

October 2017

# Annual Report 2016/17



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

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

## Welcome from the Leader of the Council

In May of this year, Carmarthenshire's voters went to the polls and elected a new council to serve for the next five years. The outcome of the election gave my own group, Plaid Cymru a stronger representation on the council and, in turn, a greater number of places on the Executive Board. However, we continue to work in coalition with the Independent Group. The two groups have similar values and aspirations and collectively we recognise how important it is to self-assess and evaluate our performance and governance as a Council.

The Annual Report is directly aligned to the *Integrated Community Strategy* that we have agreed with our partners. It's very important, therefore that we deliver our side of the agreement for the five *outcomes* and 30 *goals* that we signed up to. This report outlines the Council's progress over the last 12 months.

The Wales Audit Office has consistently recognised that we are "*fair and balanced*" in the way that we report on our performance. The good news is reported side by side with the inconvenient news, although I'd like to think that there is not much of it. *We remain committed to making this Council the most open and transparent Council in Wales thus enabling us to make continuous improvement.* The Constitutional Review Working Group's action plan to develop and improve the Council's governance and accountability arrangements will continue to be delivered.

From the outset my priority as a Leader has been the regenerating the local economy. I want us to create jobs that will keep young people in the county so that they can fulfil their potential. We have strengthened the *Outcome - Carmarthenshire has a stronger and more prosperous economy.*

Despite severe budget reductions we have achieved much and plan to achieve more. We will continue to consult widely on budget reduction proposals and make sure we listen to the people of Carmarthenshire, the people that we serve. We will strive to make better use of resources, build a better council and make sure that the Council's core values are firmly embedded in everything we do.

The financial challenge of living in uncertain times seems never ending, but with that uncertainty, opportunities present themselves and we will face the challenges and deliver the best outcomes for social, economic, environmental and cultural well-being of the people of Carmarthenshire.

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

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

**Cllr Emlyn Dole**  
Leader



**Mark James CBE**  
Chief Executive



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

# Introduction

## Purpose:

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

In addition, by law under the [Local Government \(Wales\) Measure 2009](#) we must publish an Annual Report on past performance by the end of October each year and we have a legal duty to improve where we can. Local Government, throughout the UK, is currently experiencing severe budgetary constraints. There is increasing demand and expectation, yet less resources are available. Under these conditions, we need to work even more efficiently and effectively, to maintain services and improve where we can, delivering 'more (or even the same) for less'.

## Working with Partners:

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We agreed a single [Integrated Community Strategy \(ICS\)](#) with our partners in Carmarthenshire in July 2011. This annual report shows our progress as an individual public body against the partnership plan we agreed. It shows how we are delivering our side of the bargain. It uses the same structure of Outcomes and Goals set out in the partnership plan.

## Corporate Strategy

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

## Equality and Diversity

[Strategic Equality Plans](#) (SEPs) are important documents that set out how public bodies will consider the needs of groups with protected characteristics, as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation. Carmarthenshire County Council's SEP includes three key themes which look at role as an employer, a service provider and a community leader. Under those three themes are six strategic objectives. A detailed [Action Plan](#) has been prepared to demonstrate how we will meet those Objectives.

During the year, our work with external protected groups has continued to grow and our partnership with other public sector bodies and community groups has strengthened through Equality Carmarthenshire. Our Regional Community Cohesion Coordinator has continued to support key areas of work such as the Syria Sir Gâr resettlement programme and has promoted training opportunities in partnership with Victim Support National Hate Crime Service.

## Welsh Language

During 2016/17 the focus of the work has been on introducing the [Welsh Language Standards](#) within the Council. A detailed action plan has been prepared in order to ensure implementation and this will form the basis of our Annual Report for 2016/17, to be submitted to the Welsh Language Commissioner.

Communication and promotion has been a key element in raising awareness of the Standards amongst staff. A suite of guidance notes have been prepared for staff and we have taken part in a series of roadshows for staff. The implementation of the Standards has provided a good opportunity for us to look at our current situation with regard to compliance and in setting priorities for the future.

During the year, we have published a Policy on the Internal Use of the Welsh Language, which details the opportunities for staff to use the Welsh language in the workplace alongside the Welsh learning and improvement provision. We have also prepared and published a [Strategy to promote the Welsh language](#) in partnership with the County's Strategic Welsh Language Forum.

## Self-Assessment and Prioritising Improvement

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

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

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



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



# Key overall performance news

## Citizens' Verdict

### National Survey for Wales

Carmarthenshire was the first Council in Wales to include the results of this survey when it first started and has continued to do so ever since. The Council has been identified for having notable practice in its willingness to publish a wide range of evidence when assessing its performance.

From 2016/17 onwards, the National Survey replaced the 2012-15 National Survey, the Welsh Health Survey, Active Adults Survey, Arts in Wales Survey and the Welsh Outdoor Recreation Survey. The results published are based on over 10,000 interviews carried out across Wales between April 2016 and March 2017. Over 600 were interviewed in Carmarthenshire.

The first release of results was on the 29<sup>th</sup> June and more results will become available throughout the year. As at 30<sup>th</sup> June, there were 27 results that are broken down by local authority area (see Appendix A) and some of these are reported where relevant to a goal. There are two question topic areas that are directly attributable to the Council. The Local Authority Question Segment and the Local Democracy Questions. See table below.

There are 22 Councils in Wales and the ranking table below shows:-

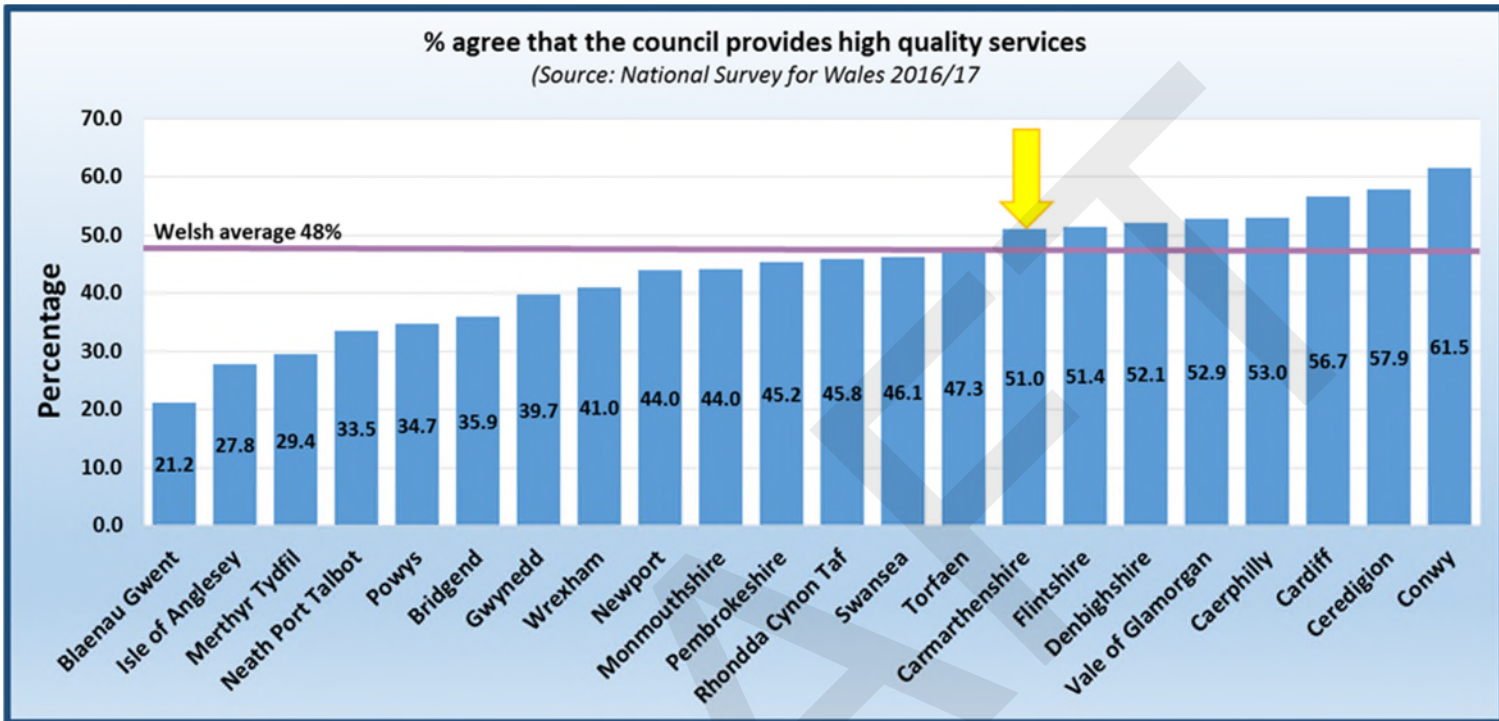
- Carmarthenshire's results relative to other Councils results and if available our previous position and result.
- it also shows the best and worse results in the range

Table to show how Carmarthenshire's National Survey for Wales results compare:-

Questions asked in the 2016/17 National Survey for Wales and available at Local Authority level	Has our result improved from 2014/15 to 2016/17			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>	
	2014/15 survey result	2016/17 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results											
				←→ Arrows start from our 2014/15 position											●● to our 2016/17 position ■											
Whether agree council provides high quality services	58	51	↓	21																						61
Whether agree council lets people know how it is performing	42	35	↓	16																Same						48
Whether agree council does all it can to improve the area	37	36	↓	19																						53
Whether feel can influence decisions affecting the area	21	17	↓	9																						24
Whether contacted councillor in the last year	15	16	↑	10																						24
Of those that had contacted their councillor - Whether understand what councillor does	63	48	↓	40																						77
Of those that had contacted their councillor - Whether councillor works closely with local community	59	44	↓	37																						72

