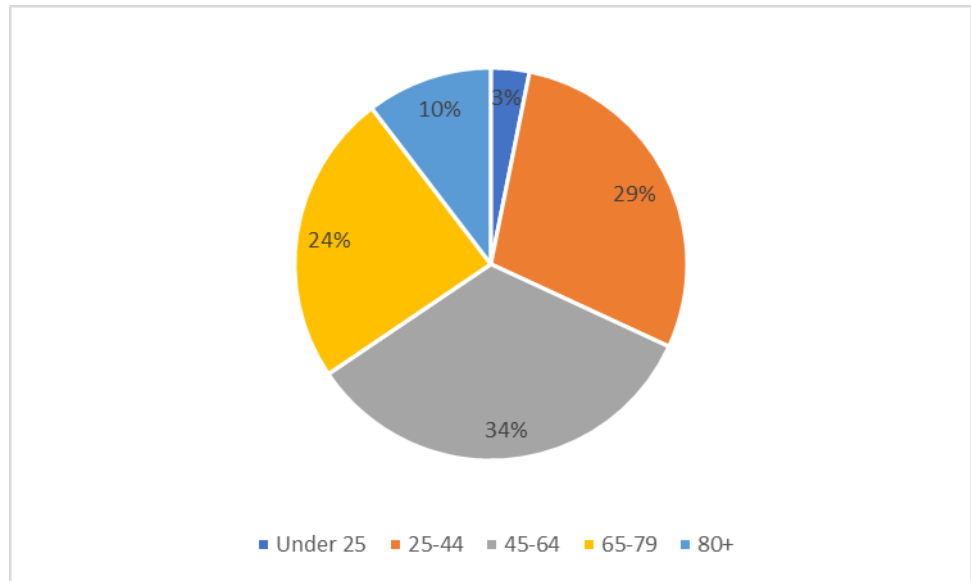
Tenant Profile

We know that 10% of our lead tenants are aged 80 or over and a further 24% are aged 65 to 79. As a result, 34% of our lead tenants are 65 or above. Only 3% of our lead tenants are under 25, the remaining 63% are aged 25 to 65.

We know that 73% of our lead tenants are white British. A further 25% did not provide information about their ethnic group.

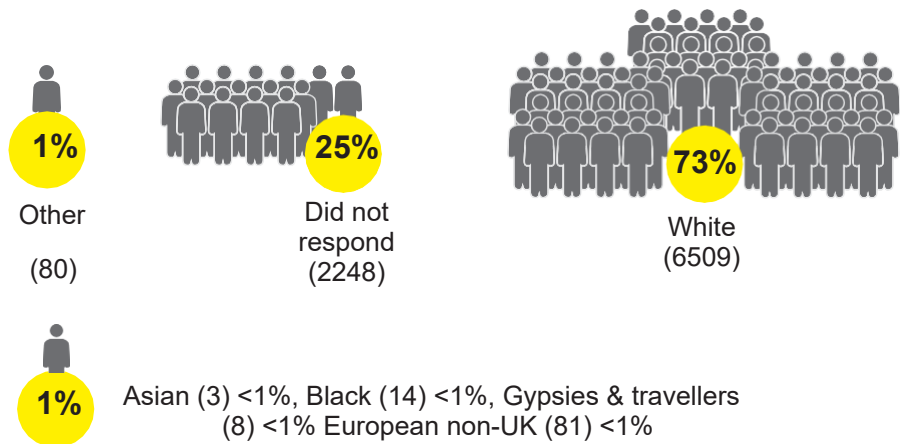
Tenancies by Age Group

Number of Council tenancies by age group



Tenancies by Ethnic Group

Number of Council tenancies by ethnic group

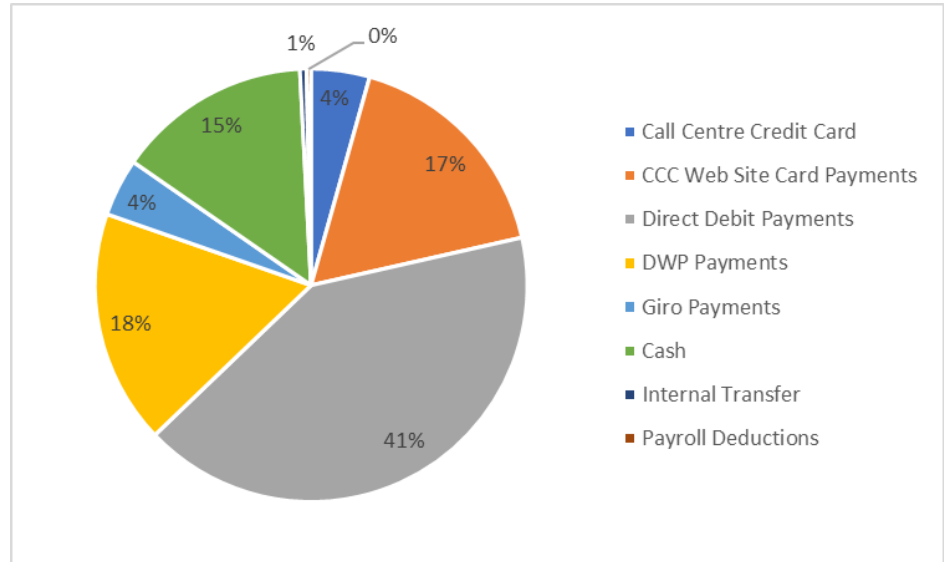


Universal Credit Tenant Payment Profile

For tenants currently claiming Universal Credit, we know that 41% are paying their rent by direct debit. A further 4% are receiving Universal Credit Payments direct to CCC.

Tenant Payment Methods

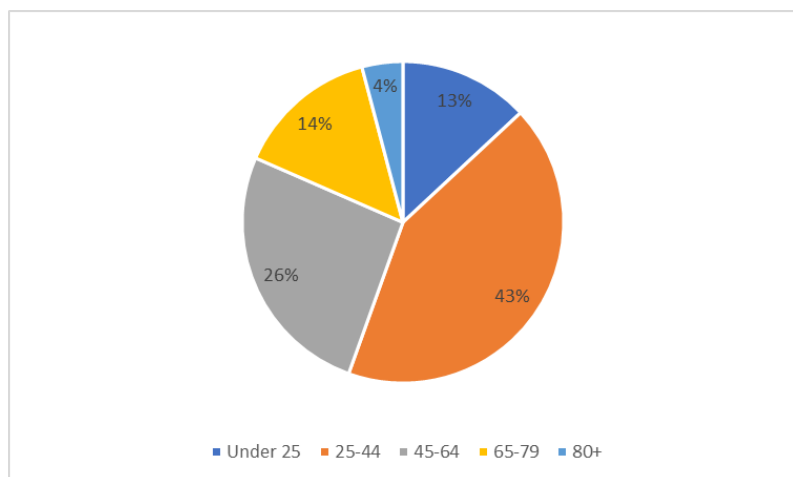
Payment methods by type



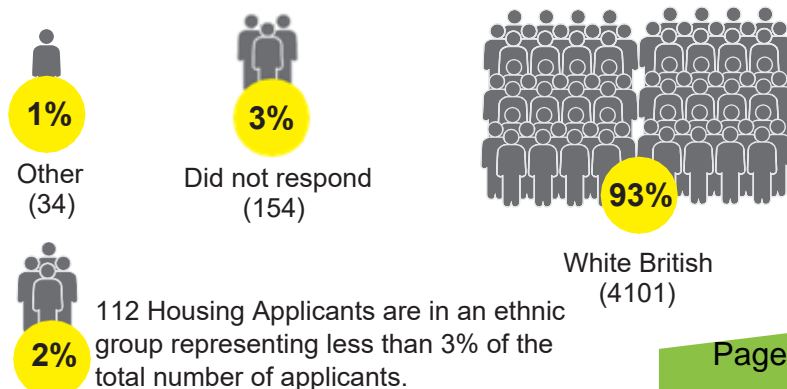
Housing Choice Applicants

We know that 43% of our lead applicants are aged 25 to 44 with a further 13% aged under 25. 4% are aged 80+ and the remaining 40% are aged 45 to 79. We know that 88% of applicants are white British and a further 1% of our lead applicants did not provide information about their ethnic group.

Housing Choice Register applicants by age

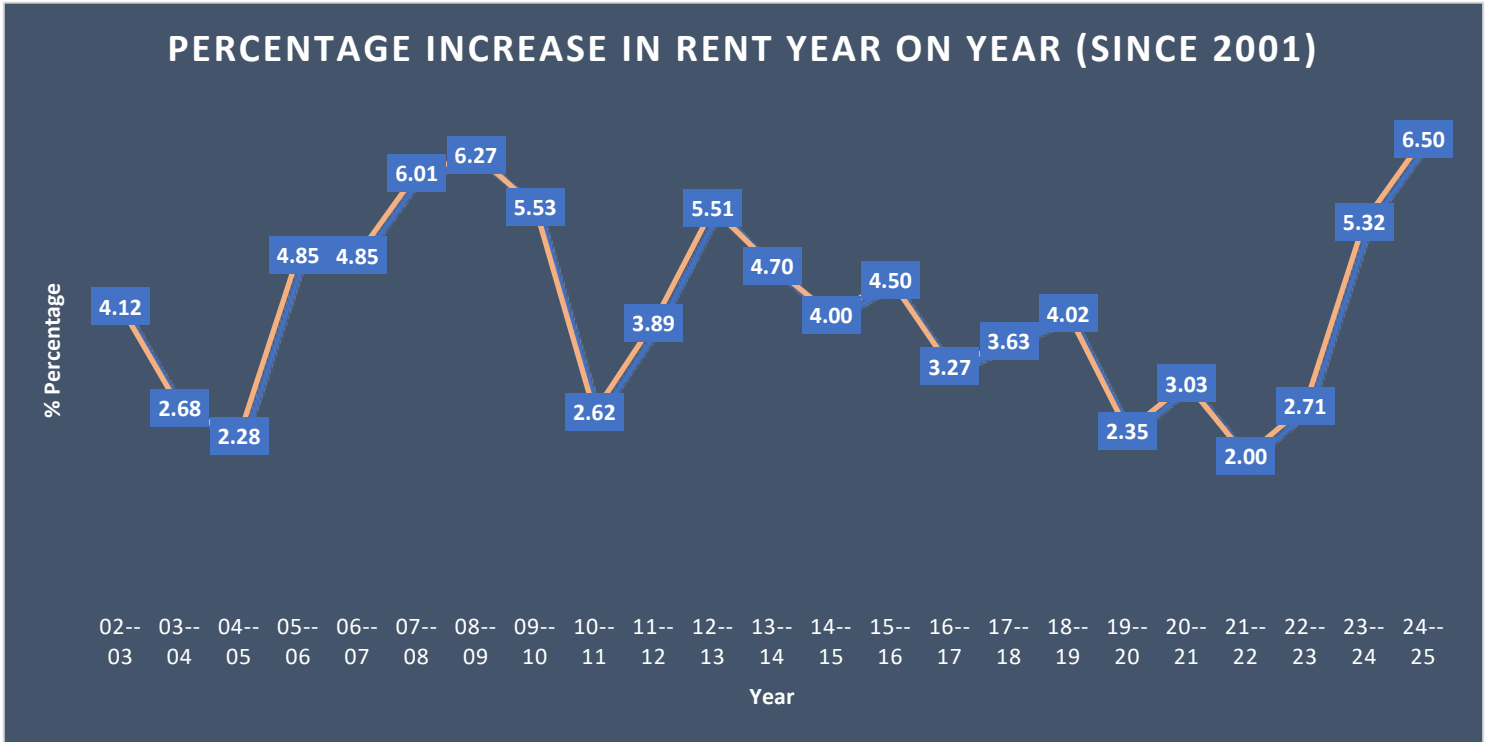


Housing Choice Register applicants by ethnic group, November 2019



Rent Increase Profile (Since 2001)

The graph below highlights the % increase in rent levels from 2001. The rent increase allow us to continue to deliver the services we already offer our tenants and allow for us to continue to build upon previous achievements.



Appendix C: How Happy Tenants are with the Services we Provide

The results shown below are taken from the Survey of Tenants and Residents (STAR) conducted in September 2021. 1,938 tenants took part in the survey with a 26% response rate overall. A third of the total number of responses was collected online (660), and 47 surveys were completed in Welsh (2%).

STAR surveys are conducted every 2 years by all registered social landlords. The latest STAR survey was undertaken in November and December 2023. The results of this survey will be available for the 2025/26 HRA Business Plan.

The Home	
75% Satisfied with the quality of their homes	The majority of tenants were satisfied with the quality of their home, however, satisfaction levels had fallen by 4% since the last survey done in 2019. High satisfaction levels with the quality of homes was seen in many rural wards. Conversely, there was some lower satisfaction levels in the Llanelli and Carmarthen Town areas. The lowest ratings were for pre 1965 properties.
Value for Money	
75% Satisfied with the rent value of money	The current perception of the rent value for money amongst tenants hadn't changed significantly since the previous survey. There is also some correlation between the quality of the homes and value for money. Older tenants were the most satisfied with value for money. This reflects a pattern seen amongst working age tenants, particularly the younger generations, as they evaluate rent levels compared to other options for affordable housing in the area.
71% Satisfied with service charge value for money	
Repairs & Maintenance	
66% Satisfied with repairs and maintenance overall	Satisfaction levels with the repairs and maintenance service had the greatest influence on overall satisfaction. There are differences by ward, although in most cases this correlated with the general characteristics of the housing within those locations. The most obvious variable for overall satisfaction levels was property age, which connected directly with issues of ongoing maintenance rather than responsive repairs. That said the majority of tenants that took part were satisfied with the last completed repair on their home.
75% Satisfied with the last completed repair	

Communication & Involvement

63%

Felt the Council listened and took their views into account

52%

Satisfied with the chance to take part

Neighbourhood Services

82%

Satisfied with neighbourhood as a place to live

57%

Satisfied with the way the Council deals with ASB

69%

Satisfied with grounds maintenance

Moving In

81%

Satisfied with the condition of the home upon moving in

84%

Satisfied with the overall moving in experience

Our tenants continue to feel that listening to their views and acting on their requests is an important part of the service and should be seen as something that will improve our services. As such, it was positive to find most of the survey respondents were satisfied in response to this question. At the opposite end of the scale only 12% were actively dissatisfied. We need to continue to uphold this standard for tenants and identify ways to communicate better with those least satisfied and act promptly on their requests. Older tenants were more likely to say that the Council was easy to deal with.

Satisfaction with our neighbourhoods as a place to live had fallen slightly but is still in keeping with the median for other social landlords. Older tenants were generally more satisfied than the younger population and similarly people living in sheltered schemes and bungalows were more satisfied with their surroundings. The predominant reason for this is that older residents are less transient and are likely to have lived in those communities for a considerable time. As expected, geography played an important part in tenants perception with rural wards scoring well and other wards like Tyisha having lower satisfaction levels for their surroundings. Satisfaction with how we deal with ASB was unchanged. Age continues to be a factor and despite older tenants being more likely to report ASB, they were more satisfied with the resolution which correlates again to the area they live in. There are, however, hotspots of dissatisfaction in some Llanelli Wards.

Of particular interest to us is the experience of new tenants who had needed to move home. This group comprised a sizeable 19% of the total survey sample, a third of whom were aged under 35, and half under 50. The overall experience was rated positively by most of this group. However, we must remember that some of the services that were provided over the past 18 months, such as fitted flooring, white goods etc. may have influenced this. Some new tenants were dissatisfied with the condition of the home when they first moved in particularly for pre-war built properties.

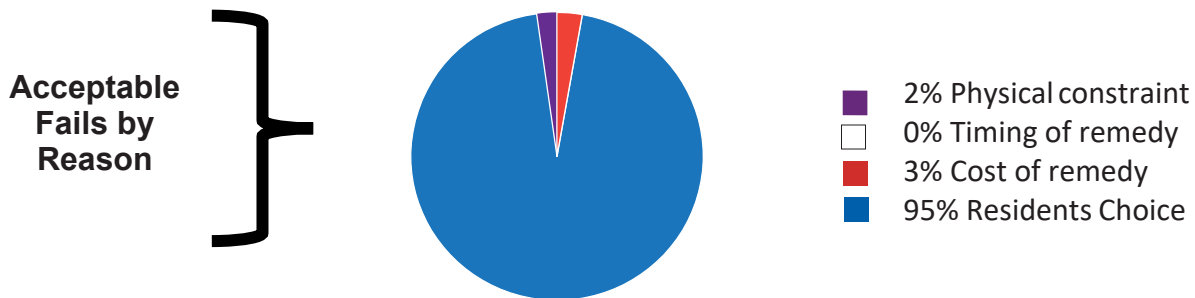
The table below shows how our survey results compare against other retained Council Stock Landlords in Wales.

Tenant Satisfaction retained Council Stock Landlords – 11 (STAR survey results from 2021)				
	Quartile	Rank- Retained Councils	Average satisfaction	CCC
Overall Satisfaction	Mid	6	77%	77%
Repairs and Maintenance	Mid	6	71%	66%
Listening and acting on tenants' views	Top	2	60%	63%
I trust my Landlord	Top	2	75%	80%

Appendix D: Acceptable Fails

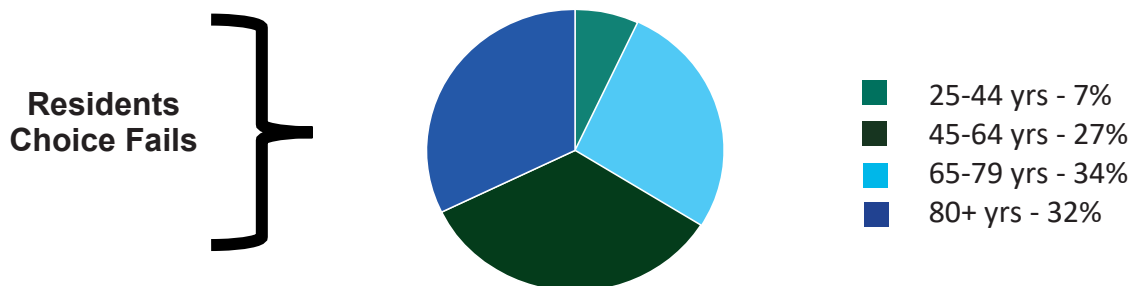
The Welsh Government Outlines ‘acceptable fails’ as a home which meets the standard but has not had all works carried out to make it fully compliant. There are different reasons for why these acceptable fails would occur.

Some tenants have chosen not to have the work done (Residents’ choice) because they were happy with their homes, have made their own improvements or some, particularly older tenants, do not want the disruption. This is, by far, the main reason why homes do not currently meet the standard.



We know that 95% of our acceptable fails are as a result of residents’ choice. The remaining 5% being the cost of the remedy or physical constraints.

We also know that 32% of the residents who chose not to have the WHQS works completed are aged 80 or over and a further 34% are between the age of 65 and 79.



Welsh Housing Quality Standard (WHQS) Compliance

The following table set out our achievement of meeting the WHQS in 2015 by components, together with the annual programme to maintain compliance of the WHQS.

WHQS Compliance by Component



Appendix E: Decarbonisation and Affordability

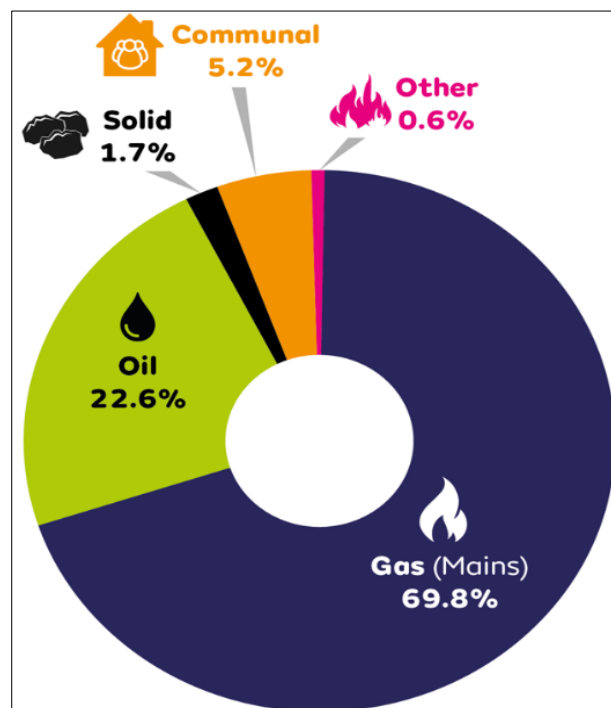
Understanding our Housing Stock Archetypes

Over 80% of the housing stocks archetype is post-war construction, built between 1945-1990. 26% of those homes are semi-detached houses. We can use this data to shape our decarbonisation programmes and target our investment programmes.

	End terrace	Mid terrace	Semi-detached	Detached	Flat	Total
Pre 1919	0%	1%	0%	0%	0%	1%
1919-1944	2%	3%	7%	0%	1%	13%
1945-1964	3%	3%	26%	0%	6%	38%
1965-1990	8%	8%	14%	0%	13%	43%
Post 1990	1%	0%	2%	0%	2%	5%
Total	14%	15%	49%	0%	22%	100%

How our Homes are Heated

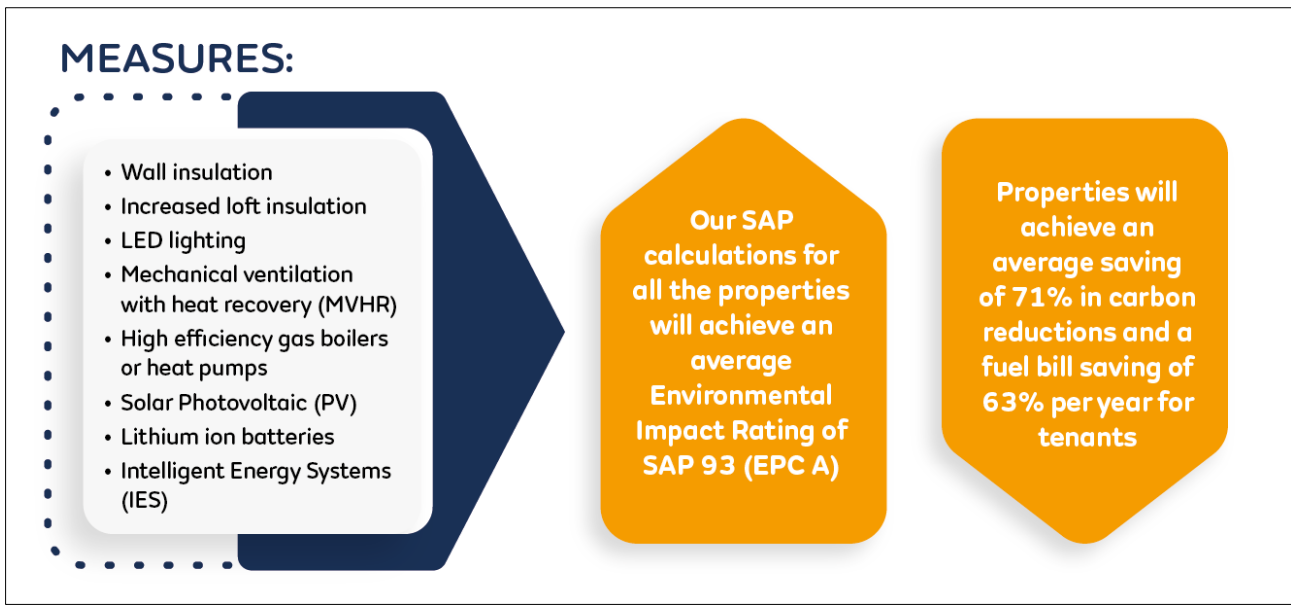
The majority of our homes are heated from mains gas, with nearly a third of our stock heated from oil and other solid fuels.



What Measures we Take

Through our pilot studies as part of the optimised retrofit programme (ORP) we have been able to identify key areas of our homes that have the highest impact on improving the SAP rating of a home and allowing us to achieve EPC A on our older stock. These measures also support carbon reductions and help mitigate fuel poverty for tenants.

A summary of the works typically carried out on our homes through the retrofit programmes is shown below:



We have also produced an energy performance matrix that we apply to our new build developments. The level we build to is determined on a site by site basis, however, the majority of our new builds are built to level 3 and above.

	Energy Performance	Level 1	Level 2	Level 3	Level 4
	Roof	0.15 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	Floor	0.18 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	External Walls	0.20 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	Part Walls	0.21 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	Windows & Doors	1.60 W/m2k	0.85 W/m2k	0.80 W/m2k	0.80 W/m2k
	SAP Rating / EPC	97 / A	97+ / A	105+ / A	105+ / A
	Ventilation	Natural	Natural	Mechanical Ventilation Heat Recovery	Mechanical Ventilation Heat Recovery
	Air Tightness	8	5	1	0.6
	Heating and Renewable Technology	Gas Solar PV	Gas or heat pumps Solar PV Battery Storage Optional	Heat Pump or Electric Panel Heaters Solar PV Battery Storage	Heat Pump or Electric Panel Heaters Solar PV Battery Storage

Housing Revenue Account Business Plan 2024-27

Carmarthenshire's Housing Investment Programme

Appendix F – Compliance Policy



Contents

1. <i>Contents</i>	2
2. <i>The purpose</i>	3
3. <i>The context</i>	3
4. <i>Policy statement</i>	3
5. <i>Tenants views</i>	4
6. <i>Progress and reporting</i>	5
7. <i>Data collection, storage and updating</i>	6
8. <i>Current compliance position</i>	7
9. <i>Interpretation and current recording of 'Acceptable Fails'</i>	7
10. <i>Risk reduction measures</i>	8
11. <i>Independent verification</i>	8
12. <i>Annual financial statement</i>	8
13. <i>Recording community benefits</i>	9

1. The purpose

- 1.1. The purpose of this document is to confirm our approach to repairing and maintaining the Carmarthenshire Council housing stock. It takes account of the guidance produced by the Welsh Government in 2015 in terms of compliance and verification with the Welsh Housing Quality Standard 2002 (WHQS).