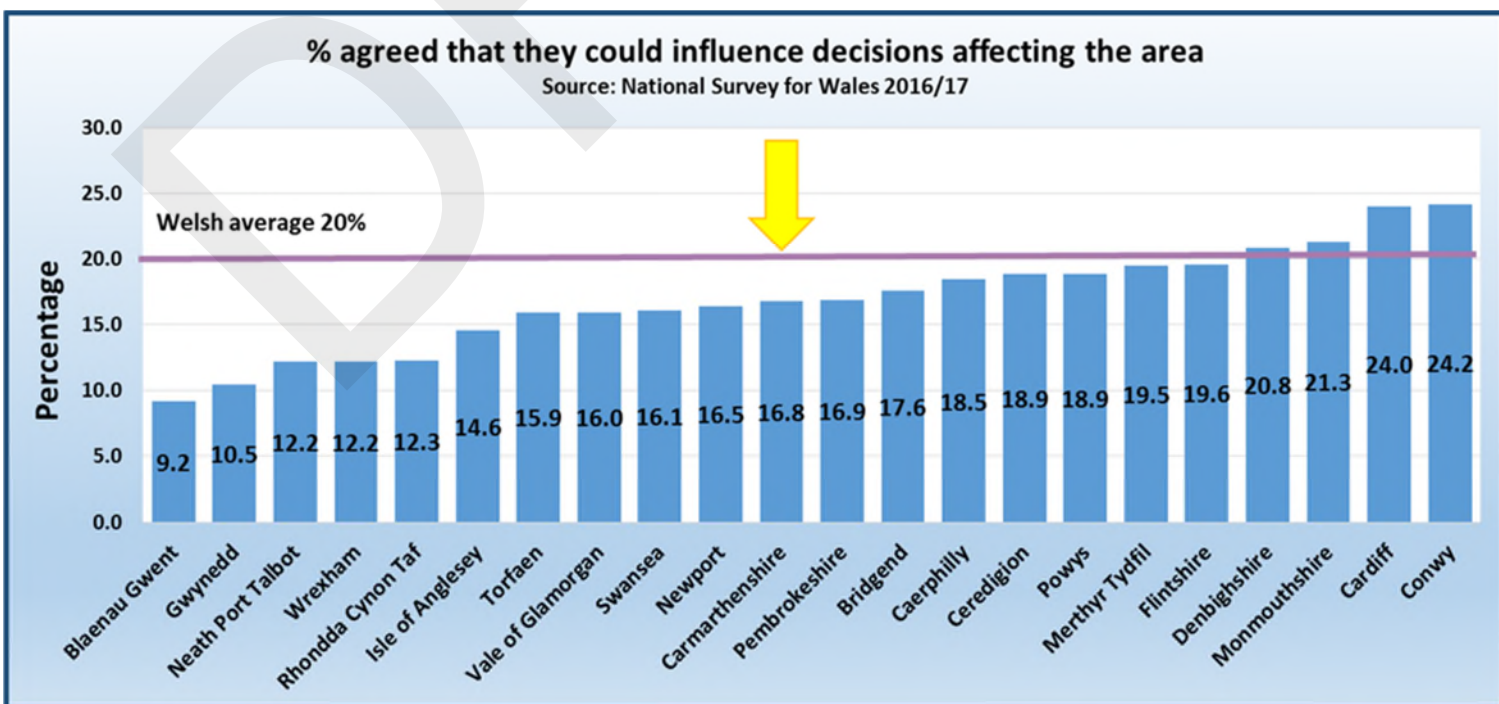
### Does the authority provide high quality services?

When this question was last asked in 2014/15 the result was 58% (better than the Welsh Average of 53%) and for 2016/17 it has fallen to 51% (still better than the Welsh Average of 48%). In an era of cutbacks on public spending the Welsh average result over the last two years has fallen by 5% and Carmarthenshire's by 7%. This question is one of the new measures in the all Wales Public Accountability Measures set for local government in 2017/18. The Council improved 63% of these National Measures two years ago and 67% last year.



### Can you influence local decisions affecting the area?

This is identified in the Welsh Government as a Wellbeing of Future Generations indicator. It also featured in the WLGA Peer report on Governance. The best result in Wales was 24.2% and the Welsh Average 20%, Carmarthenshire's result was 17%. Two years ago the result was 21%.



## Regulators Verdict

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



The Wales Audit Office report on the Council for 2016/17 concluded that :-

***‘the Council is meeting its statutory requirements in relation to continuous improvement ‘***

[Wales Audit Office - Annual Improvement Report: 2016-17 – Published June 2017](#)

Positive conclusions found:-

- ✓ *A generally effective approach for determining and delivering significant service changes...*
- ✓ *Sound savings planning arrangements, which support financial resilience*
- ✓ *We have taken steps to address the proposals for improvement on corporate governance matters*
- ✓ *Made progress on all the improvement proposals for People Management*
- ✓ *Improved links between Corporate and Service Asset Management*
- ✓ *Significant progress in the ICT service*
- ✓ *Positive changes to improvement planning*

Most of these ✓ conclusions had some ‘but’s’ however these were minor matters.



## How we Measure up

When we published the [Corporate Strategy 2015 - 2020](#) we set out the following outcome measures to judge our progress. For year two (2016/17) we have achieved the following:-

Theme	Outcome Measures	Progress
Making Better Use of Resources	Improved public satisfaction levels with the services provided by the Council	✗
	Reduction in organisational 'running costs'	✓
	Increased on line activity to address public queries and transactions	✓
Building a Better Council	Increasing public communication, consultation and engagement	✓
	Improved staff satisfaction levels (liP March '17 Survey)	Baseline 85%
	Reduced staff sickness absence levels	✗
Healthier	Reduction in adult and children's social services referrals	✗
	Increased availability of rented and affordable homes	✓
	Increased use of leisure facilities	✓
Learning	Improved educational attainment	✓
	Improved school attendance rates (primary schools)	✗
	Improved school attendance rates (secondary schools)	✓
	Reduced number of young people Not in Education, Employment or Training	✓
	Improved condition of schools	✓
Safe	Appropriate support provided to children, young people and families	✓
	Reduction in road casualties	✗
	Reduction in total recorded crime	✗
	Reduction in anti-social behaviour	✗
Environment	Increased rates of recycling	✓
	Improved digital access	✓
	Improved transport links	✓
	Increased use of renewable energy	✓
Economy	Increased employment	✓
	Reduction in working age population in receipt of out of work benefits	✓
	Increased economic activity and productivity	✓

There is also a **National suite of measures** that all councils in Wales have to collect.

There are two main ways of measuring improvement:-

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

### Year on year improvement

During 2016/17, **65%** of our measures improved while **31%** have declined and **4%** remained the same; this builds on the improvement achieved in 2015/16 and still remains encouraging in the current climate of reduced budgets. The table below shows year on year results:

Year	Improved	Constant	Declined	Net Improvement (Improved - Declined)
2016/17	65% (17 measures) <sup>#</sup>	4% (1 measure) <sup>#</sup>	31% (8 measures) <sup>#</sup>	34% <sup>#</sup>
2015/16	57.5% (23 measures)	17.5% (7 measures)	25% (10 measures)	32.5%
2014/15	56% (24 measures)	14% (6 measures)	30% (13 measures)	26%
2013/14	59% (26 measures)	11% (5 measures)	30% (13 measures)	29%

<sup>#</sup> The % Improvement for Carmarthenshire in the above table differs slightly to the figures in the [Local Government Data Unit](#) bulletin published on 13<sup>th</sup> September 2017. This is due to the inclusion of social care results in the above table, which have not been included by the Data Unit as they will be officially published by Welsh Government during October.

### How we compare with other Authorities in Wales

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

The table below shows how our results compare with other Councils in Wales in 2016/17 but this is currently without the three social services measures and therefore does not add to 100%, this will be updated when the results and quartiles are officially published by Welsh Government during October, 2017

****	Upper quartile results	7 Results 25%			43%
***	Upper middle results	5 Results 18%			
**	Lower middle results	9 Results 32%			
*	Lower quartile results	4 Results 14%			
			25%	50%	

Currently for 2016/17, **43%** of our measures are in the upper two quartiles, this is down on the 62.5% in the upper two quartiles for 2015/16.

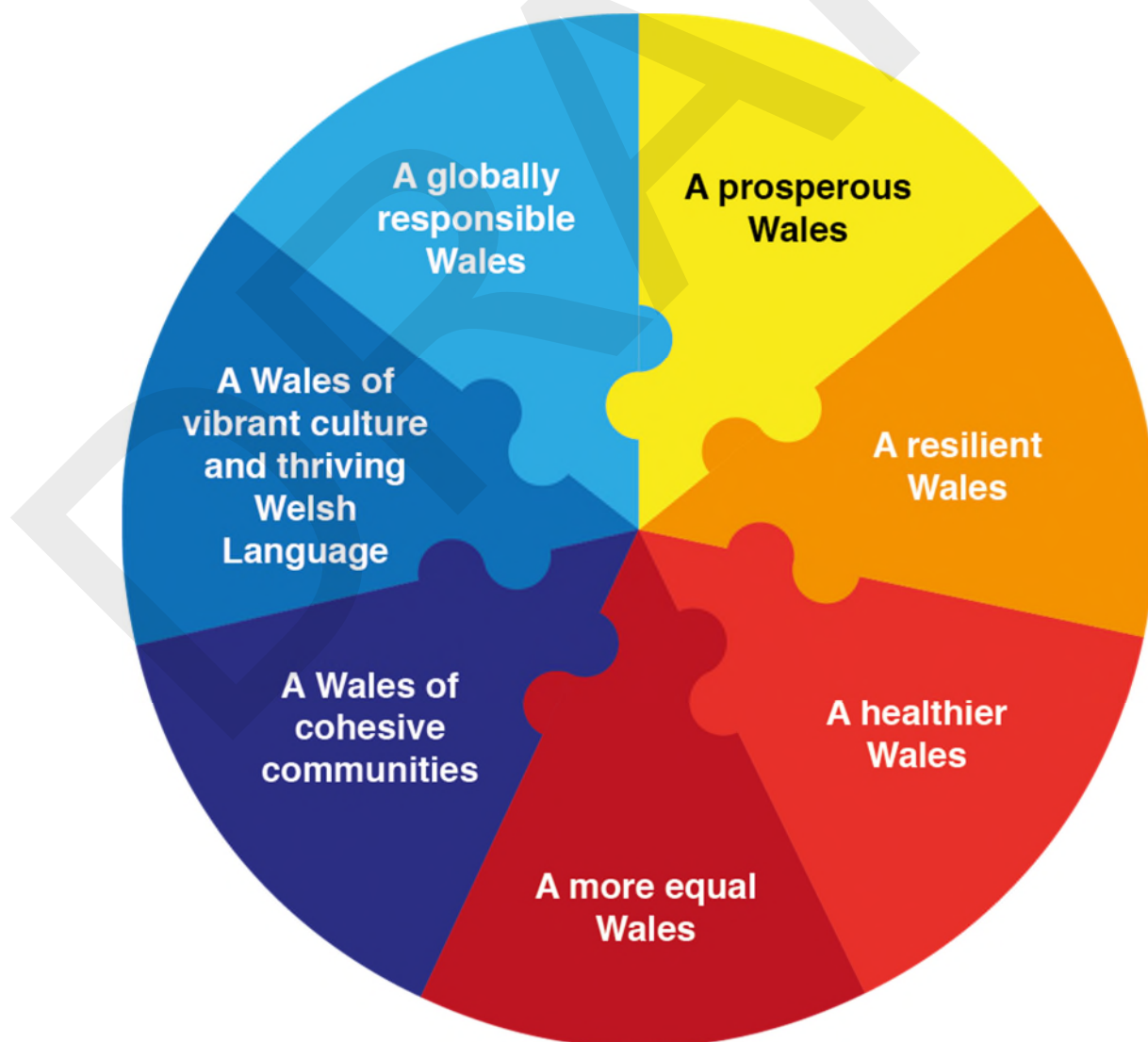
A **list of all the measures** in the above tables showing the results and how they have improved, declined or whether they have remained the same is included in **Appendix B**. This also shows how we compare with other Authorities in Wales.

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

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

This is a new Act introduced by the Welsh Government which will change aspects of how we work. The general purpose of the Act, is to ensure that the governance arrangements of public bodies for improving the well-being of Wales, take the needs of future generations into account. The Act is designed to improve the economic, social and environmental well-being of Wales, in accordance with sustainable development principles. The new law states that:-

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



**Progress made during 2016/17:-**

As a public body under the Act we must :-	Progress during 2016/17 :-
<p><b>1</b> Set and publish well-being objectives by 31<sup>st</sup> March 2017</p>	<p>We identified after consultation, involvement, analysis and review a set of 13 Well-being objectives by 31<sup>st</sup> March 2017. This also involved a Joint Scrutiny meeting of all 5 Scrutiny's on the 15<sup>th</sup> February to scrutinise the objectives.</p> <p>Post May 2017 elections, another Well-being objective (Promoting the Welsh Language and Culture) was added and the Councils Well-being objectives were reconfirmed.</p>
<p><b>2</b> Take all reasonable steps to achieve those objectives</p>	<p>A detailed action plans and targets were set to meet these objectives and will be monitored throughout 2017/18</p>
<p><b>3</b> Publish a statement about well-being objectives</p>	<p>We included a statement about well-being objectives in the well-being objectives document we published.</p>
<p><b>4</b> Publish an annual report on progress</p>	<p>We will publish a full Annual Report on the progress on our Well-being Objectives for 2017/18 after the year end</p>
<p><b>5</b> Publish our response to any recommendation made by the Future Generations Commissioner for Wales.</p>	<p>We will comply with this when it occurs.</p>



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

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



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

**C1 - Ensuring each child has the best start in life**

**C2 - Preventing ill health and encourage healthy and active living**

**C3 - Improving the Emotional, Mental Health and Well-being of all people in the County**

**C4 - Reducing inequities in health**

~~**C5 - Improving housing conditions and reduce homelessness**~~

Any text crossed out is not relevant to this Scrutiny.

**C6 - Increasing access to health and social care for all people including vulnerable groups**

**C7 - Reducing drug and alcohol misuse**

### Our 2016/17 Key Improvement Objective Priorities (KIOPs):

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

We will promote Information Advice and Assistance service to the provide information to those who need it.

### Progress at a glance:

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

## Social Service and Well-being (Wales) Act

In a nutshell the Act:-

- Puts people at the centre of their care and empowers them to maximise their own well-being
- Shifts the focus to prevention by encouraging people to use their own, family and community resources
- Encourages partnership working and collaboration between organisations that provide care and support

The Act identifies six standards for promoting and improving the well-being:

*Standards 1* - Helping people achieve the well-being outcomes they want.

*Standards 2* - Working with people and partners to protect and promote physical, mental and emotional wellbeing.

*Standards 3* - Safeguarding people from abuse, neglect or harm.

*Standards 4* - Helping people to learn, develop and participate in society.

*Standards 5* - Helping people maintain healthy domestic, family and personal relationships.

*Standards 6* - Helping people achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

Over the last year we have been preparing for the implementation of the Social Services and Wellbeing Act, raising awareness amongst staff and partners and realigning our services to respond to the new requirements. This has been challenging for us with a demand for services increasing in some areas against a climate of financial austerity. However the Act has provided us with the opportunity to develop services which promote wellbeing and independence and build on people's strengths and abilities which can significantly improve outcomes for those who use our services. In our evaluation by the CSSIW for the last year they note that we have made.

**“** *Good progress on the implementation of the Social Services and Well-Being (Wales) Act (SSWBA), and has placed significant importance and investment on ensuring new ways of working are understood by staff and partner agencies and embedded into practice. A project board is in place with a clear action plan aligned to the SSWBA, and key milestones have been and continue to be achieved.* **”**

A Population Assessment was undertaken to provide a high level strategic analysis of care and support needs of citizens and support needs of carers across West Wales. It assesses the extent to which those needs are currently being met and identifies where further improvement and development is required to ensure that individuals get the right support and are able to live fulfilled lives.

The Assessment has been undertaken to meet new requirements under Part 2 of the Social Services and Wellbeing (Wales) Act 2014. Section 14A of the Act requires that local authorities (LAs) and Local Health Boards (LHBs) jointly carry out an assessment of the needs for care and support, and the support needs of carers, in the LA's area. These assessments must then be combined into a single report for the LHB footprint before being signed off by each of the LAs and the LHB.

## Our Performance & Results for 2016/17:

**Goal: C1 Ensuring each child has the best start in life:**

### Our Review and Evaluation for 2016/17

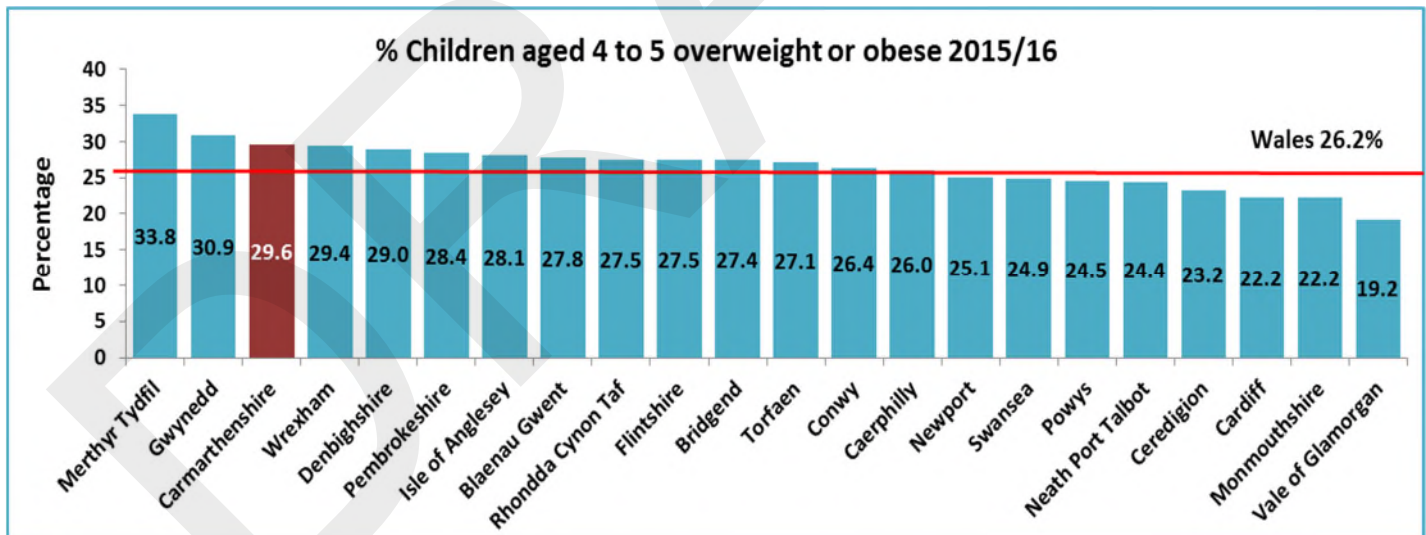
Giving every child the best start in life is crucial to reducing health inequalities across the life course. The foundations for virtually every aspect of human development – physical, intellectual and emotional – are laid in early childhood. What happens during these early years (starting in the womb) has lifelong effects on many aspects of health and well-being– from obesity, heart disease and mental health, to educational achievement and economic status. To have an impact on health inequalities we need to address the social gradient in children’s access to positive early experiences. Later interventions, although important, are considerably less effective where good early foundations are lacking.

[Public Health Wales](#) (PHW) NHS Trust published its data on the 2015/16 Child Measurement Programme (CMP) for Wales which contains findings of the programme of child measurements carried out with children attending reception class in schools in Wales.

- 92.9% of eligible children participated in the programme in Carmarthenshire with 93.3% in Wales.
- The % **overweight or obese** in Carmarthenshire has reduced slight from **30.7%** in 2014/15 to **29.6%** in 2015/16 and continue to be the **3<sup>rd</sup> highest in Wales** and well above the Welsh average of 26.2%.
- The proportion of children who are **obese** has also reduced slightly from **13.6%** in 2014/15 to **12.9%** in 2015/16
- Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers



The Child Measurement Programme for Wales 2015/16



The **Flying Start** early years programme is a key component of the Welsh Government’s *Tackling Poverty* agenda which aims to support families with children aged 0-3 who live in some of the most disadvantaged areas in the county, providing a range of intensive prevention services to improve children’s language, cognitive, social, emotional, and physical health and development which we are able to provide through:

- An enhanced health visiting service
- Free part-time high quality childcare for 2-3 year olds
- Parenting support (including parenting programmes and basic skills)
- Support for Speech, Language and communication

In Carmarthenshire there are 24 Flying Start Settings in 17 areas (Betws, Richmond Park, Lakefield, Bigyn, Llwynhendy, Felinfoel, Carway, Morfa, Trimsaran, Pwll, Pembrey, Carmarthen Town North, Glanamman, Garnant, Bury Port, Pantyffynnon and Dafen).

**Childcare provision** in Carmarthenshire is delivered in partnership with private, voluntary and statutory sectors, and has continued to develop. During 2016/17 we have continued to support and maintain a total of **242** registered providers of child care provision (with a total of **4,165** registered places). This is slightly lower than in 2015/16 of 246 registered providers and 4,365 places and is largely due to a decrease in registered sessional care settings operating under 4 hours.

The new Child and Family Unit (CFU) **systemic model** of practice within Pod's has been introduced progressively, with all four childcare teams now using the model but at different stages of development which has enabled a gradual shift in practice rather than sudden change. Two educational psychologists provide clinical consultation to the childcare teams as part of the model, and Family Support workers and Unit Co-ordinators are now in post in all teams. A programme of developmental sessions has been put in place to support implementation of the approach. Staff across the four teams have attended training (March 2017) about the principles of systemic practice provided by morning Lane Associates from whom the model originates.

### How did we perform during 2016/17?

❗ Also see goal **G5 Tackling poverty and its impact on the local economy**

Flying Start Key Measures		2015/16 Result	2016/17 Target	2016/17 Result	Comment
✓	% attendance at the free Flying Start Child Care placement (9.1.8.1)	78.9%	77%	<b>78.9%</b>	<b>On Target</b>
✗	number of children living outside of the Flying Start area who are able to access the Flying Start service through referral for outreach (9.1.8.2)	17	23	<b>15</b>	<b>Off Target &amp; Declined</b>
The target of 23 for Outreach services is set by Welsh Government and is a wider part of the service and not statutory. Priorities were set by reviewing the risks within the service and as a result were only able to take in a limited amount of new referrals for outreach					
✓	% of high need families living in a Flying Start area receiving at least a monthly contact from the Flying Start Health Visiting Service (9.1.8.3)	96%	93%	<b>96%</b>	<b>On Target</b>
✗	% of families with additional social welfare needs linked to poverty, living in a Flying Start area receiving time specified interventions from the wider Flying Start Team (9.1.8.6)	96%	95%	<b>90%</b>	<b>Off Target &amp; Declined</b>
Disappointed not to have reached the target but it does reflect the staffing issues we have had across the programme, due to sickness, losing a post and maternity.					
✓	% of unauthorised absence at the free Flying Start Child Care settings (9.1.8.8)	New for 16/17	6.00%	<b>4.07%</b>	<b>On Target</b>
✗	% of children in Flying Start areas reaching, exceeding or within one age band of their development milestone at age 2 years, (assessed within 23-25 month) (9.1.8.9)	New for 16/17	85.00%	<b>84.90%</b>	<b>Off Target</b>
This is slightly off target, and would have required one additional child to have reached their development milestone to have reached the required target. Assessments of children to date have received support from Flying Start together with children within the new Flying Start areas during 2016/17. Further analysis of these assessments needs to be done to ascertain if there is a difference between the children					
✗	% of children in Flying Start areas reaching, exceeding or within one age band of their development milestone at age 3 years, (assessed within 35-37 month) (9.1.9.0)	New for 16/17	90.00	<b>87.13%</b>	<b>Off Target</b>
A disappointing result and would have required an additional 9 children to have reached their development milestone to have met the required target. Further analysis of these assessments needs to be done to ascertain if there is a difference between the children receiving support from Flying Start in the long term and the children who are newly eligible.					