2. The context

- 2.1. Carmarthenshire is committed to providing affordable homes for council tenants that are modern, safe, fuel efficient, situated in well maintained neighbourhoods and are well managed.
- 2.2. In 2006, the Council started its ambitious programme to achieve the Welsh Housing Quality Standard (WHQS) by the end of 2015. We are pleased to say that we have delivered this programme, on time, to homes where tenants have agreed to have the work carried out. Even though these programmes have been delivered, this does not mean the end to us investing in our housing stock. We are now focused on bringing all our existing homes to an EPC Band C energy performance rating as quickly as possible. This will help meet our decarbonisation targets and mitigate fuel poverty for tenants as part of efforts to reduce the impact of the on-going cost of living crisis.
- 2.3. We have acknowledged the importance of strategic asset management in providing the foundation for our investment plans, as well as the central role of supporting tenants and residents in everything we do. The 2024/27 business plan covers five key themes that have been identified in terms of future investment. These are:

THEME 1 - Our Estate and Tenancy Management Offer

THEME 2 - Investing in Homes

THEME 3 - Promoting Affordable Warmth and Decarbonising our Housing Stock

THEME 4 – Delivering More Homes

THEME 5 - Local Economy, Community Benefits and Procurement

3. Policy statement

- 3.1. In 2015 we achieved the WHQS to homes where tenants have agreed to have work completed - well before WG's target of December 2020. This is in line with our agreed assumptions and timescales, with replacement programmes being based on condition, not time. We now face a range of new targets set out in the newly established WHQS 2023 including:
 - Completing a whole stock assessment and developing individual targeted energy pathways for each home by March 2027;
 - Achieving an EPC Band C rating on all homes by March 2030 using a fabric first approach; and
 - Producing an updated Compliance Policy by March 2025, confirming the Council's approach to meeting the new requirements of WHQS 2023.

3.2. Tenants tell us that getting repairs done on time and maintaining homes to a good standard is important to them. Maintaining the standard is a statutory duty, and the Council has made a commitment to this by ensuring that all homes will be:

- in a good state of repair;
- free from damp;
- free from significant condensation;
- structurally stable;
- in safe and attractive environments; and
- suitable for the household.

4. Tenants' views

4.1. The commitment and support of our tenants' and members' continues to be important to us to ensure that we maintain and improve the standards our of homes and communities in the future.

4.2. Tenant and community engagement have always underpinned the delivery of the housing investment programme, but we want to do more. We want to get better by engaging as widely as possible and maximising opportunities to help build stronger communities.

4.3. We also believe we should give our tenants the opportunity to influence decisions about their homes, the area they live and ensure the services they receive achieve value for money. We undertake a survey of tenants and residents' satisfaction levels (STAR) every two years. The most recent survey was carried out in November and December 2023, the results were being analysed when this Compliance Policy was being developed but the table below shows how our 2021 STAR results compared against other retained Council stock landlords in Wales:

Tenant Satisfaction retained Council Stock Landlords- 11 (STAR survey results from 2021)

	Quartile	Rank-retained Councils (out of 11)	Average satisfaction	CCC
Overall Satisfaction	Mid	6	77%	77%
Repairs and Maintenance	Mid	6	71%	66%
Listening and acting on tenants' views	Top	2	60%	63%
I trust my Landlord	Top	2	75%	80%

4.4. We will evaluate our approach to the way we listen and act on tenant's views. We want to get better by:

- engaging as widely as possible with tenants, and including those who don't usually take part;
- keeping in touch with tenants about the repairs that are due to be carried out on their homes. This includes when we will carry out the backlog of repairs that have built up, contractor capacity and market failure;
- developing our in house team and developing skills and capacity to carryout housing repairs ourselves; and
- ensuring our tenants have an opportunity to influence decisions about their homes and the area where they live.

This process will be repeated time and time again, so that we continue to improve the service in line with tenants' expectations.

5. Progress and reporting

5.1. As of 31st March 2020, the Council was fully WHQS Compliant having met the standard during 2015 utilising a whole house delivery approach. Some of our housing stock does not meet the standard and are considered acceptable failures. The main reason is due to resident's choice (95%). A small number of properties (5%) were not improved because of physical constraints or the cost of remedy.

5.2. The following table sets out our achievement of meeting the WHQS in 2015 by components, together with the annual programme to maintain compliance.

WHQS Compliance by Component



5.3. Tenant refusals will be improved by having a rescheduling programme which targets properties when they either become void or whereby an existing tenant who previously refused the works decides to have the work completed.

- 5.4. Future work programmes will be considered in line with the life cycles of components previously upgraded. However, we will be developing a further programme for the following:
- continuing with our roofing, rendering and fabric improvement programme;
 - boiler replacements and servicing;
 - retrofitting our homes and making them more energy efficient achieving a minimum EPC Band C;
 - improving 'our offer' to older people; and
 - building more homes following our commitment set out in the Housing Regeneration and Development Delivery Plan.
- 5.5. We have a robust Governance structure in place which can be found in the Business Plan (Appendix A-E). We report regularly to local members, scrutiny committees and full Council. Progress, good news stories and general information is promoted to tenants in our 'Tenant 2 Tenant' newsletter/magazine.

6. Data collection, storage and updating

- 6.1. Prior to delivering the WHQS an internal asset management database was developed to produce the programme of works. This was populated through an 80% stock condition survey and information received from major works programmes at the time. The remaining property data was modelled giving a high level of accuracy to achieve the WHQS.
- 6.2. We believe that managing housing assets goes beyond just investing in good repair and improvements. Asset management is also about reviewing and potentially changing the asset base to providing the right accommodation in the right location, supported by excellent, flexible services for our tenants. It must consider quality and value for money, particularly the whole life of a home and how running costs will affect tenants. This is more important than ever with the on-going cost of living crisis.
- 6.3. By applying an effective asset management strategy to our 9,000 plus homes, it will also enable us to meet our legal requirement of maintaining the housing stock in the future and implementing improvement programmes to meet WHQS 2023.
- 6.4. We fully recognise that in order to achieve the above we must ensure that:
- the right structures, skills, resources, and capacity are in place and are regularly reviewed;
 - robust stock condition information, data and analysis is in place to drive investment;
 - our data is further enhanced and regularly validated by feedback from all programmed and cyclical repairs, and maintenance activities;
 - we complete our cost certainty exercise for our overarching 30-year financial plan; and
 - continue with our stock condition and verification surveys to ensure the data we hold for our housing stock is still accurate.

We use two software systems for data collection and modelling. TOTALMobile, is used for job ordering of programmed works, contractor payments and stores work completion dates. We use the data to forecast future investment requirements as well as our overall 30-year

business plan. Also, we use our Housing Management System (OHMS) to collate and store stock compliance information and other asset data such as adaptations. We are currently in the process of replacing the OHMS system and have already purchased a new system which is currently being implemented to manage stock investment. CIVICA CX Assets will replace OHMS for recording compliance information and is now our primary asset management system. Total Connect will replace TOTALMobile and is currently being implemented. Both systems will complement each other. This will improve functionality and facilitate more efficient analysis and scenario modelling to inform future investment programmes such as our cyclical maintenance programmes and energy pathways to achieving EPC Band A for the future.

7. Current compliance position

7.1. Annually, Carmarthenshire County Council completes a WHQS return for the Welsh Government which indicates the condition status of the stock at the end of each financial year. Subject to acceptable fails, Carmarthenshire is 100% WHQS compliant. The table below indicates the most up to date stock compliance status:

CCC CHS+ Status	Total Stock (March 2022)	Total Stock %
Assets	9,321	-
Total Fully Compliant	8,380	90
Total Acceptable Fails	941	10

8. Interpretation and current recording of 'Acceptable Fails'

8.1. We will assess elements of the standard as pass, fail or not applicable. The Council accepts four main reasons for an acceptable fail and follows Welsh Government guidance:

In Line with Welsh Government Guidance, certain aspects for categorising an 'acceptable fail' are open to officer interpretation and therefore each case is reviewed by the responsible officer who will then decide if a property fails to meet the criteria		
Tenants' choice or refusal	choice	Where a tenant chooses or refuses works that prevents the council from maintaining or improving the house and is recorded as an acceptable fail. All such acceptable fails are reviewed and/ or rescheduled. The asset will be fully refurbished to the appropriate standard at the next available opportunity (void works or through tenants' change of mind). Tenants <u>do not</u> have a choice whether to have smoke or carbon monoxide detectors installed in their homes or to have their boilers serviced.
Physical Constraint		Physical constraint only accounts for a small percentage (2%) of our acceptable fails whilst this doesn't present a significant problem at this stage it could prevent us from maintaining the standard in future. These properties are

	clearly identified and measures have been put in place to mitigate this at the earliest possible opportunity.
Timing of Remedy	Although this currently does not present a problem for the council, we may in the future defer works to ensure our investment programmes remain efficient, we may also consider combining works to reduce disruption levels for our tenants.
Cost of Remedy	Future investment to support the standard will be based on an assessment of the building(s) and whether it is lettable. Consideration will be given to future lifecycle costs to maintain compliance. Where it is uneconomical to repair, we will carry out an MSCA assessment to determine its long-term viability.

9. Risk reduction measures

9.1. We will continue to respond to changes in legislation, regulations or other statutory guidance that will make our tenants homes safer. Ensuring that our tenants are safe and healthy within their homes is a key priority for the Council. We will adopt new, better standards in timely manner and have the following risk reduction measures in place:

- approach to fire safety management;
- radon testing programme; and
- serge protection upgrade.

10. Independent verification

10.1. We believe that we report compliance accurately in achieving and maintaining the WHQS, and we will continue to do so. We will also back this up with further verification by:

- demonstrating a clear separation of duties between those reporting compliances and those delivering and enhanced standard of work;
- using internal staff in conjunction with external support to undertake desktop reviews;
- continuing to carry out stock condition surveys on our housing stock each year;
- asking tenants how they would like to be part of the process of verification;
- use a range of methods to assess compliance including independent collection of data; and
- complying with internal and external audit requirements.

11. Annual financial statement

11.1. Annually the Council reviews the Housing Revenue Account (HRA) Business Plan which sets out the investment needed to maintain the housing stock investment programmes.

The Council has a robust 30-year business plan in place and since April 2015 has become self-financing having exited the Housing Revenue Account Subsidy System (HRAS).

- 11.2. Our capital investment programme is supported by funding from the Welsh Governments Major Repairs Allowance (MRA), contributions from revenue, capital receipts as well as prudential borrowing. All of these income streams are used to facilitate the capital investment required to sustain our stock as part of our 30-year business plan.
- 11.3. We will also pursue, where possible, other funding streams and grants to maximise our income that will support and complement the work programmes and/ or services outlined in the Business Plan.

12. Recording community benefits

- 12.1. The Council is committed to stimulating the local economy through our housing investment programme.
- 12.2. Where possible, we will use local contractors from the Minor Works Framework and South West Wales Regional Contract Framework (SWWRF). Not only will this provide value for money, as part of the framework agreement our contractors will provide:
- employment including apprenticeship schemes;
 - training and work experience for in and out of education;
 - working with local schools and colleges; and
 - non-core community benefits including regeneration schemes.
- 12.3. We are also committed to developing the skills, training and job opportunities within the Council Services. This includes providing apprenticeships and graduate trainee programmes through Coleg Sir Gar and University of Wales Trinity Saint David.
- 12.4. We will measure all contracts awarded through the capital investment programme against the Value Wales Measurement Toolkit (or similar).
- 12.5. We now record targeted recruitment and training person weeks (52 weeks per £1m of a projects value). This is a combination of apprenticeships, work experience placements and jobs and allows us to accurately measure how our projects impact local people.

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COMMUNITIES, HOMES & REGENERATION

SCRUTINY COMMITTEE

13TH DECEMBER, 2023

SUBJECT:

**EMERGENCY SOCIAL HOUSING ALLOCATION UPDATE REPORT
ON THE OPERATION OF THE NEW ALLOCATION POLICY
(MONITORING)**

Purpose:

To provide Scrutiny Committee with the monitoring report of the impact of the implementation of the Emergency Social Housing Allocations Policy.

THE SCRUTINY COMMITTEE IS ASKED TO:-

1. Consider the data provided in the monitoring report of the Emergency Social Housing Allocation update report on the operation of the new allocation policy.
2. Provide feedback on any additional or detailed information required for the next quarterly monitoring report being mindful of GDPR rules.

Reason(s)

Scrutiny Committee requested to receive regular updates on the effectiveness of the change.

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. Linda Evans, Deputy Leader & Cabinet Member for Homes.

<p>Directorate Communities Name of Head of Service: Jonathan Morgan Report Author: Rachael Parkinson</p>	<p>Designations: Head of Housing & Public Protection Interim Housing Hwb Manager</p>	<p>Email Addresses: JMorgan@carmarthenshire.gov.uk RParkinson@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

EMERGENCY SOCIAL HOUSING ALLOCATION UPDATE REPORT ON THE OPERATION OF THE NEW ALLOCATION POLICY (MONITORING)

At its meeting held on the 20th February 2023 Cabinet considered the findings of the Communities, Homes, and Regeneration Scrutiny Committee Task & Finish Group to develop an Emergency Social Housing Allocations Policy for Carmarthenshire to address the unprecedented situation where the Council, as with all Welsh Local Authorities and Registered Social Landlords, was facing increased demand for social housing that was exceeding the level of supply.

The Emergency Allocations Policy was approved by Cabinet at this meeting, together with the following recommendation:

That the Scrutiny Committee receive updates at every meeting from officers on the effectiveness of the change; that the content of the update reports (attached) include data for the previous period referring to:

- Proportion of properties directly matched and those advertised
- Banding of Clients directly matched
- Number of properties directly matched and advertised by each community connection area, type of property and landlord
- Proportion of direct matches that were successful
- Number of direct matches where the client requests a review of the allocation, and the outcome of those reviews
- Number of direct matches where the client refuses the allocation but doesn't request a review

DETAILED REPORT ATTACHED ?	YES
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IMPLICATIONS

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

Signed: Jonathan Morgan Head of Housing & Public Protection

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

1. Policy, Crime & Disorder and Equalities

A thorough Equality Impact Assessment is being carried out and will be made available once completed.

3. Finance

Failure to respond to the current situation could result in significant financial pressures around the use of temporary accommodation and the inability to move households on to more permanent accommodation.

5. Risk Management Issues

Failure to implement the Policy may result in:

- The overall housing system in the County “silting up” with little move-on opportunities to permanent accommodation;
- Increased use of temporary, and more expensive accommodation, to meet housing need; and
- Perception that we are not looking at more sustainable plans for the general homeless population in the County.

7. Physical Assets

Council housing will be used as solutions for temporary as well as permanent solutions.

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED YES		Include any observations here
Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report: THESE ARE DETAILED BELOW.		
Title of Document	File Ref No.	Locations that the papers are available for public inspection
Report to Cabinet on 20th February, 2023 – Emergency Social Housing Allocations Policy		Emergency Allocation Policy - Final Draft - 26 01 23.pdf (gov.wales)
Communities, Homes & Regeneration Scrutiny Task & Finish Report		Task and Finish report - Final.pdf (gov.wales)

The Emergency Allocations Policy - Impact of Direct Matching

Outcomes Oct - Nov 2023

Housing Services Division November 2023



Contents

Context and Recommendations	1
Number of Properties Matched	2
Matches by Band	3
Matches by Community Connection Ward, Property Type and Landlord	3
Definitions	4
Unsuitable Matches and Reviews	6
Housing Register Data	7

Context

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- Number of direct matches where the client refuses the allocation but doesn't request a review

This is the fourth report of data available for direct matching which covers from October 2023 to November 2023. Also included is previous data updated as offers and acceptances have gone through the system.

The data in this report highlights how this has impacted on the number of properties available to bid on for the wider housing register.

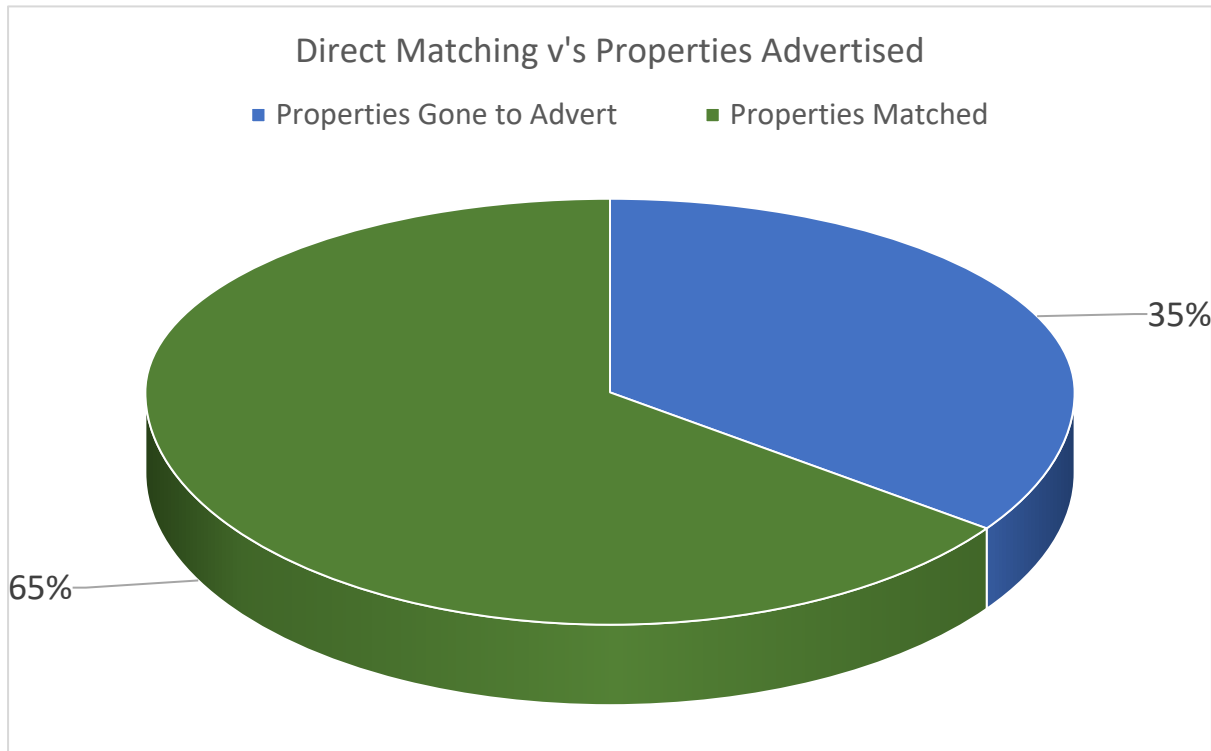
Recommendations

Communities, Homes, And Regeneration Scrutiny Committee are asked to:

1. Consider the data provided in the monitoring report of the Emergency Social Housing Allocation update report on the operation of the new allocation policy.
2. Provide feedback on any additional or detailed information required for the next quarterly monitoring report being mindful of GDPR rules.

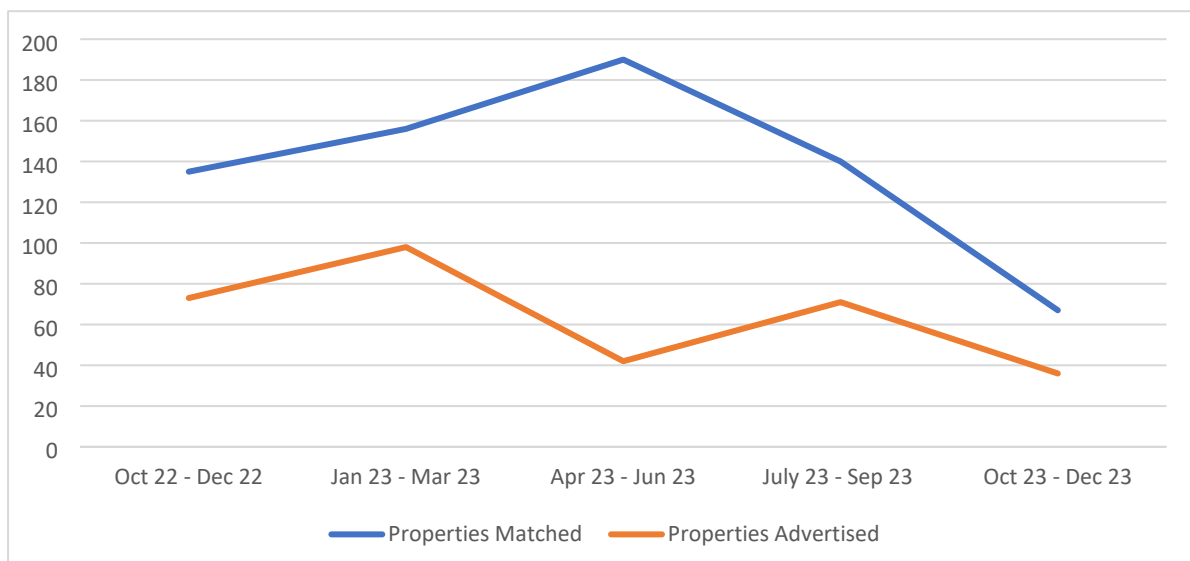
Number of properties matched

Graph 1. Properties Matched October 2023 – November 2023

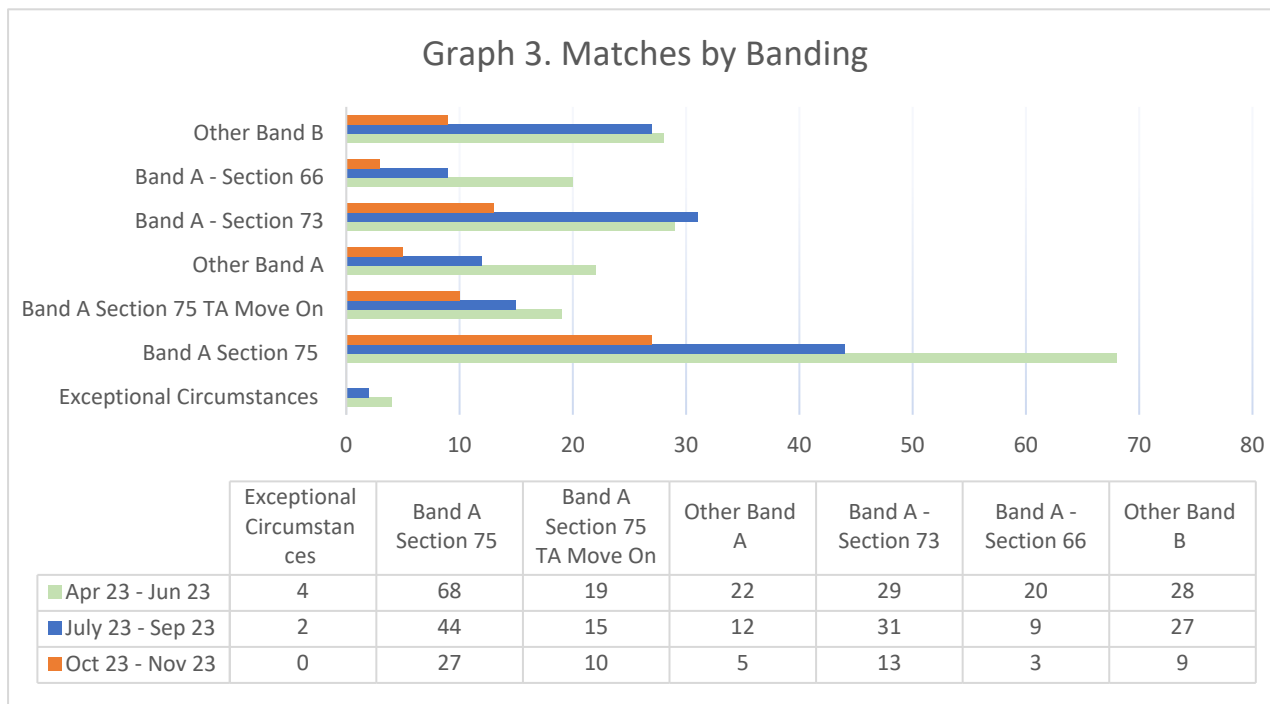


Properties Gone to Advert	36
Properties Matched	67

Graph 2. Properties directly matched v's properties advertised.



Matches by Band



Matches by Community Connection Ward, Property Type and Landlord

Table 1. Matches By Community Connection Area

Community Connection Area	No of Matches		
	Apr-Jun 23	Jul-Sep 23	Oct-Dec 23
Amman Valley	6	6	3
Ammanford	23	8	7
Carmarthen	17	26	7
Gwendraeth	12	20	7
Llandovery/Llandeilo	10	7	1
Llanelli East	16	20	11
Llanelli North/Rural	9	8	8
Llanelli Town	27	23	14
Llanelli West	19	12	4
Rural Central	2	3	0
Rural North	7	4	3
Rural West	42	3	2

Table 2. Matches By Property Type

Property Type	No of Matches		
	Apr-Jun 23	Jul-Sep 23	Oct-Dec 23
1 Bedroom Bungalow	7	6	2
1 Bedroom Flat	27	26	19
1 Bedroom Flat >55's	5	4	2
1 Bedroom House	0	2	0
1 bedroom Flat Extra Care	2	2	0
Bedsit	0	0	0
Shared Housing	9	0	0
2 Bedroom Bungalow	31	22	7
2 Bedroom Flat	19	11	7
2 Bedroom Flat > 55	0	1	0
2 Bedroom Maisonette	0	0	0
2 Bedroom House	45	26	14
3 Bedroom House	44	39	16
4 Bedroom House	1	0	0
5 Bedroom House	0	1	0

Table 3. Matches By Landlord

Landlord	Stock	No of Matches		
		Apr-Jun 23	Jul-Sep 23	Oct-Dec 23
Bro Myrddin	986	15	11	3
Caredig	600	7	7	3
Carmarthenshire Council	9324	113	108	56
Pobl	1425	9	8	3
Simple Lettings	134	3	3	2
Wales and West	152	43	3	0

Definitions for the purpose of the report

Homeless Duties within the Homeless (Wales) Act 2014

Sec 66 – Prevention

Once the household has been assessed and found to be at threat of homelessness, a duty to assist that household to try and prevent homelessness by taking all 'reasonable steps'. Some solutions such as mediation, support with debt

advice/mortgage/rent arrears, security measures put in place, advocacy, private rented accommodation, social housing, prevention fund.