- ✓ We have provided [free swimming](#) for almost 19,000 children (u16) at our swimming pools during weekends and in school holidays during 2016/17, this is an increase on the 16,000 in the previous year. This programme is linked to the Welsh Learn to swim pathway, [Aqua passport](#). (3.4.2.2)
- ✓ We have increased the % of children who can swim 25m aged 11 from 63.6% to 66.4% Provision of school swim lessons has grown by 4% engaging over 3,700 children with non-school lessons increasing by 10% engaging over 2,200 people. (3.4.2.1)
- ✓ Delivering sector-leading initiatives for the early years, such as the 'Actif Storytime' programme which is delivered across more than 100 settings in the community including Meithrins', libraries and family centres. This has resulted in 1,642 sessions being run, engaging 21,460 attendances!
- ✓ Distributed over £83k of Sport Wales' Community Chest fund to over 71 community clubs in the county to help [develop grass roots sport](#).
- ✓ Provision of school swim lessons grown by 4% engaging over 3700 children and by 10% for non-school lessons engaging over 2,200 people.
- ✓ Junior Parkrun set up in Carmarthen by our Active Young People Officers, sustained by community volunteers and attended by an average of 40 people per week.
- ✓ '[Young Ambassadors](#)' for sport are in place in all secondary schools (a total of 36 Silver YA's) and 79% of primary schools (a total of 233 Bronze YA's), becoming leaders of the future by inspiring their fellow pupils to get active. Carmarthenshire has engaged in a sector-leading development of this by introducing 'Bronze Plus' Ambassadors at Yr 7 (a total of 40 B+ YA's) to retain Bronze YA's and develop their leadership skills as they move from primary to secondary schools. There is also a team of 1 Platinum and 6 Gold YA's to co-ordinate the county network.
- ✓ The Moneywise Educational Scheme is an incentive aiming at improving financial literacy skills in young people.

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



You wanted us to provide more welsh speaking registered childminders within the County.

We have increased the number of welsh speaking registered childminders from 29 to 55 and increased the number of welsh medium childcare places available within the county from 160 places to 295 places. We will continue to recruit, support and train new welsh speaking childminders in targeted areas of current unmet need.

- ❖ **1832** children are able to benefit from Flying Start early intervention programme across 17 geographical areas in the county, delivering an integrated multi-agency approach.
- ❖ Splash Programme introduced to the Aquatics pathway engaging children from 4 months as a pre-requisite to the Learn to Swim scheme. Over 240 children are now attending the scheme.

- ❖ The roll out and approach of initiatives for the early years is seen as sector leading across Wales, including the recent expansion of the approach to meithrins, libraries, etc. (111 facilities) which is currently unprecedented elsewhere in Wales.



The Young Ambassador programme aims to empower and inspire young people to become leaders through sport. The programme builds young people's confidence and leadership skills as they develop into young leaders becoming role models to their fellow pupils by promoting the values of sport and healthy lifestyles within the school and community setting. They do this by organising lunchtime or afterschool sport sessions and they also

help run sport sessions within the community.

The young ambassador pathway starts with Bronze Young ambassadors who are primary school age through to Platinum young ambassadors who are years 11 and 12 in Secondary school. Emily Janas, who is year 6 pupil at Ysgol Pum Heol has been a Bronze Young Ambassador for 1 years. When she became a bronze ambassador her mentor Hayley Lewis, Actif Young People officer said, *'she was quite quiet when I met her during the initial Bronze Young Ambassador training, but since becoming a YA I have seen such a difference especially in her confidence and she is now very vocal when delivering sessions and has become an outstanding young leader and role mode in Ysgol Pum Heoll'*

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

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

### How did we perform during 2016/17?

- ✓ The number of GP referrals for the exercise programme during 2016/17 has increased from 1,129 referrals to 1,235 (3.4.2.5)
- ✓ We increased the number of % of people referred to the National Exercise Referral scheme that attend the 1st session of the programme from 49.7% to 58.1% (3.4.2.6) with 50.2% completing the 16 week programme (3.4.2.7)
- ✓ The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population has increased from 6,905 to 8,289 = 1,384 increase of 20%, this equates to 1.5 million visitors (a 17.5% increase). This is just under the Welsh average of 8,387 and have moved from 20<sup>th</sup> to 12<sup>th</sup> position for 2016/17 when compared to all Authorities in Wales. (LCS/002b)
- ✓ We have further developed plans for a new Llanelli Leisure Centre linked to wellness village and life sciences hub (12045)
- ✓ Senior Parkrun set up in Llanelli by Sport & Leisure, sustained by community volunteers and attended by an average of 120 people per week
- ✓ We have inspected **100%** of high risk premises for food hygiene, animal health and trading standards inspections. (PPN/001i)

- ✓ We have maintained the high percentage of food establishments which are broadly compliant with food hygiene standards at 97.5% which is above the Welsh average of 95.16% and we have the 5<sup>th</sup> best result in Wales. (PPN/009)
- ✓ Preventing ill health, by means of market surveillance and sampling of food / feed supplied within the authority to ensure legal compliance in terms of claims, additives, colouring and composition.

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

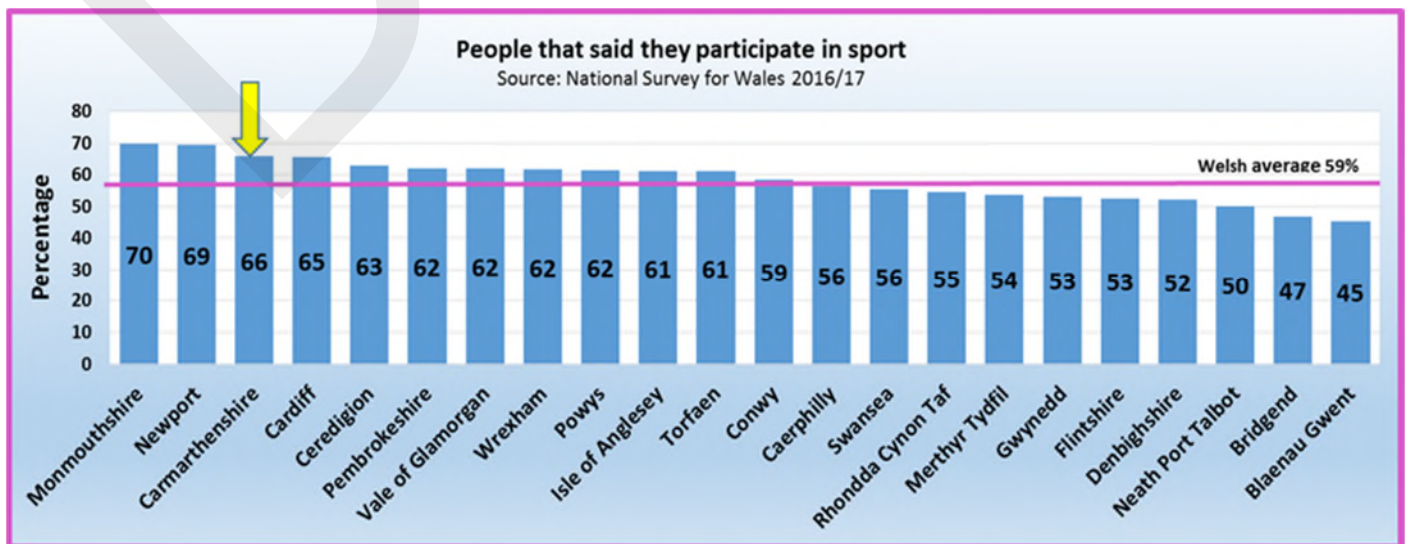


The National Exercise Referral scheme is a scheme which allows health professionals to refer patients aged 16 and over, who have a wide range of health conditions. Active Sport and Leisure team receive around 1,200 referrals a year for all sorts of reasons from heart disease, respiratory disease, falls prevention, weight management, cancer rehabilitation and mental health who are then supported through a 16 week activity programme to bring about life changing health improvements.

Mr X was referred to us by the Practice Nurse in Penygroes Surgery back in July 2016. He had suffered a stroke which affected his lower limbs. Balance was a concern for him as he was unsteady on his feet. His goals were to improve leg strength, balance and be able to walk further without using his sticks. He came in to our outreach session in Llandybie with 2 sticks and had to have chair support throughout the session, with plenty of seated alternatives.

One year later, he has come on better than what even he expected. He is still attending the session in Llandybie but doesn't need the support as much. He now only uses 1 stick and even leaves it by the door and walks in without using it throughout the session. He is now using the gym as well where the focus is leg strength and he has noticed a difference in his balance. His balance is much better than what it was and he seems to be improve day by day.

Recently published results from the [2016/17 National Survey for Wales](#) shows that **66%** of people in Carmarthenshire said they participate in sport. This is the **3<sup>rd</sup> highest** in Wales and above the Welsh average of 59%.





**Goal: C3 Improving the Emotional, Mental Health & Well-being of all people in the County**

The Mental Health (Wales) Measure has introduced important changes in mental health services, placing new legal duties on local authorities and local health boards regarding assessment and treatment of those who are experiencing poor mental health; and improving access to independent mental health advocacy. The future vision for mental health services is a shift away from the idea of mental illness to one of mental well-being and this is being responded to by the development of primary mental health services, early intervention, innovative day opportunities and the adoption of a recovery model.

The Mental Health, Learning Disability and Safeguarding Service is striving to deliver an approach that supports and enables people to remain in control of their lives, and where possible in control of the solutions that best meet their aspirations and what matters to them. The aim is to focus on people's strengths and abilities, and support them by using family, friendship and community networks alongside services. This culture change is at the heart of the Social Services and Wellbeing Act (2014) which emphasises community models of care and support. The Act requires us to focus on accessible services, information, advice and support, prevention and maximising the potential of the community as a resource. Person centred planning is at the heart of this legislation and real engagement with those who use our services is paramount.



**Family Information Services (FIS)** enables families, professionals and other agencies access to a broad range of information about what services and support is available within the county. FIS have been meeting with personnel from 'Dewis' to work towards migrating to the Dewis database. FIS website has been updated and is now easier to navigate. 'FIS Champions' have been introduced who will take responsibility for ensuring information is accurate and up-to-date, regularly reviewing the content of their pages and to support improvement of information both for families

and professionals.

**How did we perform during 2016/17?**

As part of the Mid & West Wales Collaborative Children's Services Programme Board we have been reviewing how we provide **Information, Advice & Assistance (IAA)** and access to our services for children and families. Following a review by Institute of Public Care (IPC) we have a regional action plan for implementation. We have met with the new Information, Advice & Assistance Manager to 'map out' all our 'front door' access and the IAA Transformation Board meetings have commenced.

- ✓ The number of users to the **Family Information Services** website has increased by 35% and the number of page views has increased by 37% during 2016/17.

Year	Number of sessions	Number of Users	Page views	New visitors
2016-17	20,137	13,897	57,714	67.7%

- Between April 2016 – March 2017 there have been 1,870 online Childcare searches
  - We have 945 twitter followers
- ✓ The Central Referral Team (**CRT**) works well in providing a single point of contact for anyone who has concerns over a child's welfare, ensuring a consistent approach to decision-making. The team works closely with FIS, signposting families (where appropriate) to preventive services to ensure they get the level of intervention they need thus avoiding unnecessary statutory involvement.



- ✓ In 2016 we established a Practice and Policy Board which is overseeing implementation of the SSWBA. Senior officers from mental health, learning disability and safeguarding are represented on this group. We have agreed a common assessment for adult social care and piloted this within learning disability.
- ✓ We are implementing the preventive agenda within the mental health and learning disability teams, since April 2016 e.g. the Community Mental Health Team has responded to 30 “wellbeing” referrals.
- ✓ European Social Fund has been secured to support posts and progress the **Cynydd** projects for those who are at risk of becoming NEET and **Cam Nesa** or those who are NEET. Out of the seven referrals received since November six of these now have an established educational pathway.
- ✓ LLyn llech Owain is a joint venture with our parks department offering activities such as maintaining the parks. During 2016 they also had the opportunity to work with the council's leisure department.
- ✓ Opportunities Street which is joint venture with our regeneration colleagues has been enhanced over the last year. It is an outlet for selling crafts made by individuals accessing our services. The shop had several successful Christmas fayres selling a variety of goods at these events.
- ✓ Raising awareness of safeguarding has been a priority during 2016. We have continued to offer training to partner organisations as part of the Social Care Workforce Development Programme (SCDWP) as well as planning and delivering joint training on Adult Protection Support Orders in conjunction with Dyfed Powys Police. Significant numbers of Staff in the division have also attended Domestic Violence and Prevent training.
- ✓ Carmarthenshire Young Carers summer programme 2016 – The Arts development Department has enabled Arts Care Gofal Celf (ACGC) to continue supporting young carers in another successful year of activities.

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

In June 2016 the Ffwrnes worked in partnership with, Arts Council Wales and Canoe Theatre Company on a production specifically created and based on the challenges which accompany people with dementia and their families and support networks. Working with Alzheimer's Wales and Sir Gar the Ffwrnes hosted a Dementia Awareness Day which provided people with dementia, their families and voluntary support workers an opportunity to see the performance and take part in a Singing for the Brain workshop plus many more related activities. A similar event is currently being planned for 2017/18.

*“I am very happy with the support Mum now receives. She is communicating better, her mental health has improved as well as her social life. The staff are relaxed and the home environment is fun. Brilliant!”*

**A family member in relation to a supported living project**

**Goal: C4 Reducing inequities in health****Our Review and Evaluation for 2016/17**

Overall we have worked hard to reduce inequities in health by delivering services which help maintain and support people's independence. We are aware we need to provide services to support people and have developed "Carmarthenshire's Vision for Sustainable Services for Older People for the next Decade." This sets out how we will meet the challenges of a growing older population with a shrinking budget. We know that although there is much work still to be done, we are making progress.

*"The Council has shown in their plans and strategies, a clear understanding of the issues they will face in the future if they are to support older people to live independently. These are based on an ageing population, people living longer and an increase in conditions prevalent in older people."*

Wales Audit Office, Supporting the Independence of Older People, Oct 2015.

Supporting the growing numbers of older people to maintain dignity and independence in their later years was a Key Improvement Objective Priority (KIOP) for 2016/17



## KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP) Promoting Independence and Well Being for Older People

The County has an integrated Community Health & Social Care Service 'infrastructure'. This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. The case for integrated care is reinforced by the need to develop whole-system working across health and social care to address the complex needs associated with age related co-morbidity and frailty (including dementia). A key focus of our business plan, therefore, is to develop an integrated system of care which focuses on the promotion of wellbeing and the maintenance of independence for our adult population while supporting the long term care needs and safeguarding of the more frail and vulnerable.



The Community Resource Teams consist of Community Nursing Services, Occupational Therapy, Physiotherapy and Social Work practitioners who work as a multidisciplinary team to support the assessment and care planning for individuals requiring support.

To manage the health and wellbeing of the population of Carmarthenshire's Localities and maintain the independence of our older adult population for as long as possible, integrated community services provide a wide range of services and interventions across the three 'offer' areas outlined in Carmarthenshire County Council's 'Delivering Sustainable Services for Older People in Carmarthenshire' document.

These broadly fall into three tiers:

*Tier One:* Services and Interventions that promote independence, wellbeing, community engagement and social inclusion, such as information, advice and assistance, signposting people to community services.

**Tier Two:** These services provide targeted intervention for individuals to regain previous level of independence and wellbeing following acute episode or injury and can also support avoidance of hospital admission. These services work closely with Tier 1 services to ensure ongoing health and wellbeing support from their own community

**Tier Three:** Provision of service at this level focuses on supporting individuals who have long term and specialist care needs. Services in this tier will liaise with services in tier 2 to ensure that, at times of injury or acute episodes of illness that people regain their previous level of independence.

### Key Measure of Success

Key Measures of Success	2015/16		2016/17	
	Actual	Welsh Average	Actual	Progress
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 years and over (SCA/001)	4.69 (87 clients aged 18+)	4.87	2.30 (43 Clients aged 75+)	Please note: The result is different to 2015/16 as the new Social Care Act guidance states that the numerator should only include adults aged 75+

### Why these key measures are important

A delayed transfer of care (SCA/001) is where patients are ready to return home from hospital or transfer to another form of care but is prevented from doing so for a number of reasons. This can have detrimental impact on their health and wellbeing. Long term delays can significantly impact on the individual's ability to return to being independent and can have a negative impact on their mental wellbeing.

A multi-disciplinary team is working in the two general hospitals in Carmarthenshire to improve the links between the community and acute sector. They are developing models that assist to avoid admission and reduce lengths of stay in hospital, improving the wellbeing of older people for whom hospital admission can have negative consequences.

A Rapid Response domiciliary care service has been established to respond immediately to prevent hospital admissions, support people to stay in their own home and to facilitate early hospital discharges.

### During 2016/17 we delivered 11 out of our 11 KIOP commitments

Last Year's Commitments	✓ x	Progress Comment
The % percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later (SCA/20a) New measure – baseline to be established during 16/17	✓	<b>38.89%</b> This is a new performance measure implemented by the Welsh Government in relation to the Health & Social Care Wellbeing Act (6th April 2016). As this is a new reporting measure we are currently in the process of amending our systems and designing reports that will enable us to report and capture the data.
The % percentage of adults who completed a period of reablement and have a no package of care and support 6 months later (SCA/20b) New measure – baseline to be established during 16/17	✓	<b>59.34%</b> This is a new performance measure implemented by the Welsh Government in relation to the Health & Social Care Wellbeing Act (6th April 2016). As this is a new reporting measure we are currently in the process of amending our systems and designing reports that will enable us to report and capture the data.
Average length of time older people (aged 65 or over) are supported in residential care homes reduce (SCA/21) New measure – baseline to be established during 16/17	✓	<b>989</b> This is a new performance measure implemented by the Welsh Government in relation to the Health & Social Care Wellbeing Act (6th April 2016). As this is a new reporting measure we are currently in the process of amending our systems and designing reports that will

		enable us to report and capture the data.
The rate per 1,000 population 75+ who are affected by delayed transfers of care for social care reasons (SCA/001) 2016/17 Target Rate 2.40 – result 2.30 (43 clients)	✓	<b>2.30</b> We have introduced a new process which concentrates on identifying medically fit and functionally stable patients at an earlier stage by working in conjunction with the Discharge Liaison Nurses to ensure accurate information is received on each individual. Which has shown an improvement and maintained our target. Please note: The result is different to 2015/16 as the new Social Care Act guidance states that the numerator should only include adults aged 75+
The average number of calendar days taken to deliver a Disabled Facilities Grant (PSR/002) 2015/16 Result - 232 days) 2016/17 Target 220 days.	✓	<b>167 days during 2016/17</b> which is better than the Welsh average of 225 days and is the 4 <sup>th</sup> best result in Wales
The average number of calendar days between initial contact for an adaptation and receipt of Occupational Therapist assessment across all forms of Tenure (7.3.1.10) 2015/16 – 98 days. 2016/17 Target 91 days	✓	<b>68 days during 2016/17</b>
We will develop a robust and efficient Information Advice & Assistance service. (12050)	✓	Over the last year significant work has taken place to develop a robust IAA service. This has included moving the Careline team from Llandeilo to Eastgate to be co-located within the CRT team, up-skilling all Careline agents to deliver an IAA service, developing a multi-disciplinary team for the first point of access which includes social work, therapists, nursing and community resilience officers. The service is now fully operational and forming the single point of access for all adult social care enquiries.
We will manage the risks associated with outstanding reviews and Deprivation of Liberty Safeguards applications. (12051)	✓	A plan has been developed and agreed with Senior Managers to ensure a collaborative approach to managing the risks associated with DoLS.
We will conduct a population assessment at locality level to inform population needs assessment and service planning in line with the new Social Care Act. (12052)	✓	A regional group was established to progress the population assessment defined in themes. This report has now been completed with Carmarthenshire contributing at all levels and leading on the regional older adults report.
We will modernise our workforce to support implementation of the duties under the Social Services Well-Being Act and the objectives outlined in 'Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade' and the Health Board's Integrated Medium Term Plan. (12053)	✓	Service realignment and a full training programme has been delivered across the service to ensure that we are in line with legislative and policy directive.
We will take forward the Delivery Plan for Ageing Well in Wales and ensure we link to other Council plans and with other relevant partners. (12054)	✓	An annual report has been produced to show Council performance for the period 2015-16. Work to ensure business plans continue to reflect Ageing Well Plan priorities is at an advanced stage, and Ageing Well has been mainstreamed as one of the Council's Wellbeing Objectives.

### Is anyone better off?

Following implementation of the Social Services and Well-being Wales Act, Local Authorities are required to collect qualitative information about people who use their Social Care Services via an annual questionnaire. The number of responses to the survey for adult services was 626.



This is a 43% response rate. We consider this to be a really high, example of the responses are,

- ❖ 81% feel that they live in a home that best supports their well-being.
- ❖ Only 3% felt that their home did not support their well-being.
- ❖ 49% felt that they were part of a community.
- ❖ 18% stated that they did not feel part of the community.
- ❖ 73% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- ❖ 72% of people stated they thought they had the right information or advice when needing it.
- ❖ 85% were able to communicate in their preferred language

Carers receiving a care and support plan, in total 30 questionnaires were dispatched. The number of responses to the survey is 28. This is a 93% response rate.