Sec 73 – Relief

Once the household has been assessed and found to be homeless, a duty to assist the household in resolving their homelessness.

Sec 75 – Final duty

Once the duty under Section 73 has ended, if the household is homeless, has a local connection and fits into a priority need group the authority has a duty to house. This accommodation must be for a minimum of 6 months.

Temporary Accommodation

If a household is homeless or at risk of becoming homeless, they apply to the council for help. We may provide temporary accommodation; this can sometimes be referred to as 'emergency' accommodation or 'interim' accommodation'.

We provide different kinds of temporary accommodation. Some of which is provided by the Council, private landlords and commissioned rooms in Hotels and Bed and Breakfast that we have the responsibility for arranging and allocating.

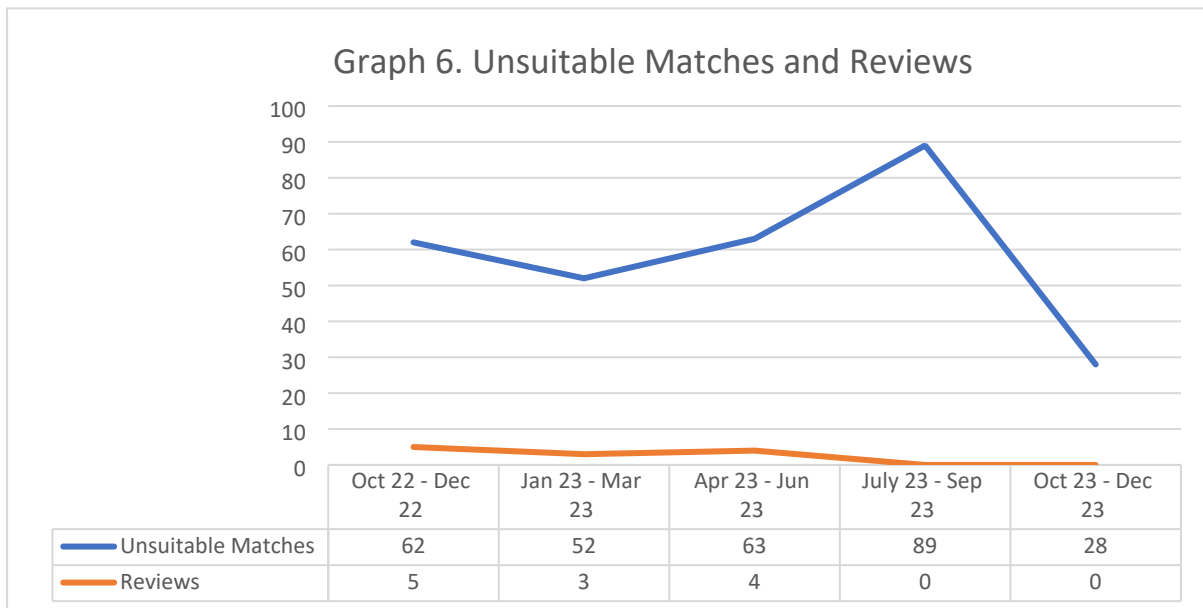
At the time of writing this report (14/11/23) there are no households with children in Bed and Breakfast or Hotels. For families these are used in emergency situations only until such time as we can arrange more suitable temporary accommodation.

No Preference Group

Applicants are placed in a Band depending on their housing need identified through the housing assessment. Applicants will fall under the 'No preference group' if they:

- Have the financial resources available to meet their housing costs.
- Have been guilty, or a member of their household has been guilty, of unacceptable behaviour serious enough to make them unsuitable to be a tenant of the Council.
- Do not have a local connection to Carmarthenshire, as defined at section 81 of the Housing (Wales) Act 2014. A person has a local connection with the area because:
 - the person is, or in the past was, normally resident there, and the residence is or was of the person's own choice.
 - the person is employed there.
 - of family associations.
 - unless they are exempt because of special circumstances (i.e., fleeing domestic abuse or violence, moving to receive or provide care to someone who has a local connection)

Unsuitable matches and reviews



Reasons for unsuitable matches:

- Change of Circumstances i.e., no longer needed accommodation, other needs we were unaware of.
- Property not suitable to meet their needs – medical conditions, family make up.
- Property topography unsuitable.
- Refusing properties after initial verbal offer – after viewing not happy with property offered i.e. don't like property or area, no off street parking
- Band B refusals – applicants can have 2 reasonable offers

There has been a reduction in the number of unsuitable matches due to a change in our approach to the matching process. By contacting applicants first we are able to establish the persons circumstances to ensure that it would be an appropriate offer that would meet their needs.

Housing Register Data

Table 4. Number of Households on the Housing Register

Band	Applications 09/10/22	Applications 12/04/23	Applications 13/06/23	Applications 28/08/23	Applications 14/11/2023
Band A	607	830	831	581	528
Band B	1197	926	887	1077	1091
Band C (Registered Only)	2610	2463	2488	2708	2847
No Preference Group	-	332	322	374	380
Total	4414	4551	4528	4740	4846

- Analysis and breakdown of reasons why households are placed in the no preference group to be carried out.

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COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE 13/12/23

2023/24 QUARTER 2 - PERFORMANCE REPORT (01/04/23-30/09/23) RELEVANT TO THIS SCRUTINY

Purpose:

To examine the report for monitoring purposes.

THE SCRUTINY COMMITTEE IS ASKED TO:

Review and assess the information contained in the report and provide any recommendations, comments, or advice to the Cabinet Member and / or Director.

Reasons:

- Authorities are under a general duty to make arrangements to monitor performance.
- We need to demonstrate to citizens, members and regulators how performance is managed, and appropriate interventions implemented

CABINET MEMBER PORTFOLIO HOLDER:

Cllr Linda Evans	Deputy Leader and Cabinet Member for Homes
Cllr Ann Davies	Cabinet Member for Rural Affairs and Planning Policy
Cllr Hazel Evans	Cabinet Member for Regeneration, Leisure, Culture and Tourism

Directorates:	Designations:	Tel Nos./ E-Mail Addresses:
Names of Heads of Service:		
Jason Jones	Head of Regeneration, Policy and Digital	JaJones@cararthenshire.gov.uk
Rhodri D Griffiths	Head of Place and Sustainability	RDGriffiths@cararthenshire.gov.uk
Ian Jones	Head of Leisure	ijones@cararthenshire.gov.uk
Linda Rees-Jones	Head of Admin & Legal	lrjones@cararthenshire.gov.uk
Jonathan Fearn	Head of Property	JFearn@cararthenshire.gov.uk
Jonathan Morgan	Head of Homes and Safer Communities	jmorgan@cararthenshire.gov.uk
Deina Hockenull	Media and Marketing Manager	dmhockenull@cararthenshire.gov.uk
Jackie Edwards	Business Improvement Manager	jmedwards@cararthenshire.gov.uk

EXECUTIVE SUMMARY

2023/24 Quarter 2 - Performance Report relevant to this Scrutiny

BRIEF SUMMARY OF PURPOSE OF REPORT

This report shows the progress as at the end of Quarter 2 - 2023/24 of our deliverables (Actions and Measures) linked to the Corporate Strategy and our Well-being Objectives.

Corporate Strategy 2022-2027

WBO 1	Enabling our children and young people to have the best possible start in life (Start Well)	
WBO1a	Thematic Priority: Healthy Lives – prevention /early intervention	
WBO1b	Service Priority: Early years	
WBO1c	Service Priority: Education	
WBO 2	Enabling our residents to live and age well (Live & Age Well)	
WBO2a	Thematic Priority: Tackling Poverty	
WBO2b	Service Priority: Housing	
WBO2c	Service Priority: Social Care	
WBO 3	Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Communities)	
WBO3a	Thematic Priority: Economic Recovery and Growth	
WBO3b	Thematic Priority: Decarbonisation & Nature Emergency	
WBO3c	Thematic Priority: Welsh Language & Culture	
WBO3d	Thematic Priority: Community Safety, Resilience and Cohesion	
WBO3e	Service Priority: Leisure & Tourism	
WBO3f	Service Priority: Waste	
WBO3g	Service Priority: Highways & Transport	
WBO 4	To further modernise and develop as a resilient and efficient Council (Our Council)	
WBO4a	Organisational Transformation - Overarching	
WBO4b	Organisational Transformation - Efficiencies and Value for Money	
WBO4c	Organisational Transformation - Income & Commercialisation	
WBO4d	Organisational Transformation - Workplace	
WBO4e	Organisational Transformation - Workforce	
WBO4f	Organisational Transformation - Service Design & Improvement	
WBO4g	Organisational Transformation - Customers & Digital Transformation	
WBO4h	Organisational Transformation - Decarbonisation and Biodiversity	
WBO4i	Organisational Transformation - Schools	
5	Core Business Enablers	
5a	Information and Communication Technology (ICT)	
5b	Marketing & Media including customer services	
5c	Legal	
5d	Planning	
5e	Finance	
5f	Procurement	
5g	Internal Audit	
5h	People Management	
5i	Democratic Services	
5j	Policy & Performance	
5k	Electoral Services & Civil Registration	
5l	Estates & Asset Management	
5m	Risk Management	
5n	Business Support	

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:

Jason Jones - Head of Regeneration, Policy & Digital
 Rhodri Griffiths - Head of Place and Sustainability
 Ian Jones - Head of Leisure
 Linda Rees-Jones - Head of Admin & Legal
 Jonathan Fearn - Head of Property
 Jonathan Morgan - Head of Homes and Safer Communities
 Deina Hockenfull - Media and Marketing Manager
 Jackie Edwards - Business Improvement Manager

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NO	NO	NO	NO	NO

1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations (Wales) Act 2015 requires public bodies *to take all reasonable steps to meet their Well-being Objectives*.

The **Local Government and Elections Wales Act 2021** places specific duties for the Council:

Duty	Response
Duty to keep performance under review	We will maintain quarterly performance monitoring throughout the year. This report addresses this duty
Duty to report on performance – based on self-assessment approach	We are addressing this duty in our Annual Report on our progress on our Corporate Strategy and Well-being Objectives and as part of our monitoring arrangements. We must self-assess the extent to which we are meeting our <i>'performance requirements'</i> : 1. exercising our functions effectively. 2. using our resources economically, efficiently and effectively. 3. governance is effective for securing the above.
Duty to arrange a panel performance assessment	This duty comes into force from May 2022. We must arrange for a panel to undertake an assessment, at least once during the period between two consecutive ordinary elections of councillors to the council, of the extent to which the council is meeting the performance requirements.
Duty to respond to a panel performance assessment report	

2. Legal

In our published Well-being Statement, we are committed to monitor our Well-being Objective action plans.

CABINET PORTFOLIO HOLDER(S) AWARE/CONSULTED	YES
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Section 100D Local Government Act, 1972 – Access to Information

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

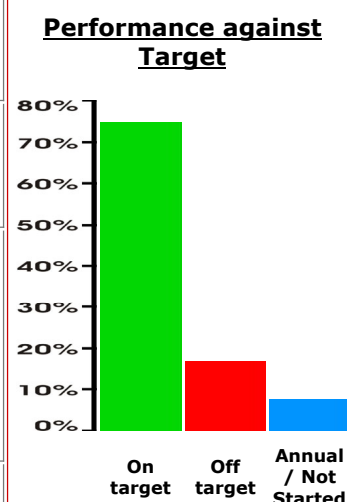
Title of Document	Locations that the papers are available for public inspection
Corporate Strategy 2022-2027 <i>Developing Carmarthenshire Together: One Council, One Vision, One Voice</i>	<u>corporate-strategy-2022-27.pdf (gov.wales)</u>

Scrutiny measures & actions full monitoring report Communities, Homes & Regeneration scrutiny - at Half Year 2023/24



Filtered by:
Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2023/24


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

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO1.Enabling our children and young people to have the best possible start in life (Start Well)	Actions	2	2	0	0	N/A	0	100%	50%
	Measures	4	1	1	0	0	2	25%	
WBO2.Enabling our residents to live and age well (Live & Age Well)	Actions	21	20	1	0	N/A	0	95%	73%
	Measures	12	4	6	0	0	2	33%	
WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)	Actions	57	54	3	0	N/A	0	95%	77%
	Measures	30	13	11	0	0	6	43%	
WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)	Measures	1	1	0	0	0	0	100%	100%
5.Core Business Enablers	Actions	5	5	0	0	N/A	0	100%	79%
	Measures	9	6	2	0	0	1	67%	
Overall Performance	Actions and Measures	141	106	24	0	0	11	75%	



OFF TARGET

Theme: 5.Core Business Enablers							
Sub-theme: 5d - Planning							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of planning applications Validated within 5 days, following payment PLA/015	Not applicable		Q2: 64.7 End Of Year: 63.4	Target: 100.0 Result: 42.0	Target: 100.0 Result: 47.8 Calculation: (409÷855) × 100	Target: 100.0	Target: 100.0
Comment	There has been a slight improvement to 47.8% from 42% in Q1.						
Remedial Action	Process review of the registration/validation of planning applications						
Service Head: Rhodri Griffiths				Performance status: Off target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of planning appeals dismissed PLA/019	Not applicable		Q2: 66.7 End Of Year: 66.7	Target: 75.0 Result: 72.7	Target: 75.0 Result: 60.0 Calculation: (9÷15) × 100	Target: 75.0	Target: 75.0
Comment	Indicator has declined from 72.7% in Q1 to 60% in Q2. Three of the four appeals in Q2 were allowed.						
Remedial Action	Monitor Appeal decisions to identify learning opportunities						
Service Head: Rhodri Griffiths				Performance status: Off target			

Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)							
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of participations at sport and physical opportunities facilitated by Actif Communities (Participation only) 3.4.2.8	Not applicable		Q2: 73048 End Of Year: 215491	Target: 18994 Result: 11415	Target: 76700 Result: 61086	Target: 131815	Target: 226266
Comment	Progress being made against targets and confident of bringing back on target by year end with additional staffing resource coming back on-line. Poor weather through whole of School Summer holiday period affected numbers with many sessions and events cancelled.						
Remedial Action	Recruitment of vacant post imminent with full complement of staff and programmes set to resume to deliver beyond target by year end.						
Service Head: Ian Jones				Performance status: Off target			

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)							
Sub-theme: WBO2b - Service Priority: Housing							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of Private Sector Empty Homes (6 Months or more) within the county HS-EMP-/002	Not applicable		New measure	Target: 1963 Result: 2017	Target: 1942 Result: 2127	Target: 1921	Target: 1900
Comment	We exceeded our PI target in bringing 79 properties back into use (+7 over target) in Q1 and Q2, which would have reduced the number of properties empty to 1,950 from the start of the year. However, within the reporting period new additional empty properties have been identified due to market conditions, sales stalling and more short term empties (between 6-12 months). The net difference is 184 new properties that have been added to the Council Tax data and further analysis shows that the majority of these properties are delayed in their sales because of the current economic climate. They wouldn't have usually shown on the return and we would have otherwise seen a steady downward trend already.						
We are going to continue to see fluctuations month on month and whilst we have exceeded our target							

Remedial Action figure by around 10% for properties brought back into use, the overall number of empty homes is not static and will mean we are having to work over and above our targets to ensure we hit the overall target of reducing empty homes within the County to 1,500 by 2026. Enforcement work in Q4, the introduction of the Premium in April 2024 will hopefully drive compliance in an effort to avoid additional charges ahead of time.

Service Head: Jonathan Morgan **Performance status:** Off target 

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of new additional properties managed by our internal social lettings agency HS-SLA/001	Not applicable		Q2: 4 End Of Year: 8	Target: 5 Result: 1	Target: 15 Result: 2	Target: 30	Target: 40

Comment Whilst achieving the overall target by the end of the year will be difficult and challenging, we have a strong pipeline of properties coming through and that the majority of these will be delivered in Q3,4. The current pipeline includes at least 15 additional units of accommodation, single person and family in areas of high housing need including Carmarthen and some rural market towns.

Remedial Action We are currently piloting different models that will help us develop a strong competitive landlord offer, that wont necessarily match the general private housing market but will provide a good alternative to landlords who want to continue letting but not through self management.

Service Head: Jonathan Morgan **Performance status:** Off target 

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average number of calendar days taken to complete all housing repairs PAM/037	Not applicable		Q2: 7.3 End Of Year: 6.3	Target: 10.0 Result: 20.5	Target: 10.0 Result: 24.0 Calculation: 330307÷13736	Target: 10.0	Target: 10.0

Comment Result is higher than anticipated but this is due to catching up with older pending jobs on the system.

Remedial Action We will continue to monitor performance over the coming months to see if the trend continues going forward. Implement plans and actions recommended through improvement board.

Service Head: Jonathan Fearn **Performance status:** Off target 

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2b - Service Priority: Housing

Action	16432	Target date	31/03/2024
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Action promised We will improve turnaround times and reduce the backlog of repairs, Voids and DFGs and value for money

Comment Progress on procuring the new Property Works Framework has progressed very well, with contactor engagement events being held across the county. The framework specification and lotting structure are nearing completion and the team and officers have attended 2 engagement events with our current Minor Works Framework contactors. Demands on both adaptations and responsive repairs has continued to increase compared to previous years.

While we have slightly increased our operational workforce in both the responsive repairs and the Voids teams, reduced contractor capacity with the current framework continues to be an issue. Proposals for additional staffing to further improve turnover of work have been put forward as part of the wider annual review of the HRA Business Plan.

The number of void properties continues to reduce with 223 voids in hand at 30/09/2023.

Demand for DFGs and Council house adaptations continues to grow significantly and, as a result, the backlog of outstanding work remains high in this area. A revised structure with additional resources enable an effective response to the demand has been proposed and is awaiting approval.

Remedial Action Continue to develop the new Property Works Framework to increase capacity across the division. Monitor the impact of our new operational staff to determine whether further recruitment would be beneficial and cost effective in conjunction with Improvement Board.

Service Head: Jonathan Fearn **Performance status:** Off target 

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2c - Service Priority: Social Care

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme (CV23)	Not applicable		Q2: 47.7 End Of Year:	Target: 50.0 Result:	Target: 60.0 Result:	Target: 60.0	Target: 70.0

3.4.2.6		54.5	32.1	37.6			
				Calculation: (289÷768) × 100			
Comment	Progress being made against targets and aiming to bring back on target by year end with additional staffing resource coming back on-line.						
Remedial Action	New NERS Co-ordinator now in post along with return to work of another staff member due to long-term illness. We have introduced a new digital/communication system for booking initial assessments that is being managed centrally. These factors will positively support the volume of assessments of referrals between now and year-end.						
Service Head: Ian Jones				Performance status: Off target			☹️
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The average number of calendar days taken to deliver a Disabled Facilities Grant (CV23) PAM/015	Not applicable		Q2: 265 End Of Year: 277	Target: 275 Result: 271	Target: 275 Result: 289 Calculation: 26630÷92	Target: 275	Target: 275
Comment	Demand for adaptations is high, we currently have a backlog of enquiries which is having an adverse effect on the average days to complete adaptations.						
Remedial Action	An officers decision report for additional resource has been submitted and is currently awaiting sign off, this will increase the resource across the team and strengthen our ability to turn around more adaptations and quicker.						
Service Head: Jonathan Fearn				Performance status: Off target			☹️
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The average number of calendar days taken to deliver low cost adaptation works (including equipment) in private dwellings where the Disabled Facilities Grant process is not used PSR/006	Not applicable		Q2: 10 End Of Year: 11	Target: 11 Result: 13	Target: 11 Result: 15 Calculation: 10965÷753	Target: 11	Target: 11
Comment	High demand for the service continues resulting in the average number of days to complete low cost adaptations increasing. Clients are having to wait several days longer in order for the works to be undertaken due to volume.						
Remedial Action	Team are working to full capacity, currently there is an Officers Decision Report awaiting sign off for additional handy person officers, this will increase our capacity to carry out more work and reduce the average turn around times.						
Service Head: Jonathan Fearn				Performance status: Off target			☹️
Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)							
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Direct Jobs created (including jobs accommodated & placed into Jobs) with Regeneration assistance EconD/009	Not applicable		Q2: 360.0 End Of Year: 1350.0	Target: 50.0 Result: 65.0	Target: 175.0 Result: 155.0	Target: 300.0	Target: 858.0
Comment	155 direct jobs created to date via Markets, Bureau, Leader, Workways/STU, Llandeilo Market Hall, CREF, Business Support Town Centre Loans, Carmarthenshire Working and C4W+						
Remedial Action	Initiatives being delivered that will result in delivery of outputs later in year						
Service Head: Jason Jones				Performance status: Off target			☹️
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus Programmes.	Not applicable		Q2: 112 End Of Year: 502	Target: 30 Result: 24	Target: 50 Result: 44	Target: 170	Target: 300

EconD/022							
Comment	Personal circumstances some individuals did not attend						
Remedial Action	Courses scheduled for Quarter 3						
Service Head: Jason Jones	Performance status: Off target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of "major" applications determined within time periods required. (CV61) PLA/009	Not applicable		Q2: 64.7 End Of Year: 72.4	Target: 80.0 Result: 50.0	Target: 80.0 Result: 66.7 Calculation: (10÷15) × 100	Target: 80.0	Target: 80.0
Comment	The result for Q2 alone is 72.7% which increases the cumulative total to 66.7%. The 3 applications determined outside the relevant period during Q2 related to two applications received in 2019 and one received in March 2022. Two were the subject of protracted viability challenges and one was a complex opencast coal application.						
Remedial Action	None proposed						
Service Head: Rhodri Griffiths	Performance status: Off target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time taken to determine "major" applications in days. (CV61) PLA/010	Not applicable		Q2: 512 End Of Year: 602	Target: 80 Result: 345	Target: 80 Result: 673 Calculation: 10096÷15	Target: 80	Target: 80
Comment	The indicator has increased from 345 days in Q1 to 673 days in Q2. This is reflective of the ongoing need to address the backlog of historic cases. The figure includes an application from 2015, two from 2019, two from 2020, one from 2021 and three from 2022.						
Remedial Action	None proposed						
Service Head: Rhodri Griffiths	Performance status: Off target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Statutory pre-application response within the time period required (21 days) PLA/014	Not applicable		Q2: 37.4 End Of Year: 36.9	Target: 85.0 Result: 27.6	Target: 85.0 Result: 55.3 Calculation: (42÷76) × 100	Target: 85.0	Target: 85.0
Comment	Whilst the indicator is significantly below target the result for Q2 alone was 72.3% increasing the cumulative total to 55.3% from 27.6%						
Remedial Action	None proposed						
Service Head: Rhodri Griffiths	Performance status: Off target						

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth

Action	16260	Target date	31/03/2027
Action promised	Do everything we can to increase our local procurement spend and upscale above the current 53%. (CV46)		
Comment	In 22/23 our total category supplier spend with Carmarthenshire suppliers was 47% compared to 51% in 21/22. This compares with the average (Welsh) local authority spend within county of 30%. Some of this % change is attributed to an increase in spend in the last financial year on projects which were delivered by suppliers who are based out of County and appointed through a compliant, competitive procurement exercise. 3 of these schemes accounted for an extra spend of almost £16m in 22/23, attributing to the percentage of spend with County Based Suppliers to decrease.		
	<p>This figure is generated from our Spend Analysis system, Atamis, which categorises 'Local' or 'Carmarthenshire' spend purely by the supplier's invoice postcode. There will be a proportion of spend in Carmarthenshire with companies which do not have Carmarthenshire postcodes but do however have satellite offices, depots etc based in Carmarthenshire and/or employees based in Carmarthenshire. With this in mind CPU is working on an additional, classification method to more accurately reflect our spend data to enable us to attribute spend in Carmarthenshire beyond those companies with Carmarthenshire postcodes. This will involve us applying a defined percentage of the spend currently classed as from outside Carmarthenshire but either;</p> <ul style="list-style-type: none"> •The supplier employs the majority of staff working on the contract from within Carmarthenshire, or •The suppliers invoice address is a central office outside of Carmarthenshire but the supplier has a smaller satellite base 		

Remedial Action	<p>within Carmarthenshire, or</p> <ul style="list-style-type: none"> The supplier subcontracts a proportion of the contract to suppliers within Carmarthenshire. <p>This will provide a more realistic view of the Council's spend in Carmarthenshire. Most other Local Authorities have already done this but there is no defined or established common methodology to do so. This is work in progress. Welsh Government and the WLGA accept the invoice address way of measuring local spend does not take into account spend with local suppliers in the supply chain nor employment invested in the County through our contracts and we understand work is on-going to address the differences in reporting across Wales.</p> <p>For the Pentre Awel Zone 1 project, we have worked with the Centre for Local Economies Strategies (CLES) and the main contractor, Bouygues, to pilot a means of collating supply chain spend and tracking main contractor and sub-contractor locations. This is additional data reporting to that collated for the Welsh Government Community Benefits Measurement Tool requirement and aims to track the spend which circulates in the local economy.</p> <p>The Corporate Procurement Unit, working with colleagues in Economic Development on future tender exercises looks to promote opportunities to local businesses who might be interested in tendering, putting in place support as required to encourage them to bid for work.</p>
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Service Head: Helen Pugh	Performance status: Off target	
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Action	16343	Target date	31/03/2025
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Action promised	Under the Shared Prosperity Fund Sir Gar Business Engagement Project, encourage local businesses to apply for Carmarthenshire contracts by highlighting opportunities for spend in county, promoting the Think Carmarthenshire First initiative, developing inter trading and delivering progressive procurement initiative (CV35)
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Comment	Three team members have now been recruited and are in post. Those members of the team are now finalising the delivery plan for the project with a view to commencing in October 23. The team are now working with procurement to develop opportunities for businesses.
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Remedial Action	Complete and implement delivery plan that will run from October 23 to December 24.
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Service Head: Jason Jones	Performance status: Off target	
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Action	16346	Target date	31/03/2025
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Action promised	Deliver the Levelling Up funded "Carmarthen Hwb" by redeveloping the former Debenhams store. (CV35)
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Comment	Having reached RIBA design stage 4 and cost certainty, revisions to the designs have had to be made to accommodate required changes to end use of Museum and Hywel Dda areas of the building. The required revisions will take a further three months to complete and it is now expected to commence construction early in 2024 with completion scheduled for Spring 2025
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Remedial Action	A revised design and construction programme has been provided by the contractor and discussions will need to take place with funders and partners to ensure that the project is delivered within the required timeframes issued by the funders.
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Service Head: Jason Jones	Performance status: Off target	
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Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3b - Thematic Priority: Decarbonisation & Nature Emergency

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Planning Ecology responses made to planning consultations within 21 days PLA/020	Not applicable		Q2: 72.6 End Of Year: 75.6	Target: 85.0 Result: 77.6	Target: 85.0 Result: 74.8 Calculation: (341÷456) × 100	Target: 85.0	Target: 85.0
Comment	74.8% responses have been made within the target period. Q2 saw a 9% increase in ecology consultations received, the highest in any recent quarter, (84% of all planning applications). In Q.2 295 ecology responses were made compared with 229 in Q1, an increase of 28%, the highest number made in any quarter.						
Remedial Action	We will continue to provide training to new Development Managers to ensure only appropriate request for ecology advice are made, and we will provide training to developers to improve the quality of ecological information submitted, as this is often inadequate.						
Service Head: Rhodri Griffiths	Performance status: Off target						

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3c - Thematic Priority: Welsh Language & Culture

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Built Heritage responses made to planning consultations within 21 days PLA/026	Not applicable		New measure	Target: 100.0 Result: 58.8	Target: 100.0 Result: 68.2 Calculation: (45÷66) × 100	Target: 100.0	Target: 100.0
Comment	Of the 7 off target 4 were for dual applications, where the concurrent Listed Building consultation would not have been completed so comment on the related Planning App could not have been made within target. Remaining 3 had Develop Manager and agent iteration/site visits which caused delay.						