- ❖ 43% of respondents felt that they were part of a community.
- ❖ 75% of people felt happy with the support from friends and family.
- ❖ 82% of respondents stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- ❖ 71% of people felt that they have been actively involved in decisions about how my care and support was provided.
- ❖ 89% of respondents were able to communicate in their preferred language.
- ❖ 86% of people felt they were treated with dignity and respect.
- ❖ 70% were happy with the support they had received

*"I am happy with the carers, they take me for coffee, for meals and to church"*

A Service user describing what matters to them

**Goal: C6 Improve access to health and social care for all people including vulnerable groups**

We support people to stay independent, and to maintain choice and control over their lives. To do this, it is important that everyone has access to the information and advice they need to make the right choices for them.

Some people need extra care or support to lead an active life and do the everyday things that many of us take for granted. Our aim is to support you to maintain a good quality of life, or help you find other people who might be able to help

We are encouraging individuals to play a greater part in their communities by encouraging the use of spice time credits, whereby a person who helps out in their community is rewarded for their time. We have also developed our Information, Advice and Assistance Service which provides support for individuals with care and support needs, or carers who require information or advice about the services available to them both within the local authority and in the community. To support this service we are also developing the DEWIS web service, which will enable individuals to access details of all the community based services available to them within their area. We also have dedicated Community Resilience Officers who work for the local authority whose sole role is to help people identify services in a person's community that can meet their needs. We also working closely with our health colleagues, for example with initiatives such as a Foodwise programme to help people to understand about healthy eating, and an expert patient programme to train people who are diabetic about how to monitor their symptoms

The Moneywise financial literacy project is taught in local schools, teaching the basics of financial literacy and money management. The programme has so far been taken up by 69 schools.

Time Credits are a time base currency that supports the building of communities. Hours donated by the community since the beginning of the Spice partnership with Carmarthenshire Housing Services have finally tipped over the 45,000 mark to an incredible 45,895 hours of skills and experiences given by Carmarthenshire tenants and residents through the time based currency of Time Credits.

**Our Review and Evaluation for 2016/17**

The Institute of Public Care (IPC) undertook a review of our children's disability services. As a result of the findings standard tools were developed designed to support the trial of a Resource Allocation System (RAS) which will provide a fair and transparent means of allocating services to families with a personalised approach. This approach will be piloted with a view of rolling it out across services later in 2017/18.

We submitted a proposal to the Regional collaborative Board for the extension of specialist provision on the Garreglwyd site for children and young people with autistic spectrum disorder (ASD) which will be considered as part of the ASD specific funding next year. We have been extending provision this year with the additional space we have available since the education provision moved out to Ysgol Bro Dinefwr. A Service Level Agreement has been developed and key stakeholders from Education, children's services and the Health Board are meeting in May/June to agree future priorities for the service. Positive feedback was received by CSSIW who inspected the service during August 2016:

***"The service was very flexible in responding to the staffing needs of the Young People. Staff were able to communicate in a variety of ways, which helped them to understand the Young people's needs and choices".***

## Supporting young people into education, training and employment

The Cynnydd (European Social Fund) project is up and running, working with Education supporting vulnerable young people into employment, education and training, and identifying disabled children who may be a risk of becoming NEET. Work is also underway to review our direct service provision within the Community Inclusion division. This will be an opportunity to ensure services are modernised and focused on the needs of vulnerable young people.

The Transition Team is an established team who work with disabled children and young people aged between 16 & 25 and jointly managed by children and adult services. Using person centred planning processes the team aims to ensure that the transition from children to adults is as seamless as possible. The team aims to ensure that wherever possible disabled young people have the same opportunities as all young people within the community.

- ✘ Scoping of the Transition and Disability strategy along with IPC review of disability services is well underway. Taking into account the requirements of the Social Services and Well-being Act and forthcoming Additional learning needs reforms. A project plan is being developed to take this forward.
- ✔ We have developed a new Information Advice & Assistance service during 2017/18. Our new information advice and assessment team gives a single number 24 hours a day for social care advice and assistance and coupled with the decision to create a dedicated out of hours social work service working across children's and adults will give us the best possible chance to get people the right help at the right time. This will be an extension of the social work day services covering the County, including hospitals at weekends. I am confident that we are at the forefront of developments in this area in Wales
- ✔ A number of joint projects are also underway following successful bids to the Intermediate Care Fund.
- ✔ A review of day service and respite provision has been undertaken this year which is driving a future model of service. This has been led by those who use services and front line staff whose energy, commitment and appetite for change has been impressive.
- ✘ Overall our performance during 2016/17 demonstrates improvement, but we acknowledge that remedial action is required in relation to DoLs and reviews in particular.
- ✘ Overall we are making good progress and whilst there are areas which need attention the building blocks are in place to enable us to continuously improve and achieve the business objectives set for 2017-2020.

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



Wales' only integrated all-ability netball team is going from strength to strength.

Ser y Byd Netball Team started training in 2010 during PE sessions or lunch breaks at Ysgol Heol Goffa, Llanelli, with only seven players.

Head coach said over the years pupils' interest had grown and they had moved on to allocated sessions at Llanelli Leisure Centre every Friday with the group growing to 21 members.

They have joined with clients and staff at Coleshill adult training centre to form a joint club of unisex members.

Carmarthenshire County Council's executive board member for education and children's services, Cllr Gareth Jones, said: *"The netball club is a tremendous success with their members looking forward to attending sessions, meeting old and new friends, and working together as part of a team."*

*"The integration with Coleshill Centre users is inspirational and the next step must be for mainstream schools to have an involvement."*

## Goal: C7 Reducing drug and alcohol misuse

### Our Review and Evaluation for 2016/17

A review of Substance Misuse Services identified a risk that young people can fall through the net between children and adult services. The review recommended specialist adult services 'reach in' to become involved prior to a young person's 18<sup>th</sup> birthday. We will continue to work together regularly to plan for those children with the most complex needs. The **Substance Misuse team and Integrated Family Support Team (IFST)** continue to work closely together, meeting regularly to allocate case work. A restructure proposal has been developed to realign the team which will add greater capacity and maintain links between other children's services teams.

### How did we perform during 2016/17?

- ✓ This year we have evaluated the services delivered by the Integrated Family Support and Substance Misuse Teams. The two teams continue to work closely together having regular meetings to allocate case work. It has been determined that there is no value in currently integrating the two services.
- ✓ A restructure proposal has been developed to realign the Substance Misuse Team which will add greater capacity for case work and will maintain the links between the teams and other children's services teams.
- ✓ Training relating to Alcohol Related Brain Damage (ARBD) was commissioned and delivered across the department for staff to meet this growing challenge. ARBD recently supporting an individual back into the community following an intensive community based programme.
- ✓ Substance Misuse Team work closely with the Derwen Newydd project that provides a supported environment for people wanting assistance to remain abstinent. We sit on the allocation panel and attend steering groups and have recently identified the need to expand the project through provision of a downstairs bedroom to accommodate complex cases.
- ✓ Substance Misuse Team continue to be managing weekly partnership meetings looking at swift allocation of cases between Social Work, Hywel Dda, and Tier 2 providers.
- ✓ Continue to assess people for specialist Tier 4 placements, whilst looking at least restrictive community options in the first instance.
- ✓ Attend MARAC on behalf of Substance Misuse Services and respond to vulnerable individuals who require support due to Domestic Abuse and Substance Misuse.
- ✓ The service has been recognised as a model of best practice being finalists in the Social Care Accolades and BASW Cymru team awards.



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

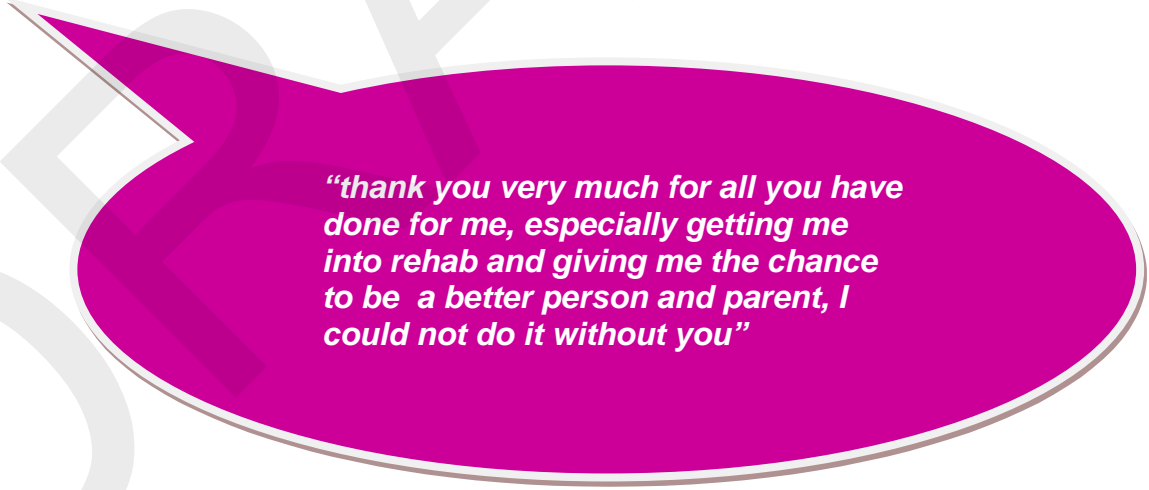
Carmarthenshire Substance Misuse Team and Tywi, Teifi, Taf (3Ts) social work team were both given certificates for exceptional practice and achievement for their service users/carers in the Social Work Team category.

Executive board member for health and social care, Cllr Jane Tremlett said:



*“These awards promote the positive aspects of our profession, great social work practice and supportive organisations. What an achievement for Carmarthenshire County Council’s social care team, we had commendations in every category and it just goes to show their dedication and commitment. We are extremely proud of the team we have in Carmarthenshire.”*

Someone who has received a service from the substance misuse team said:



*“thank you very much for all you have done for me, especially getting me into rehab and giving me the chance to be a better person and parent, I could not do it without you”*

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

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



To help improve road safety the Llanelli Scarlets backed the Carmarthenshire County Council-led campaign to tackle drink driving at Christmas.

Hooker Ken Owens and outside half Rhys Patchell joined Carmarthenshire County Council Leader Cllr Emlyn Dole to launch the seasonal campaign at Parc y Scarlets.

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

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

**Progress at a glance:**

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

## Safeguarding Adults

The Council continues to prioritise Adult Safeguarding and helps to support adults with learning disabilities, mental health and people with drug and alcohol problems. It also safeguards vulnerable adults and people who lack mental capacity in care homes and hospitals. During the year we have invested in a new structure for this service to improve response times and ensure that we have the capacity to prevent the abuse of vulnerable people. This has been a successful programme of change, with improved response times which enables us to be confident that the most vulnerable people in the community are safer than ever.

Mid and West Wales Safeguarding Board's new website has launched its new website, developed by the regional safeguarding boards for children and adults. In order to discharge The Mid and West Wales Safeguarding Board's objectives effectively, one Board has been developed for Children and one for Adults. The new Adult website is called [CWMPAS: Collaborative Working & Maintaining Partnership for Adult Safeguarding](#).

### The Boards Objectives are:

- ❖ To **PROTECT** adults within Mid & West Wales who:
  - have a need for care and support, and are experiencing or are at risk of abuse or neglect and
- ❖ To **PREVENT** those adults within Mid & West Wales from becoming at risk of abuse or neglect

### The purpose of the Website is:

- ❖ To provide an information-sharing hub accessible to members of the public and professional agencies across the whole region – encompassing Pembrokeshire, Carmarthenshire, Ceredigion and Powys.
- ❖ To support the safeguarding boards' vision of professional agencies working together to promote safety and wellbeing.