Remedial Action	The reporting procedure will be reviewed at the end of the year to either remove dual apps from the process or extend the consultation period for dual apps. Improved comms with DMs or Agent directly, and better use of REGConsultations will record a response so the consultation clock is stopped! Site visits need to be undertaken more promptly. This is not a capacity issue
Service Head: Rhodri Griffiths	Performance status: Off target 

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time taken to take positive planning enforcement action PLA/022	Not applicable		Q2: 178 End Of Year: 211	Target: 180 Result: 298	Target: 180 Result: 338 Calculation: 29080÷86	Target: 180	Target: 180

Comment
 Backlog cases – the number of cases increased during the pandemic as officers were unable to conduct site visits to investigate if unauthorised development / activities had taken place. By the time some of these cases were reviewed, considerable time may have passed before positive action is taken. As these historic cases are closed, they continue to skew the positive action average. However, we have cleared 755 backlog cases in the last 18 months in addition to cases arising in that time period.

Remedial Action
 The service will continue to focus on reducing the backlog of cases to improve on the average time taken.

Service Head: Rhodri Griffiths	Performance status: Off target 
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Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Planning Enforcement complaints replied to within 5 working days of receipt PLA/023	Not applicable		Q2: 92.9 End Of Year: 93.8	Target: 100.0 Result: 93.0	Target: 100.0 Result: 95.2 Calculation: (296÷311) × 100	Target: 100.0	Target: 100.0

Comment
 Reasons for PI not being met have been identified and measures have been put in place to minimise delays. This has improved over Quarter 1 so new measures are starting to become effective but further improvement required to meet 100% target. The measure has seen continuous improvement over the last 18 months, from 90.9% to 95.2%

Remedial Action
 Please see comment.

Service Head: Rhodri Griffiths	Performance status: Off target 
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Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of 'Positive Action' taken on planning enforcement cases where action has been deemed expedient within 180 days of the 'investigation date' PLA/027	Not applicable		New measure	Target: 80.0 Result: 63.4	Target: 80.0 Result: 59.3 Calculation: (51÷86) × 100	Target: 80.0	Target: 80.0

Comment
 The figure reflects the continuation of clearing the older cases as well as handing new ones. There was a delay in the new officer starting but now in post so the county has been split into smaller areas which will aid speed of action. Vast majority of new cases are being completed within the time and the % of planning enforcement cases investigate within 84 days is achieving an above target result of 84.4%. The service continues to reduce the number of older cases from 76 at end of qtr.1 2022 to 18 at end of qtr.2 2023

Remedial Action
 Please see comment.

Service Head: Rhodri Griffiths	Performance status: Off target 
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Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Complainants notified in writing within 5 working days of a decision being made to close an enforcement	Not applicable		New measure	Target: 100.0	Target: 100.0	Target: 100.0	Target: 100.0

investigation. PLA/028		Result: 94.3	Result: 95.4	Calculation: (226÷237) × 100
Comment	Reasons for PI not being met have been identified and measures have been put in place in terms of training in order to minimise delays. This has improved over Quarter 1 so new measures are starting to become effective but further improvement are required to meet 100% target. However, the measure is improving with 226 of the 237 complainants being notified within the time.			
Remedial Action	Please see comment.			
Service Head: Rhodri Griffiths	Performance status: Off target			

ON TARGET ETC.

Theme: 5.Core Business Enablers							
Sub-theme: 5d - Planning							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Minor planning applications determined within 8 weeks or within Extension Of Time agreed PLA/011	90.3	81.9	Q2: 86.5 End Of Year: 85.5	Target: 80.0 Result: 87.2	Target: 80.0 Result: 85.7 Calculation: (227÷265) × 100	Target: 80.0	Target: 80.0
Comment	Slight decline from the 87.2% achieved in Q1 but still on target						
Service Head: Rhodri Griffiths				Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of householder planning applications determined within 8 weeks or Extension of Time agreed PLA/012	96.1	92.6	Q2: 95.6 End Of Year: 94.7	Target: 90.0 Result: 91.2	Target: 90.0 Result: 92.6 Calculation: (200÷216) × 100	Target: 90.0	Target: 90.0
Comment	Indicator improved from Q1 to Q2 and exceeds target						
Service Head: Rhodri Griffiths				Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Building Control Recommendations Made and Contact with Applicant / Agent within 21 days. PLA/016	Not applicable		Q2: 82.4 End Of Year: 83.1	Target: 75.0 Result: 93.9	Target: 75.0 Result: 92.6 Calculation: (100÷108) × 100	Target: 75.0	Target: 75.0
Comment	During Q2 we saw an increase in the number of applications and the effects of one of our Plan vetting teams retirement. We also experienced both of our plan vetting team taking annual leave over this period of time too. However based on least years figures there is an improvement and nationally based on the minimum figure of 75% we are still performing over the minimum requirements for all local authorities in England and Wales						
Remedial Action	Please see comment.						
Service Head: Rhodri Griffiths				Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Building Control decisions taken within 6 weeks PLA/017	Not applicable		Q2: 95.2 End Of Year: 93.0	Target: 75.0 Result: 96.1	Target: 75.0 Result: 90.9 Calculation: (100÷110) × 100	Target: 75.0	Target: 75.0
Comment	During Q2 we saw an increase in the number of applications and the effects of one of our Plan vetting teams retirement. We also experienced both of our plan vetting team taking annual leave over this period of time too. However based on least years figures there is an improvement and nationally based on the minimum figure of 75% we are still performing over the minimum requirements for all local authorities in England and Wales.						
Remedial Action	Please see comment.						
Service Head: Rhodri Griffiths				Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	Year
Percentage of all planning applications determined in time PLA/018	93.8	87.1	Q2: 89.1 End Of Year: 89.0	Target: 85.0 Result: 89.1	Target: 85.0 Result: 88.1 Calculation: (635 ÷ 721) × 100	Target: 85.0	Target: 85.0
Comment	Indicator has declined slightly from 89.1% to 88.1% but still above target						
Service Head: Rhodri Griffiths			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of `Other` planning applications determined within 8 weeks or within Extension of Time agreed. PLA/024	Not applicable		New measure	Target: 80.0 Result: 90.5	Target: 80.0 Result: 88.0 Calculation: (198 ÷ 225) × 100	Target: 80.0	Target: 80.0
Comment	Indicator declined slightly from 90.5% to 88% but still above target						
Service Head: Rhodri Griffiths			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers

Sub-theme: 5d - Planning

Action	16545	Target date	30/04/2024
Action promised	To implement a Street Naming & Numbering Policy that will provide a framework to operate the Street Naming and Property Numbering function effectively and efficiently for the benefit of Carmarthenshire residents, emergency services, businesses, and visitors.		
Comment	<p>The Street Naming and Numbering Policy was presented as an item at the Council meeting on 21 June 2023. The Council was informed that the Cabinet at its meeting held on the 22 May 2023 had considered a report on the adoption of a Street Naming and Property Numbering Policy for Carmarthenshire, following consultation on the draft policy considered by Council on the 28 September 2022. It was noted that six responses had been received to the consultation, none of which, required a specific amendment to be made to the draft policy.</p> <p>The Cabinet resolved that the Draft Street Naming and Numbering Policy be adopted. The Street Naming and Numbering webpage has been updated accordingly to include the new policy for viewing or downloading.</p>		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	16546	Target date	31/12/2023 (original target 31/07/2024)
Action promised	Improve customer experience of the planning applications public register to rationalise information for better understanding and easier access to documents for viewing online		
Comment	<p>The major improvements are dependent on the core system upgrade taking place first. This was implemented in mid September that included a number of after go-live activities.</p> <p>The next step will be to discuss a programme of works and resources with Arcus to deliver the public register upgrade.</p>		
Service Head: Rhodri Griffiths		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers

Sub-theme: 5j - Policy & Performance

Action	16418	Target date	31/03/2024
Action promised	We will ensure that the Council facilitates an on-going discussion with interested parties and stakeholders to ensure delivery and further development of the Council's rural affairs strategy, working in a multi-agency and multi-sector way. MFR-54		
Comment	Next meeting of the Fforwm Amaeth scheduled for 25 October. On-going engagement with key stakeholders from agri sector on matters relating to food strategy; phosphates; planning; Welsh language have been held - led by the Cabinet Member for rural affairs		
Service Head: Jason Jones		Performance status: On target	
Action	16419	Target date	31/03/2024
Action promised	We will lobby Welsh Government and other national agencies to improve understanding of the challenges, pressures and logistics of planning and providing services in a rural community and to revisit its definition of deprivation to better reflect issues relating to rurality. MFR-55		
Comment	This is done on an on-going basis through various channels as they arise be that any WG working groups and engagement fora, WLGA networks and meetings, direct briefings with WG officials and ministers		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers

Sub-theme: 5n - Business Support

Action	16547	Target date	31/03/2024
Action promised	Improve web content relating to Planning Applications and the Enforcement Statement to improve customer understanding and experience of the process flow		
Comment	We have completed the draft of the new planning application webpage in it's new format. We have now shared with the Development Management Team to ask them to review the content and share any feedback by the 29th Sep.		
Service Head: Jackie Edwards		Performance status: On target	

Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)							
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of households successfully prevented from becoming homeless (CV33) PAM/012	61.5	53.0	Q2: 63.5 End Of Year: 71.6	Target: 65.0 Result: 67.2	Target: 68.0 Result: 69.4 Calculation: (150÷216) x 100	Target: 70.0	Target: 72.0
Comment	The good performance has been achieved through a number of factors including the creation of the Housing Hwb Team, changes to operational practices, the direct allocation of homes to people in greatest need through the adoption of the Emergency Allocations Policy, and additional WG grant funding.						
Service Head: Jonathan Morgan				Performance status: On target			

ACTIONS - Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)			
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention			
Action	16431	Target date	31/03/2025
Action promised	We will deliver plans for a new Hub for the community at Tyisha providing recreational facilities, learning and development and supporting children and young people across the ward area.		
Comment	Feasibility Study completed and deliver of the Hub will be progressed as part of the wider Tyisha development once a development partner has been selected.		
Service Head: Jonathan Fearn		Performance status: On target	

ACTIONS - Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)			
Sub-theme: WBO1b - Service Priority: Early years			
Action	16782	Target date	31/03/2024
Action promised	We will develop a new schools and community aquatics plan for the County		
Comment	Both plans are in development phases, working with Education colleagues, both DMT`s. Councillor forums (Scrutiny and Exec Board) and CMT in order to align to corporate ambitions. Final plans will link to work of Scrutiny T&F review on childhood obesity, scheduled for completion before 31/3/24		
Service Head: Ian Jones		Performance status: On target	

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)							
Sub-theme: WBO2a - Thematic Priority: Tackling Poverty							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Hwb adviser referrals for customers requiring help and guidance with cost of living. M&M/009	Not applicable		New measure	Target: 450 Result: 434	Target: 900 Result: 999	Target: 1350	Target: 1800
Service Head: Deina Hockenhull				Performance status: On target			

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)			
Sub-theme: WBO2a - Thematic Priority: Tackling Poverty			
Action	16255	Target date	31/03/2027
Action promised	Consider the greater use of the additional powers afforded by Welsh Government to tackle the second homes crisis. (CV31)		
Comment	<p>whilst supporting the cabinet vision statement of Consider the greater use of the additional powers afforded by Welsh Government to tackle the second home crisis. The Council has determined that it will use its discretionary powers to charge a premium on second homes and long-term empty properties as follows:</p> <ul style="list-style-type: none"> • A premium of 50% will be charged in 2024/25 on second homes with a view to increasing the premium to 100% from 1.4.25 • On long term empties 50% premium will be charged for properties empty for more than 1 year and less than 2 years, 100% for 2 to 5 years and 200% for properties empty over 5 years. <p>There is a benefit in introducing premiums including bringing long term empty properties back into use and supporting the</p>		

Council's supply of affordable housing, thereby enhancing the sustainability of local communities. By reducing the number of empty properties, it is expected that there will be less need to build new properties, thus utilising less green space and the associated carbon footprint of the new build, therefore having a positive impact on climate and nature. There is a financial benefit to the Council of introducing premiums as they will generate additional income which could fund increased empty home monitoring and activity within Housing Options and Advice Team or be used for other council services in general.		
Service Head: Helen Pugh		Performance status: On target
Action	16298	Target date 30/04/2023
Action promised	Appoint a Cabinet Member to lead on the Tackling Poverty Agenda. CV-92	
Comment	Cllr Linda Davies Evans has been confirmed as the lead Cabinet member for Tackling Poverty	
Service Head: Jason Jones		Performance status: On target
Action	16299	Target date 30/04/2023
Action promised	Review the Terms of Reference of the Tackling Poverty Advisory Panel to ensure that they have the necessary scope to undertake a review of the work required in relation to Tackling Poverty. CV-93	
Comment	Terms of Reference reviewed and Panel has been meeting every 6-8 weeks as the Council worked towards agreeing its Tackling Poverty Plan and supporting response to the Cost of Living crisis	
Service Head: Jason Jones		Performance status: On target
Action	16300	Target date 30/04/2023
Action promised	Request that the Tackling Poverty Advisory Panel immediately begins an additional strand of work in relation to the current cost of living crisis.CV-94	
Comment	Cost of living response is embedded into the Advisory Panel remit and has been contributing to this planning and response. In addition, a Head of Service Officer Working Group has been established to ensure the Council provides a holistic response to the Cost of Living crisis	
Service Head: Jason Jones		Performance status: On target
Action	16323	Target date 31/03/2024
Action promised	To establish rural HWB centres across the County's rural market towns that provide access to services, information, and support to rural residents (SPF - Share Prosperity Funding) (CV94)	
Comment	Rural Hwb Supervisor and 4 Rural Hwb Advisors appointed and commenced duties. Locations at each rural market Town identified and Hwb service delivered at each from 18.09.23. Will continue to monitor and review locations, frequency of visits, take up etc. and revise if necessary.	
Service Head: Deina Hockenull		Performance status: On target
Action	16324	Target date 31/03/2024
Action promised	Enhance and work closely with partner organisations in supporting customers with the cost of living as part of the Council's tackling poverty agenda (CV95)	
Comment	<p>How we communicate with partners and understand each others roles in supporting customers with the cost of living has improved immensely during the last 12months. In addition to communicating regularly with around 25 partners the following following partners also take advantage of the opportunity to attend the Hwbs on a regular basis:</p> <p>CAB Wallich Llanelli Dyfed Powys Police Llanelli Connecting Carmarthenshire Dwr Cymru Carers Trust SSAFA MAWW Fire Service</p> <p>The following partners have shown an interest in attending the Hwbs and will start attending shortly:</p> <p>The Bond Scheme Planed Age Cymru Domestic Abuse Dementia Friendly</p>	
Service Head: Deina Hockenull		Performance status: On target
Action	16325	Target date 31/03/2024
Action promised	As part of the Tackling Poverty Agenda and Cost of living campaign, we will promote all new funding availability and support (CV92,93)	
Comment	<p>Marketing & Media continue to promote the range of cost of living support available to residents.</p> <p>Following on from the cost of living leaflets inserted into every council tax bill in March, this content was re-developed to provide information on the help, support and advice that someone may need when registering a birth or death in Carmarthenshire. This information is now provided by the Council's Registrars Service with every birth and death registered. This includes the advice and support available from our Hwb Advisors in person, on the phone as well as contact details for the support offered by partner organisations such as the Family Information Service and Age Cymru.</p> <p>In addition, schemes to support families during the summer holidays were also promoted using press releases, social media, the Council's website and various newsletters. This included:</p> <ul style="list-style-type: none"> • The Welsh Local Government Association's Food and Fun programme, a school-based education programme, run over the school summer holidays, that provides healthy meals, nutrition, education, physical activity and enrichment sessions to schools that have 16% or greater Free School Meal Eligibility. • The Summer Reading Challenge encourages children between the ages of 5 - 14-year-olds to read throughout the summer holidays. Children that attended the Summer Reading Challenge activities were provided with two activities, breakfast and lunch 	

for three days a week throughout the Summer holidays.

- Fit, Fed and Fun in partnership with the Scarlets was supported by the Council`s Actif Community Sport Coaches and was open to children in school years three to six.

- Open Access Play sessions were provided by the Council through the delivery of Welsh Government`s Playworks Holiday Grant which People Speak Up were commissioned to deliver. The provision was delivered in areas where there was an identified need and all sessions were bilingual, encouraging families to create a positive approach to play. Health snacks were also provided.

Promotion of the PDG grant also continued, encouraging parents to make use of this in the run up to the new school year.

Service Head: Deina Hockenull		Performance status: On target	
Action	16353	Target date	31/03/2024
Action promised	Work with Welsh Government, Public Service partners and Trade Unions in further progressing the Real Living Wage agenda. (CV109)		
Comment	<ul style="list-style-type: none"> • As an Employer, we pay the Foundation Living Wage, so we are working with Procurement Colleagues to establish the far-reaching implications of becoming an accredited Real Living Wage Employer. • A series of Work Model Options has already been presented to the Pay Policy Advisory Panel and County Council, and a commitment has been given to explore what pay model options can be applied to assist with improving pay for our lowest paid. • The Foundation Living wage rate will be announced in November 23, and meetings have already been arranged between PMP and Finance to explore the finance impact of becoming a registered Real Living Wage Employer, as part of this Autumn`s Budget preparations. • The Trade Unions are included in the deliberations, although their aspirations collectively are to pay a minimum of £15.00per hour. 		
Service Head: Paul R Thomas		Performance status: On target	
Action	16389	Target date	31/03/2024
Action promised	We will implement and update the Tackling Poverty Plan to respond to the current challenges faced by residents and communities.		
Comment	Tackling Poverty Advisory Panel meeting held on the 25 September where the action plan was considered. Agreed to embed actions into business plans for future monitoring.		
Service Head: Jason Jones		Performance status: On target	
Action	16390	Target date	31/03/2024
Action promised	We will contribute to tackling poverty within Carmarthenshire by supporting families to claim all the financial support they are entitled		
Comment	We continue to support families to claim all the support they are entitled and actively pursue information to enable Housing Benefit and Council Tax Reduction Scheme claims to be processes as quickly as possible. We ensure we promote Discretionary Housing Payments and also actively encourage take up and work closely with the Housing department and housing associations. An extra £100k over the 2 years from 1.4.22 has been allocated to the DHP fund via the cost of loving discretionary scheme. In addition, we will undertake the relevant sign posting and referrals to ensure that families receive the relevant advice and support. We are also working closely with colleagues in the housing team to ensure the relevant referrals are made for applications for the homeless prevent grant payments, which is an additional discretionary fund administered by the housing team. Our Personal Budgeting Support Officer is undertaking pro active work for those falling into arrears with their Council Tax and he is working closely with the Budgeting officer in the Hwb and the Hwb advisors.		
Service Head: Helen Pugh		Performance status: On target	
Action	16391	Target date	31/03/2024
Action promised	We will continue to administer grants and payments on behalf of the Welsh Government & Central Government such as cost of living grant, business grants and winter fuel grants		
Comment	All WG grants have now closed.		
Service Head: Helen Pugh		Performance status: On target	

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2b - Service Priority: Housing

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of private sector empty properties returned to use through direct intervention (CV34) HS-EMP/001	Not applicable		New measure	Target: 30 Result: 50	Target: 70 Result: 79	Target: 118	Target: 167
Comment	2022/23 we restored 143 properties back to use in the whole year. 50 properties in a single quarter restored to use via direct intervention was a very positive start to the year. Cumulatively we're exceeding performance (79 in total) but the down turn in Q2 of numbers returned was because the team had been focusing on assessing and approving empty property grant schemes. 83 have been assessed and scheduled that will complete in Q3 & Q4 and contribute to the overall number.						
Remedial Action	Continue to monitor and drive the grant schemes in Q3 and increase enforcement activity towards the end of Q3 & during Q4 when the resource plan has been fully implemented.						
Service Head: Jonathan Morgan			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter	Quarter 2	Quarter	End of

			1		3	Year
Percentage of rent lost due to properties being empty (CV34)	Not applicable	Q2: 4.0	Target: 3.3	Target: 3.1	Target: 2.9	Target: 2.6
PAM/039		End Of Year: 3.5	Result: 2.5	Result: 2.4		
				Calculation: (621360 ÷ 25421086) × 100		
Comment	In May 2022 there were 405 voids and this number significantly reduced to 222 by Quarter 2 2023/24 and this has a direct correlation on the % rent loss. There have been a number of changes introduced over the last 15 months to drive improvement e.g a new letting standard. We will continue to implement further improvement actions over the months to come, as laid out in our Void Action Plan and approved by Improvement Board.					
Service Head: Jonathan Fearn			Performance status: On target			

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)

Sub-theme: WBO2b - Service Priority: Housing

Action	16256	Target date	31/03/2027
Action promised	To contribute to 'reducing the number of council house voids and empty properties across the county creating more homes for local people' (CV34)		
Comment	The Council has determined that it will use its discretionary powers to charge a premium on long-term empty properties; on long term empties 50% premium will be charged for properties empty for more than 1 year and less than 2 years, 100% for 2 to 5 years and 200% for properties empty over 5 years. There is a benefit in introducing premiums including bringing long term empty properties back into use and supporting the Council's supply of affordable housing, thereby enhancing the sustainability of local communities. By reducing the number of empty properties, it is expected that there will be less need to build new properties, thus utilising less green space and the associated carbon footprint of the new build, therefore having a positive impact on climate and nature. There is a financial benefit to the Council of introducing premiums as they will generate additional income which could fund increased empty home monitoring and activity within Housing Options and Advice Team or be used for other council services in general.		
Service Head: Helen Pugh		Performance status: On target	
Action	16326	Target date	31/03/2024
Action promised	Hwb to work closely with the Housing Hwb in supporting people who are in need of a home. These clients can be sofa surfing, homes are unsafe to go into (CV33)		
Comment	Monthly meetings continue. A Housing Hwb referral form has been designed and agreed to be used by Hwb Advisors. This is currently in development. Briefing sessions for Hwb Staff arranged for 1st week in October by the Housing Advice Lead.		
Service Head: Deina Hockenhill		Performance status: On target	
Action	16415	Target date	31/03/2024
Action promised	Develop new investment programmes for Council House stock based on stock condition surveys and decarbonisation ambition		
Comment	Stock condition surveys and data modelling works have been undertaken on approximately 45% of the existing housing stock. This data along with our energy performance data will be used to develop the new investment programmes for the 2024/25 HRA business plan which are nearly complete. Our programme will identify the works and investment required to bring all our housing stock up to a minimum energy performance rating (EPC) of band C.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16423	Target date	31/03/2024
Action promised	Develop a plan for alternative provision of temporary accommodation		
Comment	The Temporary Accommodation plan has been developed and is to be presented to the CCG / HSG (Children and Communities Grant / Housing Support Grant) board meeting. A number of sites have been identified which will increase the options available for temporary accommodation and overtime reduce the use of inappropriate and expensive bed and breakfasts.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16424	Target date	31/03/2024
Action promised	We will implement a new Empty Homes Plan		
Comment	The Policy has been implemented and a suitable resource plan put in place that will focus on and increase enforcement activity in relation to long term empty properties in areas of high housing need as well as delivering financial packages that will help private homeowners and landlords renovate empty homes. The Plan allows us to switch between proactive and reactive work during the year, creating a steady pipeline of private sector empty properties returned to use through direct intervention and this should contribute to an increase in performance that'll help us deliver on policy objectives and achieving the target of 1500 by 2026.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16428	Target date	31/03/2024
Action promised	We will develop a new low-cost affordable home ownership offer, especially in the more rural areas		
Comment	Work is currently underway to develop suitable low-cost home ownership products in the county that will help individuals and families buy their own homes. This will include products in both rural and urban areas. It will also include Homeby Wales, which is a		

scheme that can only be administered by housing associations which enables people to buy up to 70% of their home.

Service Head: Jonathan Morgan	Performance status: On target		
Action	16430	Target date	31/03/2024
Action promised	We will develop a new 10 Year strategic vision and direction for Housing		
Comment	Focus in the first two quarters of 23/24 has been setting the vision for estate and tenancy management and repairs and maintenance. This is in addition to work already carried out on the affordable homes development programme. This work will now be brought together in an overarching housing strategy for completion by March 24		
Service Head: Jonathan Morgan	Performance status: On target		
Action	16433	Target date	30/06/2024 (original target 31/03/2024)
Action promised	We will review and update the Adaptation Policy		
Comment	We are currently holding weekly policy development meetings to develop the Policy. A Communities Scrutiny Task & Finish Group is also proposed to be established in November to consider the impact of increased demands on the service and potential solutions. As a result, the Adaptations Policy review is now unlikely to be completed until summer 2024.		
Service Head: Jonathan Fearn	Performance status: On target		

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2c - Service Priority: Social Care

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme PAM/041	Not applicable		Q2: 55.4 End Of Year: 51.8	Target: 50.0 Result: 51.2	Target: 50.0 Result: 56.1 Calculation: (137÷244) × 100	Target: 50.0	Target: 50.0
Comment	Achieved this target						
Remedial Action	Continue to review service with a view to further increases the number of referrals that are completing NERS.						
Service Head: Ian Jones	Performance status: On target						

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2c - Service Priority: Social Care

Action	16439	Target date	31/03/2024
Action promised	We will expand the Health and Well Being Referral programme		
Comment	We continue to run the NERS (National Exercise Referral Scheme), rolling out to additional areas, e.g. Llandoverly, St Clears, etc. In the last 12 months we have added a `Pre-Diabetes` referral programme sourcing £50k pa, in addition to our Proactive Falls Prevention Pathway Programme. In addition, `Good Boost` aqua and land programmes added, using artificial intelligence to take individuals through a tailored activity programme, plus pilot scheme `Your Health Matters` to support positive behavioural change.		
Service Head: Ian Jones	Performance status: On target		

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of affordable homes delivered during the year (CV25, 26 & 27) 7.3.2.24	Not applicable		Q2: 114 End Of Year: 323	Target: 80 Result: 120	Target: 129 Result: 190	Target: 189	Target: 303
Service Head: Jonathan Morgan	Performance status: On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people helped into volunteering with Regeneration assistance	Not applicable		Q2: 309	Target: 50	Target: 125	Target: 200	Target: 555

EconD/005		End Of Year: 759	Result: 440	Result: 476			
Comment	476 pe/ple helped into volunteering via Bureau, C4W+, and Carmarthenshire Working						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The level of Private Sector Investment / external funding secured (£) (CV43) EconD/008	Not applicable		Q2: 6565629 End Of Year: 11903638	Target: 2000000 Result: 8596213	Target: 5000000 Result: 10342342	Target: 15000000	Target: 31580893
Comment	£10.3m PSI/External funding secured via CREF, Carmarthen Hwb, Earth, Fusion, Leader, Bureau, Ten Towns, SPF vacant Property, SPF Tackling Town centres, SPF events Fund, Arfor and Markets						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Indirect Jobs created (indirect and construction Jobs) with Regeneration assistance EconD/010	Not applicable		Q2: 57.0 End Of Year: 116.0	Target: 35.0 Result: 49.0	Target: 80.0 Result: 80.0	Target: 175.0	Target: 387.0
Comment	80 Indirect construction jobs created via Cross Hands Plot 3, Pentre Awel, Carmarthen Hwb, Llandeilo Market Hall, and CREF						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Jobs safeguarded with Regeneration assistance EconD/011	Not applicable		Q2: 10.0 End Of Year: 143.0	Target: 10.0 Result: 16.0	Target: 20.0 Result: 48.0	Target: 40.0	Target: 96.0
Comment	48 jobs safeguarded to date via Bureau and Business support						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of business enquiries supported with Regeneration assistance (CV35) EconD/012	Not applicable		Q2: 888 End Of Year: 1237	Target: 180 Result: 893	Target: 400 Result: 1505	Target: 600	Target: 1159
Comment	1505 business enquiries supported with regeneration assistance via; transforming Towns Placemaking, Town Centre Business Engagement, Town centre Related Activity, SPF Vacant property Fund, Pentre Awel, Llandeilo Market Hall, Markets, C4W+, RLSP, Carms Working, CCC Business Support, SPF Start Up and Growth grants, Town centre Loans, SPF BREF, SPF PDF and CREF						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of adults that feel more positive with improved confidence about seeking work after receiving employability support through Communities 4 Work and Communities 4 Work Plus Programmes. EconD/020	Not applicable		Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100	Target: 100	Target: 100
Comment	Calculation: (165÷165) × 100						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

% of residents that feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus Programmes. EconD/021	Not applicable	Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100	Target: 100	Target: 100	Calculation: (136÷136) × 100	
Service Head: Jason Jones		Performance status: On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results				
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year	
% of premises across Carms that have access to Superfast broadband connectivity or better EconD/025	Not applicable			Q2: 90.70 End Of Year: 91.20	Target: 91.40 Result: 91.60	Target: 91.60 Result: 91.70	Target: 91.80	Target: 92.00
Service Head: Jason Jones		Performance status: On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results				
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year	
% of premises across Carms have access to Gigabit capable broadband. EconD/026	Not applicable			Q2: 47.30 End Of Year: 51.81	Target: 52.00 Result: 54.22	Target: 54.00 Result: 55.37	Target: 56.00	Target: 58.00
Service Head: Jason Jones		Performance status: On target						

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth

Action	15122	Target date	31/03/2025
Action promised	Monitor the existing industrial and employment space owned and managed by the local authority. Engage with interested individuals and business to keep a continuous understanding of demand for space. We will develop new employment and industrial space where opportunities allow including Rural Employment Space Initiative with Welsh Government (CV80)		
Comment	Development of Welsh Government led proposals at Beechwood progressing with planning application due to be submitted in next quarter to provide for circa 6000sqft employment space. Business engagement officers recently commenced in Quarter 3 and will feed into progress in on-going quarters. Sites for development marketed at Parc Hendre and Cross Hands.		

Service Head: Jason Jones **Performance status:** On target

Action	15155	Target date	31/10/2024 (original target 31/03/2023)
Action promised	Continuation of delivery of projects on key strategic sites with a view to job creation and growing the economy: Pentre Awel;		
	<p>City Deal Business Case Targets</p> <ul style="list-style-type: none"> • Provide regeneration in an area of significant need <ul style="list-style-type: none"> o Projected to create 1,200+ jobs out of 1,800 across site. o Research based business development and growth. • Education Skills and Training <ul style="list-style-type: none"> o Skills development programmes, many to run alongside clinical delivery. o Address key recruitment and retention challenges. • Improved health and care in community – care closer to home. <ul style="list-style-type: none"> o Quantifiable improvement in health outcomes o Long terms projected reduction in GP demand, reduced chronic condition hospital admittance and readmission. o Integrated care improved patient management <p>A Benefits Realisation monitoring framework has been developed and is reported through Project Board. This includes all the section above and an additional element of Community Benefits. A copy is attached to this progress report giving the position up to August 23</p> <p>Benefits realisation are also monitored through the City Deal Programme Management Office.</p> <p>Some key elements in realising these targets are as follows.</p> <p>Two shared prosperity bids have been approved to pump prime and develop the innovation network ahead of operationalization in October 2024. These will make a significant contribution to ensuring economic benefits can be realized in line with City Deal Business Case timeframe.</p> <p>The bids are with Cardiff University and Swansea University. Cardiff University and Pentre Awel awarded £330k and Swansea University and Pentre Awel £180k. The bid with Cardiff is to establish a pump priming team, job profiles prepared. The bid with Swansea University is to establish an innovation network based upon the Accelerate model, both bids are complementary and will improve operational delivery by working in tandem. Hywel Dda will be linked into the innovation network both Pentre Awel based and through wider area.</p> <p>Innovation resource identified from with the Authority to lead this work and to enhance the links with Delta Llesiant and provide a wider network to build on commercialisation and trial opportunities. Opportunities are being identified with Delta Llesiant platform provider.</p> <p>A mapping exercise complete to maximise research and innovation opportunities this includes, Academic Partners, Health Board and</p>		

	<p>client access with Delta Wellbeing.</p> <p>The Authority has purchased a Nursing Home, this will enhance the Living Laboratory potential and provide more short timescale opportunities for product placement and trials.</p> <p>UWTSD has the MoU to deliver skills and training at Pentre Awel. Partnership model proposed between UWTSD and CCC to deliver appropriate skills and training.</p> <p>In partnership with RLSP / Skills & Talent, a workforce planning exercise has been undertaken to bring together current provision with future job profiles at Pentre Awel as identified in the City Deal Business Case. This will identify the courses and programmes required to train the next generation of professionals and any skills gaps. Consequently, targeting the benefits identified through the business case.</p> <p>The remit of UWTSD includes the development of a Health and Care Academy, this will include:</p> <ul style="list-style-type: none"> • Return to practice and employed adults who wish to train for new careers in care. • Offer courses to the private sector that are accredited and affordable to deliver a general upskilling within the sector. This would ensure a level of parity in standards of care for all providers on the commissioning framework • Offer a USP by providing meaningful opportunities for career progression within one centre • Work in line with the blended learning models with a focus on practice and simulation training, live streaming and real-world problem solving. • The Academy would benefit from placements within Pentre Awel and county-wide placements. • Telephony and remote consultation training. • Transferrable credits that can be gained and taken forward for access to higher level qualifications. <p>Further skills work in underway with Cardiff University including Optometry Teach and Treat and with Hywel Dda regarding Dental Teach and Treat.</p> <p>Joint Pentre Awel/Campuses skills proposal developed: Agor Skills – Sport, Health and Wellbeing submitted to Skills and Talent programme. This will build on the All-Wales Intensive Learning Academy.</p> <p>Significant work has been underway with Hywel Dda University Health Board to detail the service delivery model at Pentre Awel. This work was led by the Transformation Team and involving clinicians from all disciplines proposed for inclusion in Pentre Awel. The proposals confirm the Health Board’s intent to focus on therapies and community services.</p> <p>A Health Impact Assessment was prepared at the outset of the project and this will form part of the post Implementation review linked to health benefits which will in turn be quantified through the QUALY assessment.</p> <p>As of 9th October 2023, the Zone 1 works continue to progress in line with the construction programme (week 36 of 89). Of the sub contracts £3.8m has been placed locally to Shuffelbottom (Cross Hands) supplying the steel frame and Dyfed Steels (Dafen) providing the reinforced bar.</p>		
Comment			
Service Head: Jason Jones	Performance status: On target		
Action	15539	Target date	31/03/2025 (original target 31/03/2023)
Action promised	We will expand the size and number of Street Markets in the County subject to the demand being sustained to help business start-ups and strengthen our town centre economies.		
Comment	We continue to work in partnership with the BID in both Llanelli and Carmarthen and support all events delivered in town centres which include traders attending the licenced outdoor market. This includes managing all new casual market registrations and supporting all traders to access and exit the outdoor market areas. Following the success of the Llanelli Junior Traders market it is intended to develop the event to include Ammanford and Carmarthen.		
Service Head: Jason Jones	Performance status: On target		
Action	15674	Target date	31/12/2024
Action promised	E13: Prepare the statutory Revised Local Development and supporting documents and evidence through to examination and adoption of the Revised Local Development Plan in accordance with the Delivery Agreement		
Comment	Following the resolution at County Council to prepare a second Deposit Revised LDP work has been ongoing on the development and updating of the evidence base as well as reviewing the content of the Local Development Plan itself to ensure it is reflective of changes in evidence, context and develops on new policy approaches. This culminated in the 2nd Deposit Revised LDP being presented to County Council on the 7th of December 2022 with the formal public consultation on its content and its supporting documents undertaken between the 17th February to 14th April 2023. As part of this consultation approximately 1200 representations were received across the range the Plans content. Work is ongoing on assessing and formulating responses to these responses ahead of the submission of the Revised LDP for examination in the Autumn 2023. A Revised Delivery Agreement has been produced and endorsed by the Welsh Government and is available on our website in accordance with statutory provisions. The preparation of the Revised LDP is proceeding in accordance with the timetable set out in the Delivery Agreement. The Habitat Regulations Assessment and Integrated Sustainability Report Have also been prepared and were published for formal consultation alongside the Revised LDP receiving 17 and 12 responses respectively.		
Service Head: Rhodri Griffiths	Performance status: On target		
Action	16257	Target date	31/03/2027
Action promised	We will maximise the community benefits arising from the multi-million-pound Pentre Awel scheme at Llanelli, the first development of this size and scope in Wales, which will create 1,800 well paid jobs. (CV36)		
	<p>The Community Benefits officer (CBO) chairs the Carmarthenshire Employability Network - CEN which has proved to be an excellent forum for information sharing when it comes to realising the Targeted Recruitment Training (TR&T) outcomes. The Social Value Officer for Bouygues (BYUK - the main contractor for Zone 1) attends the meetings along with the director of Recruitment for Acorn Recruitment as Bouygues’ preferred agency. This has now been extended to include a further two preferred recruiters; those being Sphere recruitment and Bluewater recruitment. The group has also had new members from the project side including the Business Wales disability employment adviser, CYCA’s new employment adviser for their Thrive programme and CCC’s Regional Armed Forces Officer. Marketing material for the Hub has now been approved by marketing and is with the Welsh translation unit. The CBO has now been invited and will attend all communications meetings for Pentre Awel.</p> <p>Employment Hub</p> <p>The Employment Hub continues on-site, at present vacancies are still of a specialist nature, so recruitment has been slower than expected, we expect to see an increase in these vacancies over Q3. To ensure that the labour market is there once these vacancies go live, the Employment Hub will include presentations from current and future sub-contractors coupled with a tailored training package for potential employees facilitated via the Carmarthenshire Employment Network’s partners.</p> <p>Apprentices</p> <p>The 10 M&E apprentices sponsored by BYUK have now all started. They undertook their induction on-site at Pentre Awel and are</p>		

Comment	<p>now placed with local supply chain partners within Carmarthenshire. This initiative will allow them to continue their learning and also provide vital labour resource to the local contractors following the withdrawal of CITB funding.</p> <p>Work Experience Two work experience placement took place through the summer with very positive feedback. The uptake of work experience has been an area that has been discussed and encouraged at the employer network and a presentation was delivered by Cyfle on site work experience Hub to encourage providers to access the opportunities available. Quote below from one of the participants: "Everybody was very welcoming and supportive. A big thank you to Peter, Nina and Ryan for organising this. The experience has helped me focus on what I would like to do moving forward and I have already booked myself on 2 open days at Cardiff University and Loughborough University. Construction engineering management as well as engineering is now something I'm wanting to research further. Both universities offer a year out on placement, and I do hope that if the next few years go as I plan that perhaps I could make contact again for an opportunity to return to your business."</p> <p>Commercial catch up meetings are held once a month between Bouygues UK's commercial team and Council officers (CPU and Economic Development) to optimise the supply chain opportunities promoted for local suppliers to have the opportunity to bid for sub-contracting work. Bouygues maintain a live Procurement Plan outlining the sublet opportunities and these have been shared with the Council's Economic Development team. The gates and Fencing Package and Blinds package are still open and BYUK will issue enquiries for these packages in the new year. Gates and Fencing have attracted particular interest from businesses within Wales (13 of the 16 interested parties).</p>
Service Head: Helen Pugh Performance status: On target	
Action	16258 Target date 31/03/2027
Action promised	To contribute to supporting and encouraging people to lead active and healthy lives, ensure supply chain opportunities for local businesses and local recruitment. (CV37)
Comment	<p>The Corporate Procurement Unit are working closely with colleagues in Economic Development to deliver a number of Procurement & Business Surgeries, offering procurement advice & guidance to potential suppliers and advise on business grants to those eligible and wider business support. We are in the process of developing a spreadsheet to follow up whether businesses met with have been successful in obtaining work and to obtain feedback to identify barriers to trade with the Council which ultimately will improve the service offered by procurement.</p> <p>We continue to work with Economic Development colleagues on future tender exercises to promote them to local businesses who might be interested in tendering. Most recently we are working on the Property Works Framework where a number of drop-in sessions have been held across Carmarthenshire making it accessible to contractors/suppliers from all areas of the County to attend & obtain information relating to the forthcoming tender opportunity. Following these events, 2 Tender Briefing Sessions were held in September in Llanelli and Carmarthen for this opportunity to engage with interested suppliers & communicate elements of the tender in advance of it being published thus allowing suppliers to prepare for the tender.</p> <p>Procurement shares its work programme with economic development on a quarterly basis to identify further opportunities to promote these opportunities to Carmarthenshire businesses.</p> <p>On Pentre Awel, Zone 1 Commercial catch up meetings are held once a month between Bouygues UK's commercial team and Council officers (CPU and Economic Development) to optimise the supply chain opportunities promoted for local suppliers to have the opportunity to bid for sub-contracting work. Bouygues maintain a live Procurement Plan outlining the sublet opportunities and these have been shared with the Council's Economic Development team. The Gates and Fencing Package and Blinds package are still open for suppliers to bid and BYUK will issue enquiries for these packages in the new year. Gates and Fencing have attracted particular interest from businesses within Wales (13 of the 16 interested parties).</p> <p>Furthermore, we continue to work Bouygue to pilot a means of collating supply chain spend and tracking main contractor and sub-contractor locations and the location of individuals employed on site. This is using a reporting model developed by the Centre for Local Economies Strategies (CLES).</p>
Service Head: Helen Pugh Performance status: On target	
Action	16259 Target date 31/03/2027
Action promised	We will promote the 'Think Carmarthenshire First' approach widely across the Authority, encouraging officers to seek quotations from local suppliers. We will continue to support local businesses to bid for work by targeting specific tendering opportunities across the county and promoting our forward work programme in advance. (CV45)
Comment	<p>A Task and Finish report and was taken to Pre-Cabinet in July 2023. This paper provided recommendations for consideration to increase opportunities for local suppliers in the below £25,000 spend category. Currently we spend approximately £14.6m in this category of spend and the 'Think Carmarthenshire First' message will be further reinforced and promoted to officers when they are seeking quotations.</p> <p>Our Contract Procedure Rules have been updated and these were approved by Governance and Audit Committee on the 29th September 2023 which;</p> <ul style="list-style-type: none"> i) increased the lowest value threshold of the CPR `s quotations from £5,000 to £10,000 and requires officers consider Carmarthenshire suppliers for their quote and; ii) added the requirement for officers to 'Think Carmarthenshire first` requirement when spending between £10,000 and £25,000 - at least one quotation should be sought from a Carmarthenshire supplier. <p>We will continue to work closely with colleagues in Economic Development on future tender exercises to promote them to local businesses who might be interested in tendering. Most recently we worked with them on the Property Works Maintenance framework and on the Mechanical and Electrical sub-contracting packages for Pentre Awel Zone 1 project. Officers in economic development actively targeted local business in this sector and made them aware of the tender opportunity.</p> <p>Procurement shares its work programme with economic development on a quarterly basis to identify further opportunities to promote these opportunities to Carmarthenshire businesses.</p>
Service Head: Helen Pugh Performance status: On target	
Action	16274 Target date 31/03/2024
Action promised	Support the provision of opportunities for residents in the county to engage in essential learning in literacy, numeracy, and digital skills, in line with current Welsh Government funding. Enabling post 16 learners to upskill for employment and progression, as well as lifelong learning and community benefits. (CV8)
Comment	<p>Learners have returned for the start of the 2023/4 academic year. FT ESOL classes have increase due to learner demand, with 3 in Llanelli covering E1 to L1 and an E1 class in Carmarthen. GCSE classes are recruiting, with referrals from CSG of learners better suited to ACL provision. Digital drop in sessions are continuing as they were popular last year (using the engagement funding) are sufficiently well attended to become main-stream provision. Recruitment is still lower than pre-Covid, but it is early in the term. We were unsuccessful in recruiting new tutors for this term. The ACL service is working with the Multiply project to plan numeracy activities and courses for the coming year.</p>

Service Head: Elin Forsyth		Performance status: On target	
Action	16276	Target date	31/03/2024
Action promised	Support the delivery of the Councils Strategic Economic Objectives by the determination of major planning applications within agreed timescales. Develop and implement discretionary pre-application service. CV61		
Comment	Fifteen Major planning applications have been determined so far this year, with 67% being within agreed timescale, up from 50% in Q1. Work has commenced on developing a discretionary pre-app service to improve the efficiency of determining within prescribed timescales. We are currently consulting internally on a draft document.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	16301	Target date	31/03/2024
Action promised	Continue to build on Carmarthenshire's status as a sustainable food place and in collaboration with other partners, develop a community food strategy to encourage the production and supply of locally sourced food in Wales. CV-86		
Comment	Stakeholder workshop held on the 12 September to seek input into the developing local food strategy. Feedback to be embedded into the strategy and further engagement to be undertaken. Application for Sustainable Food Place silver award submitted through Bwyd Sir Gâr Partnership - the Council is a member of the partnership. Outcome of application awaited		
Service Head: Jason Jones		Performance status: On target	
Action	16302	Target date	31/03/2024
Action promised	We will ensure that the Council works with Carmarthenshire Young Farmers Clubs Federation to ensure a closer working relationship and support structure in the future. MFR-43 & CV81 & CV80		
Comment	Contact with new County organiser established and informal discussion on-going. YFC invited to attend Fforwm Amaeth chaired by Cabinet member, Cllr. Ann Thomas. Meeting between County organiser, Chair of YFC Management Board, Cabinet member and Corporate Policy manager to be arranged for November		
Service Head: Jason Jones		Performance status: On target	
Action	16327	Target date	31/03/2024
Action promised	To communicate widely all SPF - Share Prosperity Funded projects that are supporting new opportunities for local communities, the development and growth of local businesses as well as supporting the recovery of our town centres. (CV39,41,43)		
Comment	The Council's webpage listing all SPF projects has been published and communicating the excellent initiatives that are being developed via press releases, social media content and newsletters will commence very soon.		
Service Head: Deina Hockenhuil		Performance status: On target	
Action	16329	Target date	30/09/2024
Action promised	To lead on the communication and branding of Pentre Awel (CV36)		
Comment	A partnership coordination group has been established to work closely with Bouygues UK on various PR activities. A number of articles have been issued including one on the promotion of steel structure being erected on site was conducted in August, Bouygues site team at Pentre Awel receiving full marks in its first Considerate Constructors Scheme (CCS) assessment, honouring the projects' commitment to sustainability and social value. PR has also been issued on the community ambassadors and the apprenticeship scheme. The Councils is currently out to advert for a Communications Officer to carry out the work of communicating and branding of Pentre Awel. In addition to this we are working on the site wayfinding and hoarding as well as working closely with the leisure service to promote the Pentre Awel project at the existing leisure centre site in Llanelli.		
Service Head: Deina Hockenhuil		Performance status: On target	
Action	16330	Target date	31/03/2024
Action promised	To contribute to increasing the positive awareness of Carmarthenshire as an all-year quality visitor destination (CV35)		
Comment	<p>Commenced 17 month set of actions to support the tourism sector in the County, gaining £200,000 funding support from the UK Government Shared Prosperity fund. Key aims are to increase awareness of the County as an attractive place to visit in the off-peak season and increase local spend in peak season. Contracts worth £27,000 placed with two Carmarthenshire businesses for digital and photographic services.</p> <p>Research and produce annual economic assessment for value of Tourism to the County, supplying data on over 1,400 different accommodation, events and attractions. £596.51 million was generated in 2022 with over 3.46million people visiting and 1.17 million people staying overnight in one of the 1,250 establishments. Carmarthenshire's tourism industry now employs 6,652 people and its economic impact has grown 66% since 2011, from £358.89 million to £596.5 million in 2022.</p> <p>Coordinated twenty-one filming requests including site visits for major 6-part ITV peak time drama starring Martin Clunes filming in September. Support has included being proactive 1st point of call on initial enquiries, providing information about local conditions and logistics location, scouting and permissions as well as sourcing accommodation.</p> <p>Coordinated meetings with Welsh Government to commence their £1/2 million tourism grant funded projects at Carmarthenshire Museum and Llansteffan Green North. Linked in with their North American office to promote the new Museum of Speed to an audience of North America tour operator buyers.</p> <p>Proactive marketing of the County as an attractive winter short break destination encompassed Public relations, digital advertising and organic posting on social media and web sites. The Discover Carmarthenshire web platform had 440,717 page views and 131,000 users whilst the equivalent Facebook account grew to 21,483 followers with an average reach per day of 6.7k.</p> <p>Printed and distributed 80,000 copies of the Days Out visitor guide promoting "things to do" and "places to go", promoting over one hundred Carmarthenshire businesses.</p> <p>Worked in partnership with Great Western Railway's (GWR) to feature several iconic Sir Gar locations in their major Summer 23 promotional campaign to promote increased routes into Wales. Pictures of Carmarthen Town and Cefn Sidan used in billboards and digital advertising.</p> <p>Working with creators of Machynlleth Comedy Festival, successfully pitched County to Visit Wales as pilot location for a comedian podcast promotion featuring comedians` Kiri Pritchard-McLean and Elyllt Sears.</p> <p>Attended discussions for possible introduction of Visitor Levy, leading conversations with stakeholder at the Regional Tourism</p>		