The launch coincided with National Safeguarding Week which was promoting and raising awareness with the message that 'safeguarding is everyone's business'.

Rebecca Evans, Minister for Social Services and Public Health, said: "We want to make sure that children and adults in Wales are protected from abuse or neglect and that those around them know how to recognise the signs and dangers. Through the Social Services and Well-being (Wales) Act 2014 we have introduced an effective partnership approach to safeguarding.

"The website, which has been developed by the regional board, will help share information and expertise on safeguarding issues and ensure the safety of vulnerable children and adults in Mid and West Wales."

Our evaluation by the CSSIW for last year said:

**“** *Carmarthenshire has strong carer representations on the Carers Partnership board and the Regional Strategic carer's board, they have a strong voice and hold the local authority to account in ensuring that carer's needs are effectively met. These groups have been instrumental in raising issues about shortfalls in carers' assessments and the authority has developed a new post to complete this task more effectively.* **”**

## How did we perform during 2016/17?

The number of responses to a survey for adult services was 626. This is a 43% response rate. We consider this to be a really high, examples of the responses are:-

- ❖ 81% feel that they live in a home that best supports their well-being.
- ❖ Only 3% felt that their home did not support their well-being.
- ❖ 49% felt that they were part of a community.
- ❖ 18% stated that they did not feel part of the community.
- ❖ 73% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- ❖ 72% of people stated they thought they had the right information or advice when needing it.
- ❖ 85% were able to communicate in their preferred language.

## ALSO

- ✓ We have ensured that 75% of adult protection enquiries are completed within 7 days. (SCA/18)
- ✓ The Local Operational group is now established and a culture of trust and transparency is developing well. This group will test and challenge safeguarding practice and will potentially be the conduit for Adult Practice Reviews.
- ✓ At present Safeguarding investigations are only undertaken by the Safeguarding team with assistance from nurse assessors. This means that best practice and lessons learned are shared regularly. A regional Adult Practice Review group has been established where serious cases are considered and often reviewed. Lessons learned are shared via the Regional Safeguarding Board and the Local Operational Group.
- ✓ Significant work has been undertaken to review the existing safeguarding and DoLS processes.

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

### Taking steps to protect and safeguard people from abuse, neglect or harm

For the first time in Wales, the safeguarding of an adult who is at risk of abuse or neglect has been addressed in a piece of legislation. As a result, our dedicated safeguarding team has been working with other organisations such as Pembrokeshire County Council, Ceredigion County Council, Powys County Council, Hywel Dda University Health Board, Powys Teaching Health Board, and Dyfed Powys Police, to look at ways of not only how to protect adults who have been abused or neglected or are at risk, but also at ways of preventing individuals from suffering such abuse or neglect.

Our Corporate *Safeguarding Policy* promotes greater understanding among staff, councillors and people working on our behalf about guidelines in place for safeguarding children and adults. We have action plans for the Safeguarding People Team, Adult Protection and Corporate Safeguarding, and these are given high priority.



APPENDIX A

The following are results of the 2016/17 National Survey for Wales available at local authority level, but not all of these are attributable to the Councils performance.

Where the same question was asked in the previous survey (2014/15), the table below shows whether we have improved our performance and our rank position.

	Questions asked in the 2016/17 National Survey for Wales and available at Local Authority level	Has our result improved from 2014/15 to 2016/17			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
		2014/15 survey result	2016/17 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
						Arrows start from our 2014/15 position												to our 2016/17 position										
1	Whether agree council provides high quality services	58	51	↓	21																					61		
2	Whether agree council lets people know how it is performing	42	35	↓	16																					48		
3	Whether agree council does all it can to improve the area	37	36	↓	19																					53		
4	Whether feel can influence decisions affecting the area	21	17	↓	9																					24		
5	Whether contacted councillor in the last year	15	16	↑	10																					24		
6	Of those that had contacted their councillor - Whether understand what councillor does	63	48	↓	40																					77		
7	Of those that had contacted their councillor - Whether councillor works closely with local community	59	44	↓	37																					72		
8	Satisfaction with child's primary school	not available	93	Not applicable	81																					99		
9	Satisfaction with education system (All aspects of the education system) (Score 1-10 worst - best)	6.6	6.0	↓	5.7																					6.5		
10	People feeling safe (at home, walking in the local area, and travelling)	not available	79	Not applicable	57																					91		
11	Have a sense of community	not available	48	Not applicable	37																					67		
12	Belonging to local area	84	70	↓	63																					82		
13	People in area from different backgrounds get on	87	68	↓	62																					87		

APPENDIX A

Questions asked in the 2016/17 National Survey for Wales and available at Local Authority level	Has our result improved from 2014/15 to 2016/17			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
	2014/15 survey result	2016/17 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
				Arrows start from our 2014/15 position												to our 2016/17 position											
14	People in area treat each other with respect	83	72	↓	56																					87	
15	Household in material deprivation	17	15	↑	21																					11	
16	Keeping up with all bills and commitments without any difficulties (non pensioner)	not available	51	Not applicable	47																					76	
17	Keeping up with all bills and commitments without any difficulties (pensioner)	not available	75	Not applicable	75																					91	
18	Whether household has internet access	76	83	↑	77																					89	
19	Participating in any activity excluding walking	not available	55	Not applicable	39																					60	
20	Participating in any indoor game or activity	not available	38	Not applicable	25																					47	
21	Participating in any outdoor game or activity	not available	30	Not applicable	19																					33	
22	Participating in any outdoor pursuit	not available	54	Not applicable	25																					54	
23	Participating in any sport	not available	66	Not applicable	45																					70	
24	Agree there's a good Social Care Service available in the area (elderly, children, disabled and carers)	53	56	↑	44																					68	
25	Yes can speak Welsh	not available	40	Not applicable	9																					75	



APPENDIX B

The measures published by all councils in Wales	Has our result improved from 2015/16 to 2016/17		How good is our 2016/17 result?	22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>	
	Our 2016/17 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results										Best Results												
	Arrows start from our 2015/16 position to our 2016/17 position																									
13	% Pupils leaving with no qualification (EDU/002i)	0.2	↓	★★																						
14	% Pupils in care leaving with no qualification (EDU/002ii)	0.0	↔	★★★★																						same joint
15	% Pupil attendance in primary schools (EDU/016a)	94.8	↓	★★																						
16	% Pupil attendance in secondary schools (EDU/016b)	94.5	↑	★★★																						
17	% Of statements submitted < 26 weeks incl exceptions (EDU/015a)	43.9	↑	★																						
18	% Of statements submitted < 26 weeks excl exceptions (EDU/015b)	71.4	↓	★																						
19	% achieving Welsh (first language) Key Stage 3 (EDU/006ii)	42.2	↓	★★★★																					same	
<b>People who live, work and visit Carmarthenshire are safe and feel safer</b>																										
20	% Looked-after children changing school (SCC/002)	3.4	↑	To follow																						
21	% Children in care with 3 or more placements in the year (SCC/004)	11.17	not comparable with previous year	To follow																						
<b>Carmarthenshire's communities and environment are sustainable</b>																										
22	% Change in average Display Energy Certificate score (CAM/037)	-0.3	↓	★★																						
23	% Highways inspected for high/acceptable standard (STS/005b)	98.6	↓	★★★																						
24	% Municipal wastes sent to landfill (WMT/004b)	4.73	↑	★★																						
25	% Municipal waste reused, recycled or composted (WMT/009b)	66.23	↑	★★★★																						
26	% Reported fly tipping cleared in 5 working days (STS/006)	85.92	↓	★																						
27	% Adults aged 60+ with a concessionary travel pass (THS/007)	81.4	↑	★★																						
28	% (A) (B) & (C) roads that are in poor condition (THS/012)	9.2	↑	★																						

# Measures 10 & 11 - Our results are the same as the Welsh Government publication which is based on school Year 11 cohort and includes children educated other than at school (EOTAS) which is not truly comparable with the previous year. This differs to the Local Government Data Unit publication of data on 13th September 2017 based on the 'pupils aged 15 at the start of the school year' cohort and excludes children educated other than at school (EOTAS) or Independent schools which can be compared with the previous year but still shows an improved results for Carmarthenshire with 590.6 and 64.5% respectively.



## APPENDIX C

### Performance measures that are measured by all Councils in Wales for 2016/17

	How well have we done?	How well are we doing?							Improvement Plan Theme
		See explanation of performance				All Wales Comparative Info.			
Definition / Measure Reference	2015/16	2016/17							
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
<b>1</b> <b>CHR/002</b> The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	10.1 days	9.6 days	10.8 days	☹	▼	9.7 days	10.4 days	**	Building a Better Council
	The number of sickness days lost during 2016/17 of 10.8 days is off target and has increase by 0.7 days on last year. There continues to be an increase in sickness due to stress, mental health and fatigue which equates to over a quarter of the total sick days (26%). The second highest cause of sickness is Musculo-skeletal problems which has also increased from 15% to 18%. Human Resources are working with the Heads of Service to develop plans for improvement, this includes on-going attendance management briefing sessions at Departmental Management Team meetings. We also attend the Primary and Secondary Head Teacher meetings to discuss sickness performance and the support available. The in-house support for stress is being highlighted and managers are encouraged to undertake individual assessments if there's a cause for concern, this covers bereavement, anxiety depressions and other mental health conditions and includes home and work related stress absence. A new framework for attendance management has been developed with a the new Attendance Forum chaired by the People Management Executive Board Member, using the data to select the Head of Service to attend. It is also hoped that departmental targets will be introduced. Due to various departmental structural changes it is difficult to compare these year on year but the three highest average number of sickness days within service areas during 2016/17 are Environment Department - Waste & Environment services at 20.6 days, Communities Department - Regional Complex Needs and Transition Service at 18.8 days and Chief Executives – Information Technology at 17.5 days. Some of these figures include long term sickness cases of which are being managed through the process.								
<b>2</b> <b>LCS/002</b> The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	6,905	7,251	8,289	☺	▲	9,056	8,374	**	People in Carmarthenshire are Healthier
	A significant and pleasing improvement on previous year and target have occurred this year. This is attributable to a net increase of circa 55,000 attendances we directly 'manage', plus an additional 220,000 attendances now collected due to enhanced data collection methods. Given the disruption periods at Llanelli, Carmarthen and Ammanford (due to gym refurbishments) this is an excellent result.								
<b>3</b> <b>PPN/009</b> The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.98%	93.00%	97.50%	☺	▲	96.52%	95.04%	****	People in Carmarthenshire are Healthier