	Forum.		
Service Head: Deina Hockenhull	Performance status: On target		
Action	16338	Target date	31/03/2025
Action promised	Deliver the Llanelli masterplan actions and continue to support and develop new initiatives and projects through direct delivery and by supporting third parties with available sources of funding. (CV36)		
Comment	We continue to deliver the actions relating to the Llanelli recovery plan. 1 project linked to the central Square is being developed through the SPF Place Tackling Towns funding. We have also applied for WG Transforming Towns Placemaking funding to complete feasibility studies and works where necessary. Two applicants have submitted an expression of interest for the Transforming Towns Placemaking Funding. 3 applicants have expressed an interest in the SPF vacant property funding, 1 of which has progressed to a full application. The Llanelli Task Force continues to meet on a quarterly basis. A productive walkaround has ensured areas of concern within Llanelli have been tackled through support from cleansing and highways. A prioritised long list of actions is being shared between Economic Development and Environment. The Economic Development team are supporting with weekly recording and reporting of town centre related support required to all appropriate departments. Five events have been supported through the SPF events fund. The former YMCA building is under refurbishment and expected to complete in 4th quarter of 2023/4. The development provides 4 ground floor retail units and 4 first floor office units to deliver 1000sqm of commercial floorspace to accommodate up to 50 jobs, as well as 8 residential units. Commercial opportunities will be advertised in the coming months and residential element let through the Housing Options team in line with local lettings policy to council tenants. Construction on the Market Street North site recommenced 18th September 2023 with an anticipated 18-month (65 weeks) build programme. The development will provide 340sqm commercial floorspace in 5 commercial units with capacity to accommodate 17 jobs and 10 residential units.		
Service Head: Jason Jones	Performance status: On target		
Action	16339	Target date	31/03/2025
Action promised	Deliver the Carmarthen masterplan actions and continue to support and develop new initiatives and projects through direct delivery and by supporting third parties with available sources of funding. (CV38)		
Comment	We continue to deliver the actions relating to the Carmarthen recovery plan. 3 projects are being developed through the SPF Place Tackling Towns funding. We are also applying for WG Transforming Towns Placemaking funding to complete further projects and works where necessary. A condition survey for the Castle has been procured and an inception meeting is expected to take place early October 2023. An internal group are considering revised options for the space at Jacksons Lane Square following discussions with businesses using the outdoor area. One applicant has submitted an expression of interest for the Transforming Towns Placemaking Funding. One applicant has applied for SPF Vacant property funding which has subsequently been withdrawn. The Carmarthen Town Regeneration Forum continues to meet on a quarterly basis. A productive walkaround has ensured areas of concern within Carmarthen have been tackled through support from cleansing and highways. A prioritised long list of actions is being shared between Economic Development and Environment. The Economic Development team are supporting with weekly recording and reporting of town centre related support required to all appropriate departments. Works to the kiosks on Chapel Street have been completed, following open market advertising 3 businesses have taken handover of the units and occupied the kiosks at the end of September 2023. All businesses will be occupying the kiosks for a maximum of 12 months, during which time business engagement and opportunities to expand into other properties within the town will be supported.		
Service Head: Jason Jones	Performance status: On target		
Action	16340	Target date	31/03/2024
Action promised	Through the multi - disciplined corporate enforcement group implement the Empty Property Action Plan, using potential loan funding from Welsh Governments Empty Property Management Fund to utilise necessary enforcement powers where appropriate. (CV39)		
Comment	A cross departmental group is in place which brings together officers who have the necessary enforcement powers. The group meets on a quarterly basis. There is a long list of properties which are considered. Originally the list consisted of 27 properties across the county. To date positive intervention has seen 10 removed from the list as they have been occupied or resolved. The list is reviewed at each meeting to ensure the most appropriate properties are on it. The progress is provided to Welsh Government on a 6 monthly basis. The properties unlocked to date have not required assistance from the Empty Property Management Fund.		
Service Head: Jason Jones	Performance status: On target		
Action	16341	Target date	31/03/2025
Action promised	Deliver initiatives linked to the three Primary Town centre recovery plans and ten towns via The Shared prosperity Fund Place Anchor Projects including Tackling Town centres, Town Centre Vacant property Fund and Town centre Events Fund (CV36, CV38, CV39 & CV41)		
Comment	The Place Anchor projects were released to the market on 1st March to attract individuals, businesses, business improvement districts and town councils to apply for funding within the town centres. The vacant property fund has received 4 expressions of interest to date and applications have been taken to an internal grants panel to consider eligibility and delivery, of these projects one has been withdrawn and one has progressed to the full application stage. The events funding has involved a summary of events which benefit the town centres being considered and endorsed by the Task Forces / Town Forum. To date 7 events have been supported with a further 31 being endorsed between the 3 primary towns. We will continue to work with the town councils and business improvement districts to strengthen their calendars of events. The Tackling Towns funding has ringfenced £500,000 for the towns of Ammanford, Carmarthen and Llanelli which will include direct delivery of smaller interventions within the town centres linked to the actions of the recovery masterplans. There is also £100,000 funding for direct delivery projects for the 10 towns and Burry Port. The projects have been endorsed by the respective town groups. The initial designs for the projects are currently being worked up with a view of gaining the necessary statutory approvals in advance of instructing the DLO or contractor through the engineering framework. Consideration is being given to variations within the SPF Place funding profile to provide options to adjust the funding opportunities to cover different activities which support the original objectives of the SPF Place anchor including uplifting the town centres by reducing the amount of vacant properties and enhancing the public space.		
Service Head: Jason Jones	Performance status: On target		
Action	16342	Target date	31/03/2025
Action promised	Provide a coordinated network of business support to start up and established businesses including self-employed and micro businesses. This will include business engagement, retaining an up-to-date list of businesses in cou. ty, linking businesses with funding opportunities, provide advice and information and encouraging entrepreneurship (CV44)		
Comment	CCC Business Engagement Team have been focused in the first two quarters on the delivery of the Business Start Up and Growth grant that has seen over 230 Expressions of Interest (EOI's) received and processed and 15 Start Up and 46 Growth grants awarded. In addition the team have: engaged with 250 construction businesses to advise of third tier contracts opportunity on the Pentre Awel project and a further 300 for the minor works contracts. The team held a procurement & business surgery for 22		

	businesses; Supported 8 businesses with potential Town centre loan applications; engaged with 8 businesses in relation to Arfor applications; engaged with 9 large employers in relation to business development and 2 companies in relation to closure. Provided a further 49 businesses with general engagement / enquiries / referrals to support and funding		
Service Head:	Jason Jones	Performance status:	On target
Action	16344	Target date	31/03/2025
Action promised	Continue to deliver existing internal capital and revenue funds. We will monitor the historical third-party projects to understand longer term benefits. (CV35)		
Comment	<p>Carmarthenshire Commercial Property Development Fund - Two projects are under construction at a total value of £7m with a further phase 3 project preparing a detailed applications. A number of other phase 3 applicants have withdrawn from the process due to financial and other technical issues and as such applications to the fund will be reopened to reserve list projects in October 2023 subject to cabinet member approval.</p> <p>Carmarthenshire Rural Enterprise Fund - Five projects providing a £772,522 investment into the rural economy are under construction and nearing completion. A further five projects are currently working up detailed applications for consideration. As in the case of PDF above a number of applicants have withdrawn due to rising costs and external factors and applications for the remaining funds have been reopened in August. subject to cabinet member approval the maximum grant available under the fund will increase to £200k to counter rising construction costs.</p> <p>Business Strategic Flood Fund - Applications to the £200k fund to support businesses to undertake enhancements to their premises to reduce impact of flooding has now been launched.</p> <p>One of the Ammanford Regeneration Development Fund projects has reached practical completion stage.</p> <p>Historical monitoring - rolling exercise ongoing to monitor historical third party grants</p>		
Service Head:	Jason Jones	Performance status:	On target
Action	16345	Target date	31/03/2025
Action promised	Seek additional funding for the wider team by developing new proposals as opportunities arise (CV43)		
Comment	<p>Work continuing to develop project proposals for Ammanford Town Centre arising from Revitalise Rhydaman study with regards to securing future additional funding.</p> <p>Stage one Welsh Government IRCF Bid submitted and approved for Carmarthen hwb, currently working up detailed application for submission</p> <p>Revised Long list of proposals developed for submission for Welsh Government's Transforming Towns Programme. Projects have been endorsed at local task force / forums awaiting Regional directors approval.</p>		
Service Head:	Jason Jones	Performance status:	On target
Action	16347	Target date	31/03/2024
Action promised	Deliver the Cross Hands Growth Zone and bring forward developments at Cross Hands East Phase 2; Strategic Employment Sites at Cross Hands East including opportunities for self-build, LDO progress and supporting third parties to develop on the available space. (CV44)		
Comment	Construction of mixed use development by the Cross Hands Joint Venture now practically complete on Plot 3, commissioning and snagging ongoing. provide 15 hybrid and industrial units alongside 12 office units. 3 further plots being progressed through private sector developer interest, awaiting updated valuations from Valuation office. New drone footage recently completed to contribute to updated marketing of the Cross Hands East site. Working with third party on final plot on food park.		
Service Head:	Jason Jones	Performance status:	On target
Action	16348	Target date	31/03/2024
Action promised	Delivery of Ten Towns Growth Plans (CV41)		
Comment	The attached document gives an update on the progress on each of the towns. In general, funding applications for projects are currently being developed in each of the respective towns. Additional capital and revenue funding has also been secured via the Shared Prosperity Fund as well as funding to enhance the appearance of town centres. In addition, the Revitalising Rural Town Centres fund has recently been launched which provides a grant of up to £2k for commercial businesses to improve their shop frontages, deadline for submissions is 30th Oct 2023.		
Service Head:	Jason Jones	Performance status:	On target
Action	16349	Target date	31/03/2024
Action promised	Review land and property availability, including strategic acquisitions, to ensure that best use of commercial land and property is being made to support the local economy and / or to generate capital receipts. (CV83)		
Comment	We continue to review potential strategic acquisitions within the county to maximise regeneration opportunities and we also identify current market trends to ensure best use of commercial land and property within our portfolio.		
Service Head:	Jason Jones	Performance status:	On target
Action	16392	Target date	31/03/2024
Action promised	We will continue to develop our approach to early engagement of Local Businesses (Procurement)		
Comment	<p>During Quarter 2, a variety of workshops and webinars have been held during this quarter with 10 suppliers attending a Live Tender Webinar for the Community Integrated Equipment Store tender & 15 suppliers attending the Cleaning Services Live Tender Webinar. The workshops/webinars are instigated by CCC and delivered by Business Wales Tender Advisers with the aim of supporting suppliers/providers with their electronic tender submissions.</p> <p>An Early Market Engagement event was also held for the VAWDAS (Violence Against Women & Domestic Abuse Service) with 6 providers attending the Briefing Session via a Microsoft Teams virtual webinar.</p> <p>We are currently focussing on a series of Procurement and Business Surgeries whereby Procurement and Economic Development Officers are in attendance offering a one-to-one, 30 minute appointment to interested suppliers and providers, these are held at a</p>		

	<p>variety of locations across Carmarthenshire accommodating the 3 main towns of Carmarthenshire and 10 Towns Initiative and will run from June 2023 – March 2024.</p> <p>We held a Procurement & Business Surgery at Yr Egin, Carmarthen on July 18th 2023 where we met with 13 suppliers on a one-to-one, appointment basis, these ranged from meat & cheese producers, damp proofing treatment, house clearances, heritage joiners to chimney sweeps. These meetings were held with our supplier engagement officer and suppliers who made contact as they were interested in engaging and working with the Council. Procurement advice and guidance is provided along with referrals to officers in the Council departments who may have an interest in the goods or services on offer.</p> <p>A series of Drop-In Sessions were organised for the Housing Property Services Framework with attention being focussed on ensuring that suppliers from all corners of Carmarthenshire were given the opportunity to drop-in. Over 86 suppliers attended 9 different locations across the County with information provided on the type of works incorporated in the new framework & details of Sell2Wales & tender support given where applicable.</p> <p>Following the Drop-In Sessions, we have been involved in 2 Briefing Sessions for the forthcoming Housing Property Services Framework, one was held on September 12th at The Halliwell Centre, Carmarthen with 35 contractors/suppliers attending. The other was held at Parc y Scarlets, Llanelli on September 19th 2023 with 75 contractors/suppliers having attended.</p> <p>Further Procurement & Business Surgeries are currently being organised.</p>		
Comment			
Service Head: Helen Pugh		Performance status: On target	
Action	16393	Target date	31/03/2024
Action promised	We will pursue the use of Community Benefits in all procurements where such benefit can be realised		
Comment	<p>The Community Benefits Officer (CBO) works closely with contractors on SWWRCF projects and CCC project officers dealing with projects on the framework. The Carmarthenshire Employer Support Group, of which the CBO is the Chair continues to meet on a monthly basis and has now been expanded to include new projects in the area and afford recruiters to the projects the opportunity of meeting with potential sources of labour. Sphere recruitment have been appointed as one of the preferred recruiters for BOUYGUES on the Pentre Awel site and they have now attended their first ESG meeting alongside Acorn Recruitment. Bluewater are the third preferred recruiter but could not attend the last ESG meeting so will attend the next one in late October. Additions to the group also include CCC's Regional Armed Forces Covenant Officer, this should help with recruitment of veterans to the TR&T element of many projects including Pentre Awel. Other projects that are ongoing include: YMCA Llanelli, Pembrey School, Wauniago, Spilman Street. Commencing shortly will be Maes Griffiths, ORP 2 and Market Street, Llanelli. These projects will create a number of TR&T opportunities in construction, with this in mind the CBO has arranged with the Manager of DWP in Carmarthenshire to attend sessions with benefit claimants who are interested in construction to inform them of potential opportunities with Carmarthenshire via TR&T. Work Coaches are currently carrying out a mapping exercise to ascertain definitive numbers. This early engagement will allow the ESG to source necessary training to individuals who are interested in a certain route but do not possess the necessary accreditation.</p> <p>Pentre Awel has now appointed the 10 M and E apprentices mentioned in the last quarter's narrative and inductions have been conducted on site at Pentre Awel. As well as allowing the apprentices to continue with their learning this will also contribute to the TR&T target (520 weeks in all). Pentre Awel still has a month or so of specialist trades on site, following that we should see an increase in recruitment to TR&T due to the nature of jobs available being in line with the local labour market. The employment Hub continues at Pentre Awel and we have seen people recruited from this, this should see a big increase over the coming months, coupled with the appointment of two more preferred recruiters (mentioned above).</p> <p>The Community Benefits Officer (CBO) has been involved in the evaluation of the remaining lots of The Professional Services Framework (PSF), this commenced during the last quarter but given the amount of lots involved, (7 in all) took some time. A PSF 2023 launch event will take place in early November at Parc-Y-Scarlets and as part of the launch the CBO will present to the successful framework contractors around CB expectations for the framework. The CBO has also been involved in the evaluation of Danybanc Housing Estate and Llundain Fach site improvement works. Upcoming evaluations include Heol Goffa School. The CBO is meeting with all CCC Project Officers in October who deal with the SWWRCF to collaboratively establish a more effective way of monitoring CB's.</p>		
Service Head: Helen Pugh		Performance status: On target	
Action	16405	Target date	31/03/2024
Action promised	We will ensure that the Council fully engages with the Carmarthenshire Public Services Board programme to develop opportunities for public sector procurement of locally produced and supplied food and ways the public sector can support local food producers to establish, develop and grow their businesses. MFR-36		
Comment	Engagement on the development of the local food strategy is on-going. Funding secured through SPF to undertake a Local food systems project until December 2024. Will focus on local food production at a Council county farm with opportunities for direct supply. Learning from the project will inform future approaches to local food and procurement.		
Service Head: Jason Jones		Performance status: On target	
Action	16427	Target date	31/03/2024
Action promised	We will deliver additional affordable homes as part of the housing regeneration development programme (including general needs, specialist housing and those targeted at town centres and rural areas) (CV24 & 28)		
Comment	Our plan sets the vision to support the delivery of over 2000 homes for rent and sale over the next 5 years (2022-2027). The plan is based on meeting housing need and stimulating economic growth across the County creating jobs, building strong sustainable communities and growing the green economy. The programme for 2023/24 will focus on buying private sector homes for general and specialist housing need, bringing empty homes back in to use and developing new homes, including the conversion of the former Spilman street council offices into 12 apartments. To date, this year we have already delivered 190 additional affordable homes.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	16434	Target date	31/03/2024
Action promised	We will secure a Development Partner for areas across Tyisha to build quality homes in line with needs analysis and area improvement plans		
Comment	In Summer 2023 (July, Aug, Sept) Legal advice on process sought, working with Planning, Regeneration, and Sustainability officers. Prior Information Notice (PIN) went out, responses received. Next step is for tender documents to be drafted to finalise and begin the procurement process.		

Service Head: Jonathan Fearn		Performance status: On target	
Action	16435	Target date	30/09/2023 (original target 31/03/2024)
Action promised	We will review our contract and commissioning arrangements to ensure that businesses are supported to take advantage of property-related local supply chains and procurement opportunities.		
Comment	<p>Action completed. A new Housing contracts & Commissioning Team has been established to ensure more effective contract management in the future.</p> <p>The Housing Contracts and Commissioning Team have undertaken extensive early market engagement to promote the Property Works Framework opportunity to both existing contractors and potential new contractors. The Purpose of the market engagement exercise was to seek the views of interested parties on the proposed 'Lotting' strategy and gauge the market's interest in the new arrangement. External engagement was conducted between 24th July until 15th August across 14 locations in Carmarthenshire. Social Media and business newsletters are examples of how we promoted the events to raise awareness and encourage contractors to attend.</p> <p>A Prior Information Notice (PIN) was published on the Sell2Wales Portal to promote the Property Work Framework engagement events, and an Early Market Engagement Questionnaire was uploaded on the site to give contractors an opportunity to provide feedback on their level of interest. Different forms of social media were used to advertise the questionnaire.</p> <p>The team consulted with 82 Contractors during these events, whereby some of the Contractors are already working for the Authority on the existing Minor Works Framework. The purpose of the events was to consult with Contractors and to inform them that the Authority is commissioning a Property Works Framework to provide minor works, disabled adaptations, responsive works, and other associated works required for the delivery of its property related service which will commence on the 1st August 2024. Some of the contractors who attended the events saw this as an opportunity to engage directly with Authority as some contractors were currently working as sub-contractors for the principal contractors and they would now rather work directly with CCC.</p> <p>All Councillors were invited to the events. Cllr. Emlyn Schiavone attended the event in Carmarthen and Cllr. Hazel Evans came along to the event at Newcastle Emlyn.</p> <p>Tender Briefing sessions have also been held in Carmarthen (12th September, Halliwell Centre) and Llanelli (19th September, Parc y Scarlets) to further engage with interested contractors and share the authority's vision and the proposed lotting structure. The team received positive feedback from contractors who attended each event as it gave them an opportunity to have face-to-face discussions with members of the team and officers from various service areas and these included responsive repairs, planned/programmed works, Voids, and adaptations. Information from the engagement events, completed questionnaires and tender briefing session surveys have been collated and the results are very positive where a significant level of interest has been shown by contractors in tendering for various lots included in the Property Works Framework.</p> <p>The team are now arranging a Getting Tender Ready Webinar for the 26th October where Business Wales will provide contractors with support. Once the opportunity has been published on Sell2Wales the how to tender support team at Business Wales will also host tendering workshops to help bidders understand the tendering process and prepare their tender submissions.</p>		
Service Head: Jonathan Fearn		Performance status: On target	
Action	16485	Target date	31/03/2024
Action promised	Deliver and manage the Shared Prosperity Funds Anchor/ Standalone / Commissioned Projects to meet the requirements of the Local Investment Fund.		
Comment	A total of 148 projects have now been approved under the Anchor and Standalone SPF projects in Carmarthenshire. A Programme Management Team has been recruited and is now in place to oversee to delivery of the projects and to monitor and evaluate the budgets and outputs. The Team will report progress to the Regeneration Partnership and to CCC Cabinet.		
Service Head: Jason Jones		Performance status: On target	
Action	16486	Target date	31/03/2024
Action promised	Work with partners to develop a co-ordinated approach to identifying, supporting, and developing volunteering opportunities across the County.		
Comment	The Bureau continues to work closely with Carmarthenshire Association of Voluntary Services (CAVS) to provide support for volunteering across the County. CAVS have recently secured funding of £295,735 via the Shared Prosperity Fund to provide information, advice, training, mentoring and bespoke development support to strengthen governance structures; embed best practice in volunteer management and to enhance volunteering opportunities for diverse communities across the County. We will continue to work closely with CAVS on this project, which will run until December 2024.		
Service Head: Jason Jones		Performance status: On target	
Action	16487	Target date	31/03/2024
Action promised	Focus on the further development of the Foundational Economy sector within Carmarthenshire whilst supporting the principles of the Circular Economy.		
Comment	We continue to scope out funding opportunities to pilot the circular economy ideas which stemmed from the work undertaken by Afallen in the Ten Towns. Additionally, we are developing a programme of 3 workshops to support local groups to take these ideas forward. These will be undertaken by March 2024. We are also working with Coleg Sir Gar and Ysgol Gyfun Emlyn to pilot a circular economy skills competition focusing on textiles where pupils are engaged in developing new products from recycled materials during the current school year. In addition, to date 7 applications have been awarded via the Shared Prosperity Fund which focus on supporting the principles of the circular economy. These include the development of a Climate and Environment Centre in Carmarthen town centre, specific support to address the growing issue of agricultural plastic waste build up, pollution of watercourses and the wider environment as well as wider business support to support the adoption of circular economy practices within businesses.		
Service Head: Jason Jones		Performance status: On target	
Action	16488	Target date	31/03/2024
Action promised	Deliver the £30million Skills and Talent Programme to create a skilled workforce for the future, developing opportunities as part of the work of the Regional Learning and Skills Partnership		
Comment	The programme is progressing well with the first Brand new Apprenticeship Framework for User Experience from Level 2 - Degree being launched with Gower College and University of Wales Trinity Saint David. This Framework is the first to be delivered in the whole of Wales and has been a requirement of Industry for many years. The Skills Barometer has been completed and the Regional		

Comment	Skills Partnership Industry cluster groups are currently prioritising key skills requirements for future jobs. These priorities will then be developed into pilot projects. The programme has supported 14 pilot projects to date and all are in delivery and are supporting young people with the skills and information about future opportunities in the region; upskilling the existing workforce for the new roles and developing the legacy of the projects to ensure that they continue to be delivered through mainstream education in the future.		
Service Head: Jason Jones	Performance status: On target		
Action	16489	Target date	31/03/2024
Action promised	Provide support through Employability programmes, identifying key training and skills opportunities through engagement with businesses & identifying key skills required		
Comment	The two employability programmes operated in Carmarthenshire namely Communities for Work +)C4W+)and Carmarthenshire Working have been delivering a wide range of support to individuals across the region over the last quarter - C4W+ have supported 22 individuals into jobs; 4 into volunteering and 14 with qualifications. Carmarthenshire Working is the new employability programme under the Shared Prosperity Fund replacing Workways +, since starting in August the programme has supported 23 people into full time employment; 5 into volunteering and 3 have gained a qualification.		
Service Head: Jason Jones	Performance status: On target		
Action	16490	Target date	31/03/2024
Action promised	Address issues of poor broadband connectivity and mobile coverage across the County, particularly in rural areas.		
Comment	<p>Openreach - Openreach Fibre Community Projects (FCP) are continuing to progress well with the areas of Burry Port and Llanllwni now being 'Ready for Service' meaning customers can order their broadband packages. Projects in Brechfa and Pumpsaint are due to be completed by Q4 of this financial year.</p> <p>Openreach also have their own commercial delivery taking place alongside the FCPs with exchange upgrades in Burry Port, Cross Hands, Carmarthen and Llangennech nearing completion.</p> <p>Openreach are also commencing a new build programme centred around Subtended Headend Exchanges (SHE) which are smaller exchanges in more rural areas. This programme will accelerate the delivery of full fibre to the communities surrounding Bancyfelin, Cynwyl Elfed, Dryslwyn, Ferryside, Pendine and Pumpsaint.</p> <p>WeFibre - Project in Llandovery is now 'Ready for Service' and Llanybydder is nearing completion and should be 'ready for service' in the next two months.</p> <p>Voneus - Voneus are progressing well; however, they are reviewing how they intend to deliver their network and this had led to a delay in actual deployment. There is a planned review of their high level designs due this month which will lead to a mixture of fibre and fixed wireless being used to accelerate delivery and cater to a wider area than was originally planned. Voneus have also acquired Broadway Partners and they are looking at current Broadway projects and how they intend to complete them. We are hopeful that five more areas will (Abergwilli, Dyffryn Cennen, Llanfiangel Aberbythych, Meidrim and Laugharne) will get full fibre in the coming months.</p> <p>Voneus are also in the process of designing a large build which will encompass some 4,500 properties.</p> <p>Netomnia - Netomnia have completed phase one of their network deployment in Llanelli and now have 1,172 properties 'ready for service', there are also 3,325 properties currently being built to and 3,419 properties currently in planning for the next phase.</p> <p>Mobile Coverage: The Shared Rural Network (SRN) continues to be the primary source of coverage improvements in the county. Once completed (June 2024) coverage in rural areas will have greatly improved. The latest progress for SRN deployment is: 18 partial not spot sites (new or upgraded mobile masts) are proposed in Carmarthenshire: · 4 have been granted planning permission. · 4 applications are currently going through our approvals process. · 1 site is live. (Laugharne) · 4 sites are upgrades to existing sites and will require less planning scrutiny. · 4 sites have application submissions pending for early 2024. A site with no current coverage at all (total not spot) is due to be activated in SA20 in January 2024.</p> <p>We are working closely with the mobile network providers, their contractors, and our own internal planning teams to ensure that these sites can be built as efficiently as possible. There are still some commercial builds being carried out by the mobile network operators particularly sites that are needed for the Emergency Services' Network.</p>		
Service Head: Gareth Jones	Performance status: On target		
Action	16536	Target date	30/04/2024
Action promised	Develop the regulatory framework and associated evidence for the regulation of second homes and short-term holiday lets		
Comment	We are working collaboratively with authorities across Wales to scope and frame the evidence required to support an implementable regulatory system including the focused removal of permitted development rights through Article 4 directions. This includes participation in a thematic working group of the Planning Officers Society for Wales. Evidence will be prepared which considers and identifies the extent and spread of second homes, short term holiday lets and holiday accommodation across Carmarthenshire. It will identify communities which may be particularly impacted and the regulatory mechanisms available. This will build on internal evidence and reflect the recent changes in planning regulations. The evidence and the regulatory framework will be prepared in conjunction with Corporate Services to ensure a collaborative strategic approach. A report on second homes and short term holiday lets is currently being reported - with a report presented to Cabinet on the 18 September. This report whilst outlining the regulatory position and process also sets out a recommended staged approach for the development of a planning policy based response along with a timetable for the delivery of the respective stages.		
Service Head: Rhodri Griffiths	Performance status: On target		
Action	16953	Target date	31/03/2024
Action promised	Assist in increasing visitor spend within urban and rural Carmarthenshire.(CV78)		
	Commenced 17 month set of actions to support the tourism sector in the County, gaining £200,000 funding support from the UK Government Shared Prosperity fund. Key aims are to increase awareness of the County as an attractive place to visit in the off-peak season and increase local spend in peak season. Contracts worth £27,000 placed with two Carmarthenshire businesses for digital and photographic services.		

Comment	<p>Research and produce annual economic assessment for value of Tourism to the County, supplying data on over 1,400 different accommodation, events and attractions. £596.51 million was generated in 2022 with over 3.46million people visiting and 1.17 million people staying overnight in one of the 1,250 establishments. Carmarthenshire's tourism industry now employs 6,652 people and its economic impact has grown 66% since 2011, from £358.89 million to £596.5 million in 2022.</p> <p>Coordinated twenty-one filming requests including site visits for major 6-part ITV peak time drama starring Martin Clunes filming in September. Support has included being proactive 1st point of call on initial enquiries, providing information about local conditions and logistics location, scouting and permissions as well as sourcing accommodation.</p> <p>Coordinated meetings with Welsh Government to commence their £1/2 million tourism grant funded projects at Carmarthenshire Museum and Llansteffan Green North. Linked in with their North American office to promote the new Museum of Speed to an audience of North America tour operator buyers.</p> <p>Proactive marketing of the County as an attractive winter short break destination encompassed Public relations, digital advertising and organic posting on social media and web sites. The Discover Carmarthenshire web platform had 440,717 page views and 131,000 users whilst the equivalent Facebook account grew to 21,483 followers with an average reach per day of 6.7k.</p> <p>Printed and distributed 80,000 copies of the Days Out visitor guide promoting "things to do" and "places to go", promoting over one hundred Carmarthenshire businesses.</p> <p>Worked in partnership with Great Western Railway's (GWR) to feature several iconic Sir Gar locations in their major Summer 23 promotional campaign to promote increased routes into Wales. Pictures of Carmarthen Town and Cefn Sidan used in billboards and digital advertising.</p> <p>Working with creators of Machynlleth Comedy Festival, successfully pitched County to Visit Wales as pilot location for a comedian podcast promotion featuring comedians Kiri Pritchard-McLean and Emyllt Sears.</p> <p>Attended discussions for possible introduction of Visitor Levy, leading conversations with stakeholder at the Regional Tourism Forum.</p>
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Service Head: Deina Hockenhuil	Performance status: On target
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Action	17007	Target date	31/03/2024
Action promised	Develop the corporate role of the Bureau and continue to work with own & Community Councils for the benefit of our residents and communities. (CV113)		
Comment	The Bureau's corporate role continues to grow via interaction with departmental officers on the Corporate Funding Group. The Bureau and Rural team have and continue to support a number of community led projects via the Sustainable communities fund and Ten Towns initiative to support the expansion of local services including the development of Hendy community centre; Canolfan Carwyn, Llandovery youth & community centre, Yr Hen Cwrt in Newcaslte Emllyn and Llanybydder old school. In addition, Hwb Fach y Wlad is currently being rolled out in community halls across the 10 towns as a means of providing Hwb services in more remote rural communities. Actif has also received funding to deliver outreach services within local community halls.		

Service Head: Jason Jones	Performance status: On target
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Action	17090	Target date	31/03/2025
Action promised	We will maximise the community benefits arising from the multi-million-pound Pentre Awel scheme at Llanelli, the first development of this size and scope in Wales, which will create 1,800 well-paid jobs. (CV36)		
Comment	<p>Targeted Recruitment and Training (TR&T) BYUK has delivered 526 person weeks of TR&T to date. It is sponsoring 10 mechanical and electrical apprentices through Cyfle's Shared Apprenticeship Scheme – following an onsite induction at Pentre Awel, these apprentices have since been placed on other projects in Carmarthenshire. In addition, two work experience placements were accommodated over the summer holidays and a BYUK graduate has started a 9-12 month placement onsite.</p> <p>Education Current outputs include 431 pupil interactions and 63 hours donated, together with recruitment of c. 60 student ambassadors from local primary and secondary schools. CCC/BYUK real world learning project progressing well with students expected to present their final designs in a 'Dragon's Den' environment in October 2023.</p> <p>Community Engagement There has been increasing interest in the Community Ambassador scheme following the start of aboveground works, with a total of 5 participants recruited. Community Newsletter (issue #4) distributed end-August. Residents Surgery held 5th September 2023 and attracted six community members. Thrive (social enterprise) provide the onsite cleaning service and operate a pop-up catering van.</p> <p>Supply Chain The steel frame contract let to Shufflebottoms (Cross Hands), and Dyfed Steel's (Dafen) supply of reinforced bar, represents a c. £3.8m economic boost for Carmarthenshire businesses. Six packages have recently been advertised on Sell2Wales using appropriate CPV codes to restrict by sector and location. CCC has provided a list of MEP businesses in Carmarthenshire who have expressed an interest in the sublet opportunity with Whiteheads (5 No. total). CCC and BYUK have agreed to use the CLES (Centre for Local Economic Strategy) model to quantify and track the local (Carmarthenshire) economic impact of the Zone 1 construction works.</p>		

Service Head: Jason Jones	Performance status: On target
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Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3c - Thematic Priority: Welsh Language & Culture

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of library visits per 1,000 population LCL/001	Not applicable		Q2: 1174 End Of Year: 2740	Target: 541 Result: 824	Target: 1180 Result: 1714 Calculation: (322584 ÷ 188191) x 1000	Target: 1908	Target: 2754
We held several events for adults during Q2 including green screen sessions, scrabble club, knit & natter sessions & Filmshows. Over 1600 children took part in the Summer Reading Challenge during Q2. The challenge encourages children to read for pleasure over the summer months, with giveaways,							

Comment	activities & prizes helping to foster a love of reading. Our digital visits continue to remain high with customers benefitting from our range of digital ebooks, eaudiobooks, newspapers, magazines and training apps.
Service Head: Ian Jones	Performance status: On target

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3c - Thematic Priority: Welsh Language & Culture

Action	16362	Target date	31/03/2024
Action promised	We will continuously review cultural exhibits and events to ensure that they are regularly updated, timely and relevant. Take full advantage of the rich history of Carmarthenshire. (Archives / Museums exhibition and engagement plans in place) (CV75)		
Comment	Carmarthenshire Museum is now hosting the third and final work "Tobias and the Angel" by Andrea del Verrocchio, as the National Gallery Masterpieces Tour partnership draws to a conclusion. Exhibition development continues at Parc Howard which is scheduled for partial reopening in Q3. MOLS has received 10k visitors since it opened late May 23. Facilities offer a combination of permanent displays and a programme of temporary exhibitions on a cycle of three per venue per annum. A draft audience development plan is expected for Carmarthenshire Archives in Q3. Working with the National Library of Wales developing engagement activities for the combined resources (Clip Centre broadcast archive, Library resources and manuscript archives) at Carmarthen library.		

Service Head: Ian Jones	Performance status: On target
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Action	16363	Target date	31/03/2024
Action promised	We will develop Oriel Myrddin Gallery in Carmarthen as the West Wales Arts Centre (CV73)		
Comment	Design developed to RIBA stage 4; updated tender costs received. Awaiting funding approval. Heads of terms being considered by CCC Q3, approved by all other parties.		

Service Head: Ian Jones	Performance status: On target
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Action	16368	Target date	31/03/2024
Action promised	We will work with local communities to develop cultural and historical trails accessible to residents and tourists. Encourage residents to take ownership of their local areas by creating community trails based on local knowledge, and look at ways of developing trails based around the many castles and historic sites across the county (CV74)		
Comment	Unfortunately the Mentrau` s SPF bid for developing cultural trails was unsuccessful. We are currently therefore reviewing available internal resources to progress with an initial mapping process.		

Service Head: Ian Jones	Performance status: On target
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Action	16421	Target date	31/03/2024
Action promised	Promote a programme of year-round local events/festivals across the County by creating a digital support toolkit that will enable them to plan and deliver safe, vibrant, and sustainable activities		
Comment	Application for Shared Prosperity funding has been successful at level of £200,000, with activities including the development and communication of a community event organiser "toolkit", increasing awareness of local supply chain, improved joint working between tourism accommodation providers and events as well as a marketing campaign. A series of face-to-face road show events are being planned for late 2023 and early 2024 for engagement with organisers Attend and sometimes Chair County events safety advisory group (ESAG) that meets every 3 weeks, joining other council sections and external partners to offer guidance to those seeking to deliver quality events in the County. Over 20 events have been discussed this period including Llandovery Sheep Festival and Carmarthen Music Festival. We aim to provide specific advise and contacts to all enquiries and have continued to use our newsletters, press releases, social media posts and updates to the corporate website to inform event organisers of the current scenario as well as providing a new Event Management Plan template to organisers that will allow them to create and deliver safer and more effective events.		

Service Head: Deina Hockenull	Performance status: On target
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Action	16440	Target date	31/03/2024
Action promised	We will develop a new Libraries strategy in line with evolving National Public Library Standards with a focus on reviewing outreach services		
Comment	In line with the Welsh Government's pending Welsh Public Library Standards Framework 7 and Cultural Strategy for Wales, we have extended the current Library Strategy in place for Carmarthenshire for a further 2 years (Carmarthenshire Libraries, Moving Forward 2017 – 2025) with the view that the development of a new strategy for Carmarthenshire will follow in line with the alignment of WG's rationale/progress for Libraries throughout Wales.		

Service Head: Ian Jones	Performance status: On target
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Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of planning enforcement cases investigated within 84 days. PLA/021	Not applicable			Q2: 64.6 End Of Year: 68.8	Target: 80.0 Result: 81.9	Target: 80.0 Result: 84.4 Calculation: (200÷237) x 100	Target: 80.0 Target: 80.0
Comment	The measure has continued to improve over the last 18 Months from 54.2% to 84.4% and the backlog of older cases has reduced from 76 at end of qtr.1 2022 to 18 at end of qtr.2 2023.						

Remedial Action	Please see comment.
Service Head: Rhodri Griffiths	Performance status: On target

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion

Action	16283	Target date	31/03/2024
Action promised	Ensure that there are systems in place to efficiently manage Planning Enforcement across the county, to monitor and remedy undesirable effects of developments to protect the environment and public amenity. CV58		
Comment	The Planning Enforcement Team meet twice weekly in order to discuss and take forward planning enforcement investigations. We report quarterly on performance against Welsh Government Targets. Performance at the end of Q2 is 87% of investigations being undertaken within the target date of 84 days (up from 82% at end of Q1). The target in the Divisional Delivery Plan is 80%. Anything above 80% is defined as Good in the Welsh Government Planning Performance Framework Indicators & Targets		
Service Head: Rhodri Griffiths	Performance status: On target		
Action	16429	Target date	31/03/2024
Action promised	We will develop a three-year community cohesion plan for the region		
Comment	The Welsh Government Community Cohesion Programme has historically been funded on an annual basis. From April 2023 this is the first time the programme has been funded for three years. Between April - October 2023 the 8 Cohesion teams across Wales are continuing to work to the previous annual action plan. From October 2023 Welsh Government will launch the new three year programme and progress will be monitored from then. The action plan has now been agreed and monitoring will begin from October 2023.		
Service Head: Jonathan Morgan	Performance status: On target		
Action	17281	Target date	31/03/2024
Action promised	We will continue to work with Town and Community Councils for the benefit of our residents and communities. (CV113)		
Comment	The Marketing & Media Team prepare a monthly newsletter for all Community & Town Councils, with key messages from the authority and links to relevant information. A meeting of the Community and Town Council Liaison Forum was held on the 14th of September and included presentations on Hwb Bach y Wlad, Preventative Services, Public Rights of Way, introduction of 20phm limit legislation and Section 106 payments. The next meeting will focus on the Budget setting process. The Policy & Involvement Team facilitate this forum, which is chaired by the Cabinet Member for Rural Affairs & Planning Policy. The Policy & Involvement Team recognise the opportunity to strengthen the link with One Voice Wales, to ensure that issues raised locally are fed back to the Council and that there are opportunities for OVW to feed in to the Liaison Forum meetings.		
Service Head: Jason Jones	Performance status: On target		

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3e - Service Priority: Leisure & Tourism

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the Discover website M&M/007	Not applicable		New measure	Target: 230000 Result: 302187	Target: 450000 Result: 677086	Target: 500000	Target: 628000
Service Head: Deina Hockenull	Performance status: On target						

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3e - Service Priority: Leisure & Tourism

Action	16351	Target date	31/10/2024
Action promised	Pentre Awel Zone 1 to include a new leisure centre and aquatics complex. (CV68)		
Comment	<p>Leisure Centre and Aquatics facilities to be completed line with that of Zone 1 Pentre Awel.</p> <p>Designs complete and construction underway contractor - Bouygues UK. Completion scheduled for October 2024. Meeting held with the contractor and internal teams to ensure all elements of the design meet the service requirement eg. access control.</p> <p>Leisure Team are part of the Whole Site Operational discussions to ensure that we optimise revenue opportunities for joint roles.</p> <p>As part of the wider discussion it has now been agreed that catering will be delivered in House through the Leisure Team. Designs have been developed by Contractors architects that encompass design consistency, branding and wayfinding for Zone1.</p> <p>Leisure Facilities Operation – early market engagement and site visits undertaken in advance of a tendering exercise in the new year to procure wet and dry equipment. Work is underway to explore electricity generating gym equipment.</p> <p>Leisure Shared Prosperity bid has been successful. This concentrates on both the development and wider Llanelli area. It will deliver a programme of early community engagement/outreach activities with the aim of addressing health inequalities and driving footfall to Pentre Awel once operational.</p> <p>Integrated Impact Assessment updated to outline the impact of re-locating Llanelli Leisure Centre to PA</p>		

Service Head: Jason Jones		Performance status: On target	
Action	16361	Target date	31/03/2024
Action promised	We will develop a sport for all approach to support a broad range of participation in sports, from beginners to elite - working to support all Community Sports Clubs to become self-sustaining with development support (CV77)		
Comment	Following the establishment of Actif Sport & Leisure`s framework of Start Well, Live Well and Age Well products and programmes, with associated cross-sectional steering groups, it is pleasing to see the continued embedding and innovation. As a result, a wide range of activity opportunities is being offered and enhanced for all, across the pathway from beginners to elite. Additionally, further funding has been sourced - e.g. through Shared Prosperity Funding (exceeding £500k), including the creation and delivery of programmes at 8 community halls countywide and a significant focus on tackling Llanelli`s health inequalities.		
Service Head: Ian Jones		Performance status: On target	
Action	16364	Target date	31/03/2024
Action promised	We will complete a feasibility study for a Skateboard Park and further develop the BMX Pump track in Pembrey (CV70)		
Comment	Planning permission is in the process of being applied, further ecology surveys were requested and are currently being undertaken as part of the process. Start on site will be scheduled for out of season so as to avoid too much disruption to visitors.		
Service Head: Ian Jones		Performance status: On target	
Action	16365	Target date	31/03/2024
Action promised	We will deliver a new 3G sports pitch at Ammanford (CV69)		
Comment	The new 3G pitch is nearing completion, with handover planned for the end of October and `opening events` planned for early November. The pitch will cater for the rugby and football needs of Ysgol Dyffryn Aman and the Ammanford community, whilst adding to the portfolio of all-weather pitches to satisfy countywide spatial planning.		
Service Head: Ian Jones		Performance status: On target	
Action	16366	Target date	31/03/2024 (original target 31/03/2024)
Action promised	We will assess the need and produce a strategy for all weather pitches across the county (CV72)		
Comment	External specialist consultant procured and appointed. Global, national, and local audit evidence and intelligence gathered. Draft documentation in place to consult on current position and future aspirations. Collaborative sessions planned to further develop and inform final strategy.		
Service Head: Ian Jones		Performance status: On target	
Action	16441	Target date	15/12/2023 (original target 31/03/2024)
Action promised	We will develop the next phase of site masterplans for Country Parks including Pembrey; MCP; Llyn Llech Owain CV79		
Comment	Progress and inward investment is progressing in Pembrey Country Park (I2S for upgrade of more electrical campsite pitches; plus replacement amenity block with SPF funding), Mynydd Mawr Woodland Park, Millennium Coastal Park and Llyn Llech Owain Country Park. We are also developing plans in our local nature reserves starting with Ynys Dawela, with external funding secured.		
Service Head: Ian Jones		Performance status: On target	

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)							
Sub-theme: WBO4c - Organisational Transformation - Income & Commercialisation							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of visits to leisure centres per 1,000 population PAM/017	Not applicable		Q2: 2931 End Of Year: 7017	Target: 1754 Result: 1805	Target: 3763 Result: 3965 Calculation: (746150÷188191) x 1000	Target: 5352	Target: 7169
Comment	Attendances have continued their recovery trends over the last years since the pandemic. Learn to swim and memberships recovering well, opportunity remains to grow attendances at sports facilities with clubs and regular business. It is anticipated there will also be benefits from the rural innovation funding opportunities and SPF funding more broadly. School swim sessions however continue the decline with the change in priority in education and escalating transport costs						
Remedial Action	Optimise the club booking opportunities and build on the planned opening of new facilities and improvements to pitches particularly in Ammanford						
Service Head: Ian Jones				Performance status: On target			

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COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE 13TH DECEMBER 2023

SCRUTINY ACTION UPDATE

Purpose: To apprise the Committee of actions taken in response to decisions made

THE SCRUTINY COMMITTEE IS ASKED TO:-

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

Reason(s)

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

CABINET MEMBER PORTFOLIO HOLDER: Not applicable

<p>Directorate</p> <p>Name of Head of Service: Linda Rees Jones</p> <p>Report Author: Kevin Thomas</p>	<p>Designations: Head of Administration and Law</p> <p>Democratic Services Officer</p>	<p>Tel Nos. 01267 224012 LRJones@carmarthenshire.gov.uk</p> <p>01267 224027 kjthomas@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE 13TH DECEMBER, 2023

Scrutiny Action Update

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

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

DETAILED REPORT ATTACHED ?

YES:

IMPLICATIONS

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

Signed: Linda Rees-Jones

Head of Administration and Law

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

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED

N/A

NO

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

There are none.

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Community Scrutiny Committee Actions 2021-2022

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
CS 01 - 22/23	29th September 2022	Recommendation	<p>Establishment of a Pre-Decision Task and Finish Group (Development of Emergency Social Housing Allocations Policy)</p> <p>4.1 - That a Pre-decision Scrutiny Task and Finish Group be established to develop an Emergency Social Housing Allocations Policy for Carmarthenshire</p> <p>5.2 - That the Task and Finish Group Comprise 6 members, politically balanced, and the membership be as detailed above.</p> <p>4.3 That the Task and Finish Group's Terms of Reference/scoping and planning document be approved</p>	The Group has been established with the first meeting held on the 11th October 2022	Kevin Thomas	Completed
CS 02 - 22/23	29th September 2022	Recommendation	<p>Forward Work Programme 2022/23</p> <p>to reduce the number of items on the FWP for the November 2022 meeting if possible</p> <p>An update report on the Pendine Outdoor Education Centre be submitted to a future meeting</p>	<p>The report is scheduled for the Committee's meeting in December 2022</p>	<p>Kevin Thomas</p> <p>Ian Jones</p>	<p>Completed</p> <p>Completed</p>

Community Scrutiny Committee Actions 2021-2022

CS03 - 22/23	16th November 2022	Recommendation	<p>Apologies for Action - LDP Reports</p> <p>The Head of Place and Sustainability to examine the format of future LDP Reports presented to the Committee</p>	<p>The submission of the Annual report will be accompanied by a report, executive summary, and highlight presentation for Members</p>	Rhodri Griffiths	Completed
CS04 - 22/23	16th November 2022	Action	<p>Leisure, Culture and outdoor Recreation Strategy</p> <p>1. To provide local members with an update on the tinvasive Top Mouth Gudgeon species in the lakes at the Millennium Coastal Park</p> <p>2.To provide members of the committee with a high level summary of the contribution of leisure services in tackling poverty.</p> <p>3. To include a reference to fishing within the Strategy.</p>	<p>1. An update has been provided to local members</p> <p>2. Head of Leisure sits on corporate 'Tackling Poverty Group' which feeds into a corporate advisory panel, and includes officers from Media and Marketing, Housing, Regeneration, Policy, Finance, Children's services; Education and Social Care. Further detail via Gwyneth Ayres in policy team. Leisure is specifically supporting through hosting of 'warm places at our 3 town libraries' and via social pricing at leisure sites.</p> <p>3. A reference will be included within the revised Strategy for Cabinet approval</p>	Ian Jones	Completed

Community Scrutiny Committee Actions 2021-2022

CS05 -22/23	16th November 2022	Recommendation	<p>Local Innovation Strategy</p> <p>1. The report be recommended to Cabinet for adoption</p> <p>2. To provide members of the committee, via e-mail, further details on the local benefits arising for Carmarthenshire from the city deal projects on Digital Infrastructure and Skills and Challenges</p>	<p>1. The Strategy was endorsed by Cabinet on the 28th November 2022</p> <p>2. The information was circulated to the Committee members on the 16th December</p>	Jason Jones	Completed
CS06 - 22/23	16th November 2022	Recommendation	<p>Community Asset Transfer</p> <p>That the newly updated Community Asset Transfer Procedures Document be recommended to Cabinet for approval</p>	To be considered by the Cabinet in February 2023	Jason Jones	Completed
CS07 - 22/23	19th December	Recommendation	<p>Housing Revenue Account Budget and Housing Rent Setting for 2023/24</p> <p>To recommend to Cabinet / Council the proposed Housing Revenue Account Budget and House Rent setting for 2023/24 be adopted</p>	The report was considered by Cabinet on the 9th January and Council on the 25th January	Chris Moore	Completed
CS08 - 22/23	19th December	Action	<p>Housing Revenue Account Budget and Housing Rent Setting for 2023/24</p> <p>To provide the committee with details of the proportion of the 24% of Tenants not in receipt of benefits who were elderly</p>	The following note was added to the cabinet report in response to the query in scrutiny."30% of tenants are now in receipt of universal credit, 28% of tenants are on full Housing Benefit (HB), 18% are on partial HB and 24% receive no HB. Of those receiving no assistance in the form of universal credit or housing benefit there are approximately 839 of pensionable age."	Chris Moore	Completed
CS09- 22/23	19th December	Recommendation	<p>Housing Revenue Account Business Plan 2023-26 Carmarthenshire's Housing Investment Programme</p> <p>To recommend to Cabinet / Council that the report and its recommendations be adopted</p>	The report was considered by Cabinet on the 9th January and Council on the 25th January	Jonathan Morgan	Completed
CS10 - 22/23	26th January 2023	Recommendation	<p>Revenue Budget Strategy Consultation 2023/24 - 2025/26</p> <p>To recommend to Cabinet/Council</p> <p>1. the 2023/24 - 2025/26 Revenue Budget Strategy Consultation be received.</p> <p>2. The Charging Digests for the Regeneration Leisure Place and Sustainability and Non HRA services, as detailed in Appendix C to the report, be endorsed</p>	<p>The Strategy is due to be considered by Cabinet on the 20th February and Council on the 1st March 2023</p> <p>The Strategy was approved at both Cabinet and Council</p>	Chris Moore	Completed

Community Scrutiny Committee Actions 2021-2022

CS11-22/23	26th January 2023	Recommendation	<p>Communities, Homes and Regeneration Scrutiny Committee Task and Finish Group - Emergency Social Housing Allocations Policy</p> <p>To recommend to Cabinet/Council</p> <p>1. The Emergency Interim Social Housing Allocation Policy be approved, 2. The current Choice Based Lettings Policy be suspended for a approximately one year, and the Emergency Interim Social Housing Allocation Policy be implemented, 3. The Communities, Homes and Regeneration Scrutiny Committee receive updates at every meeting on the effectiveness of the change, 4. the content of the reports include data for the previous period referring to the atear detailed in the minutes.</p> <p>That the members of the Task and Finish Group meet every two months to monitor the Policy's implementation.</p> <p>The current system of advertising properties on 'Canfod Cartref - Home Finder' commencing at midnight on Thursday be retained.</p>	<p>The Task and Finish Group's report is due to considered by Cabinet on the 20th February and Council on the 8th March 2023</p> <p>The Report was approved by Cabinet on the 13th February. Cabinet was also advised that there was no requirement for its consideration by Council</p>	Kevin Thomas	Completed
			<p>This was superceded by the Committees decision to recieve an update at every meeting</p>	Jonathan Morgan	Completed	
			<p>No action Required to amend the existing policy</p>	Jonathan Morgan	Completed	
CS11-22/23	26th January 2023	Action	<p>Communities, Homes and Regeneration Scrutiny Committee Task and Finish Group - Emergency Social Housing Allocations Policy</p> <p>To examine the wording on Canfod Cartref to clarify the 'bidding process'</p>	Wording looked at and was deemed to be suitable	Jonathan Morgan	Completed
CS12- 22/23	26th January 2023	Recommendation	<p>Housing Support Programme (HSP) Strategy 2022-2026</p> <p>That the Housing Support Support Programme (HSP) Strategy 2022-2026 be endorsed</p>	<p>The Strategy is due to be considered by Cabinet on the 20th February 2023</p> <p>The Strategy was approved by Cabinet on the 20th February</p>	Chris Harrison	Completed
CS13 22/23	26th January 2023	Recommendation	<p>Rapid Rehousing Transition Plan 2022-2027</p> <p>That the Rapid Rehousing Transition Plan 2022-2027 be endorsed</p>	<p>The Plan is to be considered by Cabinet on the 20th February 2023</p> <p>The Plan was approved by Cabinet on the 20th February for submission to the Welsh Government</p>	Jonathan Morgan	Completed