## APPENDIX C

Definition / Measure Reference	2015/16	2016/17							Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
4 <b>PSR/002</b> The average number of calendar days taken to deliver a Disabled Facilities Grant	232 days	220 days	167 days	☺	▲	190 days	235 days	****	People in Carmarthenshire are Healthier
5 <b>SCA/001</b> The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	New measure	2.40	2.30	☺	New measure	to follow	to follow		People in Carmarthenshire are Healthier
	This result is different to the old Delayed Transfer of Care measure for 2015/16 (SCA/001) as the new Social Care Act guidance states that the numerator should only include adults aged 75+ (now mirrors the Denominator - population aged 75+). The rate of 2.30 equates to 45 patients (aged 75+) were kept in hospital while waiting for social care during 2016/17.								
6 <b>PLA/006b</b> The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	8%	30%	34%	☺	▲	50%	38%	**	People in Carmarthenshire are Healthier
	The numerator is data from the affordable Housing data collection return for the year ending 31 March 2016. The denominator is data from the Newbuild data collection return for the year ending 31 March 2016 which does not only cover data from Local Authority Building Control (LABC) but also National House-Building Council (NHBC) and other Authorised Inspectors. There has been a large increase in the number of affordable housing units provided during 15/16 and a reduction in the total number of units provided during that year and therefore shows a substantial percentage increase on the previous year. This result does differ from the Councils other Affordable Housing return as this result does not include the affordable homes provided through social lettings.								
7 <b>PSR/004</b> % of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority.	5.73%	6.00%	6.53%	☺	▲	11.77%	6.41%	***	People in Carmarthenshire are Healthier
8 <b>EDU/003</b> % of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	88.2%	88.7%	89.0%	☺	▲	89.9%	88.9%	***	People in Carmarthenshire fulfil their learning potential
	The result continues to improve year on year and it the Authority's best result to date.The School Improvement Team will continue to support and challenge all schools with regard to increased outcomes at the end of the Key Stage 2. National arrangements to support accuracy of Teacher Assessment have been implemented and will continue to support work in our schools.								
9 <b>EDU/004</b> % of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	85.1%	85.6%	86.3%	☺	▲	88.2%	86.5%	**	People in Carmarthenshire fulfil their learning potential
	The result continues to improve year on year and it the Authority's best result to date.The School Improvement Team will continue to support and challenge all schools with regard to increased outcomes at the end of the Key Stage 3. National arrangements to support accuracy of Teacher Assessment have been implemented and will continue to support work in our schools.								

## APPENDIX C

Definition / Measure Reference	2015/16	2016/17							Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
<b>10</b> EDU/011 The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	580.3	581.0	596.0	☺	▲	555.6	534.5	****	People in Carmarthenshire fulfil their learning potential
	This result continues to improve and it the best ever result for the Authority and the best in Wales. This is due to an increase in rigour of tracking and challenge from the Local Authority and ERW Consortium (Education through Regional Working). The School Improvement team will continue to challenge and support schools' and monitor performance throughout the academic year in order to meet pupil, school and Local Authority targets.								
<b>11</b> EDU/017 % of pupils aged 15 achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	61.1%	61.6%	65.1%	☺	▲	65.0%	60.1%	****	People in Carmarthenshire fulfil their learning potential
	This result continues to improved year on year with strong improvement during 2015/16 academic year. Challenge, support and intervention strategies implemented by the School Improvement Team working in partnership with senior leaders in schools (including targeting specific departmental performance) have contributed greatly to this success. The School Improvement team will continue to challenge and support schools' and monitor performance throughout the academic year in order to meet pupil, school and Local Authority targets.								
<b>12</b> LCL/001b The number of people using Public Library Services during the year per 1,000 population	7,203	7,274	7,646	☺	▲	5,828	4,835	****	People in Carmarthenshire fulfil their learning potential
	Due to increased school and young person engagement steady improvements have been made in the use of online digital resources provided by the library service. Constant promotion and marketing of the corporate website and a continued investment in digital online services aims to improve these figures further in future years.								
<b>13</b> EDU/002i % of All pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.	0.0%	0.0%	0.2%	☹	▼	0.0%	0.1%	**	People in Carmarthenshire fulfil their learning potential
	This measure is off target and has declined compared to the previous year. Three Carmarthenshire pupils left compulsory education without a qualification. All pupils were targeted for additional interventions via the Vulnerability Assessment Profile and received additional support from their School, Educational Welfare and Childcare teams. However, due to case sensitive situations, the three pupils did not achieve a pass in an externally recognised qualification. All three young people are currently being supported by the Youth Support Service. The aim is to always ensure that pupils leave full time education with appropriate qualifications. This is achieved by targeting those pupils at risk and providing targeted appropriate intervention.								
<b>14</b> EDU/002ii % of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.	0.0%	0.0%	0.0%	☺	At maximum result	0.0%	0.0%	****	People in Carmarthenshire fulfil their learning potential

## APPENDIX C

Definition / Measure Reference	2015/16	2016/17							Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
<b>15</b> EDU/016a % of pupil attendance in primary schools	95.2%	95.4%	94.8%	☹	▼	95.3%	94.9%	**	People in Carmarthenshire fulfil their learning potential
Despite continued improvement in previous years there has been a slight decline in pupil attendance in primary schools during 2015/16 academic year. The All Wales comparative data shows that we have moved down from 5th place to 13th place. Analysis shows that we had a 0.1% increase in absence was due to pupil illness and a 0.3% increase in agreed family holiday. Continued improvements will be sought through increased support and challenge of schools. We will particularly consult with Headteachers to consider how to improve the two highlighted area's.									
<b>16</b> EDU/016b % of pupil attendance in secondary schools	94.2%	94.4%	94.5%	☺	▲	94.5%	94.3%	***	People in Carmarthenshire fulfil their learning potential
The pupil attendance at secondary schools continued to improve during 2015/16 academic year and the comparative ranking shows us in 8th place which is an improvement on last year (9th) and above the Welsh average of 94.2%. Our expected ranking, based on the % of Eligible Free School Meal pupils per Local Authority is 11th, which we have exceed by 3 places with this result. Restructuring of the Education Welfare Service has improved engagement from Headteachers coupled with more accurate and regular data monitoring and sharing which has assisted in improving attendance. We aim to maintain this high level of attendance through continued challenge and support for schools.									
<b>17</b> EDU/015a % of final statements of special educational need issued within 26 weeks including exceptions	34.8%	40.0%	43.9%	☺	▲	99.1%	84.5%	*	People in Carmarthenshire fulfil their learning potential
Results again reflect the difficulties experienced by Health. The Hywel Dda Health Board have had continuing problems with retaining paediatricians and administrative staff, leading to delays in receiving medical assessments and further delays in typing of reports after medicals are completed. Health report having other priorities on their resources. Following a restructuring within the Local Health Board it is our intention to meet with the new managers in order to address our concerns. Internally we will continue with a range of measures to address this matter.									
<b>18</b> EDU/015b % of final statements of special education need issued within 26 weeks excluding exceptions	80.0%	90.0%	71.4%	☹	▼	100.0%	100.0%	*	People in Carmarthenshire fulfil their learning potential
All cases that missed the target were cases that presented with complex social and economic dynamics/issues. They were also predominantly cases where there were challenges in resolving the appropriate provision for the child. The Education and Child Psychologist Service kept the Additional Learning Needs Service informed of the challenges of some of these cases and it was agreed that the quality of the process was more important than reaching the target so that the best outcome for the child was achieved. We are also receiving an influx of requests for statutory assessments from parents, which is resulting in increased work in terms of statutory and dispute resolution processes.									



## APPENDIX C

Definition / Measure Reference	2015/16	2016/17							Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
<b>19</b> EDU/006ii % of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3	43.2%	43.7%	42.2%	☹	▼	19.4%	12.9%	****	People in Carmarthenshire fulfil their learning potential
	Despite a continued improvement over the last few years there has been a slight decline during 2015/16 academic year. The Local Authority and School Improvement Team continue to work proactively with schools, governors and parents to enhance progression along the Welsh continuum. Our ongoing Modernising Education Programme (MEP) activity supports this measure effectively.								
<b>20</b> SCC/002 % of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March	3.9%	5.0%	3.4%	☺	▲	to follow	to follow		People who live, work and visit Carmarthenshire are safe and feel safer
<b>21</b> SCC/004 % of children looked after on 31 March who have had three or more placements during the year.	New measure	13.5%	0.11	☺	New measure	to follow	to follow		People who live, work and visit Carmarthenshire are safe and feel safer
	The definition for this measure has changed from 2016/17 to include any episodes of respite care for a continuous period of more than 24 hours and therefore cannot be compared to previous years.								
<b>22</b> CAM/037 The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	7.2%	1.1%	-0.3%	☹	▼	4.1%	3.1%	**	Carmarthenshire's communities and environment are sustainable
	This result is reported retrospectively by all authorities in Wales due to delay in availability of energy consumption data from utility companies. Therefore this is the % change in the DEC score between 2014/15 and 2015/16. Whilst there is a small negative % change (increase) in the DEC scoring between 14/15 and 15/16, the 2014/15 % change result was classified as 'outstanding' at 7.2%; consequently, a difference in the year on year result was inevitable. The result is attributable to individual buildings not performing as well as in the preceding year – principally 3 Spilman Street, Carmarthen and the Municipal Offices, Llandeilo.								
<b>23</b> STS/005b The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	98.9%	92.0%	98.6%	☺	▼	98.6%	96.0%	***	Carmarthenshire's communities and environment are sustainable

## APPENDIX C

Definition / Measure Reference	2015/16	2016/17							Improvement Plan Theme
	Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
<b>24</b> WMT/004b % of municipal wastes sent to landfill	5.25%	10.00%	4.73%	☺	▲	2.37%	4.54%	**	Carmarthenshire's communities and environment are sustainable
<b>25</b> WMT/009b % of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	63.52%	62.00%	66.23%	☺	▲	65.72%	64.89%	****	Carmarthenshire's communities and environment are sustainable
<b>26</b> STS/006 The percentage of reported fly tipping incidents cleared within 5 working days	87.24%	98.63%	85.92%	☹	▼	98.22%	96.85%	*	Carmarthenshire's communities and environment are sustainable
Difficulties have been experienced with this particular aspect of our cleansing service due to the temporary need to reallocate staff across to cover vacant posts in the refuse and grass collection services. The reallocation allows refuse collection to continue effectively, to meet prioritised demands. However, the impact of this situation has been a delay in responding to some fly-tipping incidents within the specified timescale during this period. The service is currently undertaking a cleansing review to improve operational efficiency and service provision. This measure therefore continues to be in the bottom quartile for 2016/17.									
<b>27</b> THS/007 The percentage of adults aged 60+ who hold a concessionary travel pass	80.6%	79.0%	81.4%	☺	▲	92.4%	85.5%	**	Carmarthenshire's communities and environment are sustainable
<b>28</b> THS/012 The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	10.7%	9.5%	9.2%	☺	▲	5.3%	6.7%	*	Carmarthenshire's communities and environment are sustainable
The Local Government Borrowing Initiative (LGBI) funding (2012-2015) and the targeted investment of Capital funding in recent years can be seen to make a direct impact on improving the combined overall condition of our A, B, and C classes of road network. The figure of 9.2% shows an improvement from 10.7% last year and is significantly below the peak in 2012/13 at 17.2%, showing a reversal of the general trend i.e. a decrease in the overall proportion of the network that is classed as being in poor condition. Following the cessation of LGBI, reductions in revenue and low levels of Capital highway infrastructure investment, Carmarthenshire is likely to remain in the bottom quartile without significant additional financial investment in the highway Asset.									



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