Community Scrutiny Committee Actions 2021-2022

CS14 - 22/23	23rd February 2023	Recommendation	<p>Empty Homes Policy - Our Approach to bringing empty homes back into use</p> <p>That the empty Homes Policy be endorsed and referred to Cabinet subject to the report being amended to incorporate:</p> <ul style="list-style-type: none"> - clarifying that the 6 priority bullet points were not ranked in any order of priority with each being afforded equal priority to enable the council to take tailored and targeted action to bring an empty property back into use, - The policy timescales on the front cover of the report to be clarified. 	<p>The report was considered and adopted by Cabinet on the 27th March 2023.</p> <p>The report was considered and adopted by Council on the 19th April 2023</p>	Jonathan Morgan	Completed
CS15 - 22/23	23rd February 2023	Recommendation	<p>Tenant Compensation Policy</p> <p>The Tenant Compensation Policy was endorsed and referred to the Cabinet</p>	<p>The Policy is due to be considered by Cabinet on the 3rd July 2023</p> <p>Cabinet adopted the Policy at its meeting on the 3rd July</p>	Jonathan Morgan	Completed
CS16 - 22/23	23rd February 2023	Recommendation	<p>Rechargeable Repairs Policy</p> <p>The Rechargeable Repairs Policy was endorsed and referred to the Cabinet</p>	<p>The Policy is due to be considered by Cabinet on the 3rd July 2023</p> <p>Cabinet adopted the Policy at its meeting on the 3rd July</p>	Jonathan Morgan	Completed
CS17 -22/23	23rd February 2023	Recommendation	<p>Forthcoming Items</p> <p>A report on Conservation Area Appraisals to be included on the Committee's Agenda for the 5th April 2023</p>	<p>The report is to be included on the Agenda for the 5th April Meeting</p> <p>The Report was considered on the 5th April where it was approved</p>	Rhodri Griffiths / Kevin Thomas	Completed
CS18 22/23	5th April 2023	Recommendation	<p>Conservation Area Appraisals</p> <ol style="list-style-type: none"> 1. The report was approved 2. A letter is to be sent from the Chair to Welsh Government to highlight the challenges and contradictions between conservation areas and the climate emergency and that it considers how it can best support in both preserving and saving the environment. 	<p>A meeting has been arranged with lead councillors to evidence to incorporate into a letter from the chairs for the 5th June</p> <p>The Committee at its meeting held on the 29th June decided to not send a letter to the WG but instead requested the Place, Sustainability and Climate Change Scrutiny Committee to look at the broader issue of energy efficiency and generation of energy in relation to the County's historic housing stock</p> <p>The referral is due to be considered on the 3rd October</p>	Chair	Completed

Community Scrutiny Committee Actions 2021-2022

CS19 - 22/23	5th April 2023	Action	Conservation Area Appraisals To examine how to convey to residents that their homes are now situated within a conservation area	Following Councils approval, a letter will be drafted for the owners of all new dwellings captured within the new boundaries advising them of their status and providing further information on the status. The letter will include details of a online seminar that will be run for all owners to be run in the new year	Nell Hellier / Rhodri Griffiths	Completed
CS20 - 22/23	5th April 2023	Action	Revenue and Capital Budget Monitoring Report To examine the possibility of the reports containing more up to date information		Andrea Thomas	
CS121- 22/23	5th April 2023	Action	Revenue and Capital Budget Monitoring Report The Head of Regeneration to raise with the Head of Leisure Members concerns at the lack of public toilet facilities at Burry Port Harbour and to apprise Cllr Shepardson of the outcome		Jason Jones	Completed
CS22 - 22/23	5th April 2023	Action	Divisional Business Plans To use the Actions and measures elements of the reports as a means of monitoring performance and for a report to be presented to a future meeting of the Committee	A meeting has been arranged for the 29th June to progress this. A development Session was held on the 6th October	Jonathan Morgan Jonathan Fearn Ian Jones Jason Jones Rhodri Griffiths	Completed
CS23 - 22/23	5th April 2023	Action	Leisure Divisional Plan Site visits to be arranged to Parc Howard Museum and Pembrey Country Park	Site visits arranged for 23rd June and 14th July	Kevin Thomas	Completed
CS24 - 22/23	5th April 2023	Action	Leisure Divisional Plan To raise with the Marketing Division the issue of promoting the Council's facilities with the private corporate sector		Jason Jones	Completed
CS 25 - 22/23	5th April 2023	Action	Regeneration Divisional Plan To provide an update to a future meeting on the Shared Prosperity Fund and the Arfor 2 Programme	Reports on both these items are scheduled for Committees meeting on the 15th November	Jason Jones	Completed

Community Scrutiny Committee Actions 2021-2022

CS 26 - 22/23	5th April 2023	Action	Regeneration Divisional Plan To provide an update on the Pentre Awel Scheme to a future meeting		Jason Jones	To be provided Feb 2024, now that construction onsite is well progressed.
CS27 - 22/23	5th April 2023	Action	Place and Sustainability Plan To provide elected members with a communication on the Section 106 process and their involvement	The Planning Policy Team have run 3 training sessions for Councillors on the Section 106 process. The weekly notification email to all copuncillors has now been amended to include advice on their input into development proposals for their areas. The planning website has been update to include further information on the Section 106 process.	Rhodri Griffiths	Completed
CS28 - 22/23	15th May 2023	Recommendation	Burry Port Harbour petition to full Council - update Report The Committee's concerns at the current situation at Burry Port Harbour be cobveyed to Cabinet and the Cabinet be requested to: 1. Undertake a site visit to Burry Port Harbour at low tide, 2. Consider terminating the lease agreement with Burry Port Marine Ltd if no improvements had been achieved by the ed of the currenr legal process	The report is scheduled to be considered by Cabinet on the 19th June 2023 Cabinet on the 19th June was advised that Burry Port Marine limited had entered into administration on the 22nd June and that officers were discussing the Council's position with the appointed administrators	Ian Jones / Jason Jones	Completed
CS29 - 22/23	15th May 2023	Action	Shared Prosperity Fund - Tackling Towns To provide members of the Committee with a list , by ward, of the projects being undertaken as part of different funding programmes - eg Tackling Towns, Ten Towns etc		Jason Jones	To be provided December 2024

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Community Scrutiny Committee Actions 2021-2022

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
CS 01 - 23/24	29th June 2023	Action	<p>Emergency Social Housing Allocation Update Report on the operation of the new Allocation Policy (Monitoring)</p> <p>The Head of Housing and Public Protection to include a timeline within the next monitoring report on the introduction of the new policy and commencement of the consultation period.</p>	The Time Line was included within the monitoring report to the Committee on th 28th September	Jonathan Morgn	Completed
CS02 - 23/24	29th June 2023	Recommendation	<p>Conservation Area Appraisals - Update</p> <p>The Place, Sustainability and Climate Change Scrutiny Committee be requested to look at the broader issue of energy efficiency and generation of energy in relation to the County's historic housing stock.</p>	<p>The referral has been forwarded to the Place, Sustainability and Climate Change Scrutiny Committee which is scheduled for consideration at the Committees meeting on the 3rd October</p> <p>The Place, Sustainability and Climate Change Scrutiny Committee accepted the referral and has requested a report providing data and energy information and the generation of energy in relation to the historic housing stock of the County be added to its Forward Work Plan</p>	Kevin Thomas	Completed
CS03 - 23/24	29th June 2023	Action	<p>Communities, Homes and Regeneration Scrutiny Committee - Annual report for 2022/23</p> <p>That the report on the outdoor education offer be submitted to the Committee prior to its consideration by the Cabinet.</p>	<p>The report is scheduled for consideration by the Committee at its November meeting</p> <p>The report did not progress to Cabinety as it had already been agreed via the budget consultation / setting process. A copy of the final report was circulated to members on the 16th November for comment</p>	Ian Jones	Completed

Community Scrutiny Committee Actions 2021-2022

CS04 - 23/24	28th September 23`	Recommendation	<p>Housing Service Charge Policy Review</p> <p>The Committee endorsed the report for approval by the Cabinet subject to a regular review</p> <p>The Committee also recommended that its concerns on the potential impact the current economic climate, cost of living crisis and the new policy could have on tenants ability to pay/fall into arrears be conveyed to Cabinet and that officers provide assistance /support to tenants to manage their budgets where necessary.</p>	<p>The report is scheduled for consideration by the Cabinet at its meeting on the 13th November</p> <p>The report has been incorporated within the 'Housing Revenue Account Budget and Housing Rent Setting 2024/25' shortly to be considered via the normal political process.</p> <p>The 'Housing Revenue Account Budget and Housing Rent Setting 2024/25' is scheduled for consideration by the Scrutiny Committee on the 13th December</p>	Jonathan Morgan	Completed
CS05 - 23/24	28th September 23`	Recommendation	<p>Applying Intentionality to Priority Need (Homelessness Order)</p> <p>The Committee recommended to Cabinet that it approves the retention of intentionality for all 10 priority need categories listed under the Housing (Wales) Act 2014 and that the Council also applied intentionality to the 11th category of Street Homeless.</p>	<p>The Report is scheduled for consideration by Cabinet on the 16th October</p> <p>The report was accepted by Cabinet</p>	Jonathan Morgan	Completed
CS06 - 23/24	28th September 23`	Action	<p>Applying Intentionality to Priority Need (Homelessness Order)</p> <p>Future Monitoring Reports to include reference to repeat cases of intentionality to be homeless</p>	To be inserted in future monitoring reports	Jonathan Morgan	Completed
CS07 - 23/24	28th September 23`	Recommendation Action	<p>Leisure, Culture and Outdoor Recreation Strategy</p> <p>1. The Head of Leisure to provide a written response on the issue of battery storage at leisure centre and respond direct to the member who raised the query.</p> <p>2. The Committee recommended the Strategy's adoption to cabinet</p>	<p>1. A response was e-mailed to the Committee members on the 16th October</p> <p>2. The report was adopted by Cabinet at its meeting on the 13th November</p>	Ian Jones	Completed
CS08 - 23/24	28th September 23`	Action	<p>Forthcoming Items</p> <p>The Committee agreed to establish a Task and Finish Group on 'Adaptations'</p>	<p>A report on the T&FG's establishment is scheduled for the Committee's November Meeting</p> <p>The Committee agreed to the Task and Finish membership and terms of Reference at its meeting on the 15th November 2023</p>	Kevin Thomas	Completed

Community Scrutiny Committee Actions 2021-2022

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COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE 13TH DECEMBER 2023

FORTHCOMING ITEMS

THE SCRUTINY COMMITTEE IS ASKED TO:-

- To note the forthcoming items to be considered at the next meeting of the Community and Regeneration Scrutiny Committee to be held on the 26th January, 2024.

Reason(s)

- The Council’s Constitution requires Scrutiny Committees, at the commencement of each municipal year, to develop and publish a Forward Work Plan which identifies the issues and reports which will be considered at meetings during the course of the year.

CABINET MEMBER PORTFOLIO HOLDER: Cllr. L. Evans (Homes and Deputy Leader) Cllr H.A.L. Evans (Regeneration, Leisure, Culture and Tourism), Cllr A. Lenny (Resources) Cllr A. Davies (Rural Affairs and Planning Policy)

<p>Directorate</p> <p>Name of Head of Service: Linda Rees Jones</p> <p>Report Author: Kevin Thomas</p>	<p>Designations: Head of Administration and Law</p> <p>Democratic Services Officer</p>	<p>Tel Nos. 01267 224012</p> <p>LRJones@carmarthenshire.gov.uk</p> <p>01267 224027</p> <p>kjthomas@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE 13TH DECEMBER, 2023

FORTHCOMING ITEMS

The Council's Constitution requires Scrutiny Committees, at the commencement of each municipal year, to develop and publish a Forward Work Programme which identifies the issues and reports to be considered at meetings during the course of the year. When formulating the Forward Work Plan the Scrutiny Committee will take into consideration those items included on the Cabinet's Forward Work Programme.

The list of forthcoming items attached includes those items which are scheduled in the Community and Regeneration Scrutiny Committee's Forward Work Plan to be considered at the next meeting, to be held on 26th January, 2024.

Also attached for information are the 2023/24 Forward Work Plans in respect of the Communities, Homes and Regeneration Scrutiny Committee and the Cabinet.

The Cabinet Forward Work Plan can be accessed via the following link:

<https://democracy.carmarthenshire.gov.wales/mgListPlanItems.aspx?PlanId=35&RP=131>

DETAILED REPORT ATTACHED ?

YES:

- (1) List of Forthcoming Items
- (2) C & R Scrutiny Committee Forward Work Plan
- (3) Cabinet Forward Work Plan

IMPLICATIONS

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

Signed: Linda Rees-Jones

Head of Administration and Law

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

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED

N/A

NO

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

There are none.

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**FORTHCOMING ITEMS – TO BE CONSIDERED AT THE NEXT MEETING OF THE
COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE TO BE HELD
ON
26TH JANUARY 2024**

Agenda Item	Background	Reason for report
		<p>What is Scrutiny being asked to do? e.g. undertake a full review of the subject? Investigate different policy options? Be consulted on final proposals before decision making? Monitor outcomes /implementation?</p> <p><i>If the item is for information or for noting, can the information be provided in an alternative format i.e. via email?</i></p>
Supplementary Planning Guidance – Carmarthenshire Revised Local Development Plan 2018-2033	To present a series of draft Supplementary Planning Guidance (SPG) to elaborate on and support the content of the Revised LDP for formal public consultation. Draft SPG to potentially include (subject to timing), but not limited to: Welsh Language, Landscape	To provide the Committee with the opportunity of commenting on the draft SPG’s prior to their consideration by Cabinet / Council
Incentive Scheme for Tenants	The use of incentive and reward schemes by social landlords underpins the wider approach to tenancy management. Incentives may be considered to encourage desired behaviour while rewards recognise such behaviour. The report sets out our approach to how we will reward tenants but also introduce an incentive scheme.	To provide the Committee with the opportunity of commenting on the draft SPG’s prior to their consideration by the Cabinet
Revenue Budget Consultation	The Committee, as part of the budget consultation process is being consulted on the 2024/25- 2026/27 Revenue Budget	To provide the Committee with the opportunity of commenting on the draft Revenue Budget prior to its consideration by the Cabinet / Council
Alternative Town Centre Uses	The report provides details of suggested Alternative Town Centre Uses	To provide the Committee with the opportunity of commenting on the report prior to its consideration by the Cabinet

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Items circulated to the Committee under separate cover since the last meeting

N.B. Copies of these reports can be obtained by emailing Scrutiny@carmarthenshire.gov.uk

Items attached for information

1. The latest version of the Community and Regeneration Scrutiny Committee Forward Work Programme 2022/23
2. The latest version of the Cabinet's Forward Work Programme 2022/23

Communities, Homes and Regeneration Scrutiny Committee – Forward Work Programme 2023/ 2024

29 th June 23	28 th Sept 23	15 th Nov 2023	13 Dec 23	26 Jan 24 (Previously 24 Jan 24)	7 March 2024	16 April 2024
Communities, Homes, and Regeneration Scrutiny Committee Annual Report 2022/23	Emergency Social Allocations Policy – Monitoring	Housing Revenue Account Business Plan 2024-27 (Moved to 13/12/23)	Emergency Social Allocations Policy – Monitoring Report	Revenue Budget Consultation	Scrutiny Actions update	Performance Monitoring – Q3
Emergency Social Allocations Policy – Monitoring	Revenue Budget Monitoring Report	Supplementary Planning Guidance – Carmarthenshire Revised Local Development Plan 2018-2033	Scrutiny Actions Update	Supplementary Planning Guidance – Carmarthenshire Revised Local Development Plan 2018-2033	Emergency Social Allocations Policy – Monitoring Report	
	Incentive Scheme for tenants (Moved to 15/11/23)	Levelling up/Shared Prosperity fund - Update	Housing Revenue Account Business Plan 2024-27 (Moved from 15/11/23)	Incentive Scheme for Tenants – Moved from 15/11/23	10 year Housing Strategy	
Page 171	Service Charge Policy	Arfor 2 Programme - Update	Housing Revenue Account Budget and Housing Rent Setting for 2024/25	Alternative Town Centre Uses		

	Applying Intentionality to Priority Need (Homelessness Duty)	Alternative outdoor Education Offer – to be e-mailed to members	Performance Monitoring – Q2			
	Alternative Town Centre Uses (moved to 15/11/23)	Incentive Scheme for tenants (Moved from 28/09/23 – further moved to 26/01/24))				
	Leisure, Culture and Outdoor Recreation Strategy – Post Consultation	Alternative Town Centre Uses (moved from 28/09/23)				
		Revenue Budget Monitoring Report				

OTHER REPORTS TO BE INCLUDED:

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TASK AND FINISH REVIEW

The Committee has agreed to establish a Task and Finish Group to look at the Council’s Adaptations Service

R. Sparks	5 – Update on the Arfor 2 Programme	Recipient of a grant under the scheme
R. Sparks	6 – Revenue and Capital Budget Monitoring Report 2023/24	Has a swimming business and has dispensation from the Standards Committee to speak and make written representations but not vote

There were no declarations of prohibited party whips.

3. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

4. SHARED PROSPERITY FUND UPDATE

(NOTE: Councillor R. Sparks having earlier declared an interest in this item left the meeting during its consideration by the Committee).

The Committee, in accordance with a request made at its Forward Planning Session in April 2023 received an update report on the progress of the UK Shared Prosperity Fund (SPF) in Carmarthenshire detailing:

- Governance and Local Decision Making
- Programme Management Team
- Implementation and Delivery
- Financial Claiming and Monitoring

The Committee noted that subsequent to approval of the Regional Investment Plan in December 2022, Carmarthenshire's £38.6m allocation from the fund had been unlocked and that in order for the Council to meet the tight deadlines set by the UK Government of the 31st March 2025, the development of the SPF in the County had progressed at pace. To date, since the scheme's launch on the 6th March 2023 a total of £19.68m Anchor and Strategic projects had been approved together with a further £5.5m for the Adult Numeracy Programme Multiply bringing the current total to £25.18m

The following questions / issues were raised on the report:

- In relation to a question on the process and governance of Stand-Alone Projects approved by the Council's Cabinet, it was confirmed strict criteria and guidelines were in place to ensure compliance for all grant approvals. In terms of assurance and the weighting of Council projects, a Regeneration Partnership had been established with stakeholders from a wide range of organisations. Both the Anchor and Strategic projects were considered by the Partnership prior to Cabinet approval.

Note: These minutes are subject to confirmation at the next meeting.

With regard to Governance, whilst the City and County of Swansea was the lead authority for the SPF, 4% of the overall fund for Carmarthenshire had been utilised to establish a Programme Management Office to monitor all projects which then fed back information on outputs against criteria to both the Cabinet and the UK Government.

- With regard to a question on the monitoring of outputs and impacts of grant awards, it was confirmed a monitoring team had been established to ensure maximum spend of grant allocations was achieved. It was further confirmed an update monitoring report on project spend, outputs and outcomes could be provided to a future meeting of the Committee.
- In response to a query on Appendix 2 and the absence of any explanation on the nature of the grant awards, it was confirmed the relevant information would be circulated to members of the committee.

UNANIMOUSLY RESOLVED that the Shared Prosperity Fund update report be received.

5. UPDATE ON THE ARFOR 2 PROGRAMME

(NOTE: Councillor R. Sparks having earlier declared an interest in this item left the meeting during its consideration by the Committee).

The Committee, in accordance with a request made at its Forward Planning Session in April 2023 received an update report on the progress of the Arfor 2 Programme within Carmarthenshire that provided opportunities to support the economic regeneration of the County whilst contributing to the growth of the Welsh Language.

It was noted that the key strategic objectives of Arfor 2 were:-

- To create opportunities for young people and families (under 35 years old) to stay in or return to their indigenous communities – supporting them to succeed locally by engaging in enterprise or developing a career.
- To create enterprising communities within Welsh-speaking areas – by supporting commercial and community enterprises that aim to preserve and increase local wealth by taking advantage of the identity and unique qualities of their areas.
- To maximise the benefit of activity through collaboration– to ensure that good practice and lessons learnt are shared and that there is on-going monitoring to ensure continuous improvement.
- To Strengthen the identity of communities with a high density of Welsh speakers – by supporting the use and visibility of the Welsh language, encouraging a sense of place and local loyalty.

The following questions / issues were raised on the report:-

- With regard to the £1.18m allocation to Carmarthenshire to deliver the Cymunedua Mentrus Programme, it was confirmed each of the 4 local authorities within the programme i.e Anglesey, Gwynedd, Ceredigion and

Note: These minutes are subject to confirmation at the next meeting.

Carmarthenshire had received the same allocation. It was also noted funding applications could be submitted to each of the 4 authorities.

- In relation to the monitoring of the Programme, while Gwynedd County Council, as the lead authority, was responsible for its evaluation and monitoring, each of the 4 authorities provided it with monthly monitoring reports which were then submitted to both the Arfor 2 Programme Board, comprising the leaders of each authority, and the Welsh Government.

The Committee was also advised that following on from recommendations arising on the Arfor 1 Programme, highlighting monitoring and evaluation as being a key part of the programme, Wavehill had been appointed to develop a monitoring framework to be used across each of the workstreams to evidence the programme's impact.

UNANIMOUSLY RESOLVED that the Arfor 2 programme update report be received.

6. REVENUE & CAPITAL BUDGET MONITORING REPORT 2023/24

(NOTE: Councillor R. Sparks having earlier declared an interest in this item re-declared that interest and remained in the meeting.

The Committee considered the 2023/24 Revenue and Capital Budget Monitoring reports for the Housing, Regeneration and Property, Place and Sustainability and Leisure and Recreation Services for the period up to the 31st August, 2023. It was noted that the revenue budget was forecasting a £36k overspend, the capital budget a £28,568k underspend, whilst the Housing Revenue Account was forecasting a £81k overspend.

The following questions/issues were raised on the report:-

- In response to a query regarding a £26k shortfall in income for Burry Port Harbour being attributed to a shortfall in car parking income, the Head of Leisure advised the reasons for the shortfall were multi-faceted. Those included the current position with the Harbour tenants having entered into administration (which had impacted on the numbers of boat owners using the harbour), the cost of upgrading the car park together with the absence of car parking enforcement. Discussions were, however, ongoing with the Highways Division on the enforcement resource within all the coastal car parks to improve parking income.
- With regard to the current position with Burry Port Harbour, following the tenants having entered into administration, the Head of Leisure advised that regular discussions were held with the administrators and it was anticipated an options report would be submitted to Cabinet in the new year on the Harbour's future operation. It was also noted that monthly stakeholder meetings were held with local members and other interested stakeholders to apprise them of the current position.
- In relation to the £78k anticipated shortfall in the operation of the Pendine Outdoor Education Centre, the Head of Leisure reported that whilst efficiency savings and remodelling of the Outdoor Education Offer had

Note: These minutes are subject to confirmation at the next meeting.

been previously agreed, it had become necessary for those to be slipped forward a year when it became evident the timeline of achieving a completely re-modelled service would not be achieved. However, the target income was still detailed within the budget and that had contributed towards the overspend.

With regard to usage of the centre itself, while it was still being booked by schools, the facilities were coming to the end of their operational life and, at some point, would not be safe for continued use.

- In relation to the £211k overspend on the Pendine Attractor Project, the Head of Leisure reported that was attributable to the Council's decision to not franchise its operation but to manage it in-house and the start-up costs associated with that decision. However, it was anticipated the centre would achieve a break-even position by the end of the current financial year and, thereafter, would operate at a profit.
- With regard to the £219k budget for the Llanelli Joint Venture the Head of Regeneration, Policy and Digital confirmed it was an agreement between the Council and the Welsh Government to bring forward sites within the defined Llanelli JV area for economic development and regeneration with the income from their sale being used to support regeneration e.g. current funding was being used to support the Pentre Awel project. It was also confirmed the Committee could be provided with details of sites earmarked for development over the next three years.
- The Head of Leisure in response to a question on the future of the Kidwelly Tinsplate Museum, confirmed officers were currently looking to develop a 10-15 year plan for the site.

UNANIMOUSLY RESOLVED that the Revenue and Capital Budget Monitoring Report be received.

7. ESTABLISHMENT OF A TASK AND FINISH GROUP ON ADAPTATIONS

The Committee, in accordance with the decision made at its meeting on the 28th September to establish a Task and Finish Group on the adaptations service within the Housing Property and Strategic Projects Division, considered a report detailing the proposed membership of the Group together with its proposed terms of reference.

It was noted the proposed membership of the Group was:

- Councillor D. Cundy (Chair - Communities, Homes, and Regeneration Scrutiny Committee)
- Councillor B. Jones (Vice Chair - Communities, Homes, and Regeneration Scrutiny Committee)
- Councillor R. Sparkes
- Councillor K. Howell
- Councillor M. Palfreman
- Councillor H. Shepardson

UNANIMOUSLY RESOLVED that the membership and Terms of Reference of the Task and Finish Group on Adaptations be approved.

Note: These minutes are subject to confirmation at the next meeting.

8. NON-SUBMISSION OF SCRUTINY REPORT

The Committee received an explanation for the non-submission of the following scrutiny reports:-

- Levelling Up Fund
- Alternative Town Centre Usage
- Revised LDP Supplementary Planning Guidance
- Alternative Outdoor Education Offer
- Tenant Incentive Scheme

RESOLVED that the explanations for the non-submissions be noted.

9. FORTHCOMING ITEMS

The Committee received a list of forthcoming items to be considered at its next meeting to be held on the 13 December, 2023.

UNANIMOUSLY RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting on the 13th December 2023 be approved.

10. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 28TH SEPTEMBER 2023

RESOLVED that the minutes of the meeting of the Committee held on the 28 September, 2023 be signed as a correct record.

CHAIR

DATE

Note: These minutes are subject to confirmation at the next meeting.