October 2018

Annual Report 2017/18

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Welcome from the Leader of the Council

Eleanor Roosevelt, an American social activist and wife of the US President Franklin D Roosevelt summed it up nearly 60 years ago when she said: *"The purpose of life, after all, is to live it, to taste experience to the utmost, to reach out eagerly and without fear for newer and richer experience."* These are very simple and yet very profound words that so closely reflect the objectives of the Carmarthenshire Well-being Plan.

The Welsh Government has withdrawn plans for the wholesale reorganisation of local government. But whilst Carmarthenshire may be here to stay, quite rightly we are expected to work in collaboration with other organisations as we all strive to improve the lives of our citizens.

Some 18 months ago we published our own Well-being objectives for 2017/18 and in this report we aim to assess how far we have gone in order to achieve our goals. We have established 15 separate and distinctive objectives and I am pleased to say that we have made significant progress in each area, ranging from helping children to live healthy lives to promoting the Welsh language and culture.

The last ten years have been incredibly challenging for everyone in the public sector. After a decade of austerity local authorities have had to make do with less. But despite reduced budgets, our administration has been determined to adopt innovative strategies in order to deliver services. We can't just allocate more money or people to tackle problems and therefore it is encouraging to see new approaches and new ideas coming forward.

The council's strategy for achieving these key aspirations has been concisely outlined in the document published earlier this year: "*Moving Forward in Carmarthenshire: the next five years".* This plan identifies a number of key objectives and programmes that the Council will strive to deliver over the next five years. It sits comfortably alongside the new Corporate Strategy, consolidating and aligning our plans for the future – a healthy and prosperous future for the citizens of Carmarthenshire.

Councillor Emlyn Dole
Leader of Carmarthenshire County Council

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

Cllr Emlyn Dole
Leader

Mark James CBE
Chief Executive

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Introduction

Our first Annual Report on our Well-being Objectives

In March 2017, we published our Well-being Objective (Incorporating our Improvement Objectives) plans for 2017/18.

This document, is an Annual Report for 2017/18 that examines our progress against the published plans for the year. It 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.

This publication brings together two separate but interconnected statutory duties. Under the **Local Government (Wales) Measure 2009** and the **Well-being of Future Generations (Wales) Act 2015** we must publish an annual report on the previous year (2017/18). See Appendix 1.

Working with Partners

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We are collaborating with other Public Bodies. We have set up a Public Sector Board and this partnership has recently published a **Carmarthenshire Well-being Plan**. All the separate public bodies in the partnership published their own Well-being Objectives last year and we will be working to meet many common objectives.

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 our 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 community groups has strengthened. The Carmarthenshire Disability Partnership, chaired by the Executive Board Disability Champion has continued to develop, with a key aim of making sure that services delivered by the Council meet the needs of disabled people throughout the county. 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 other national organisations.

Welsh Language (also, please see Well-being Objective 14)

2017/18 is the second year in the implementation of the Welsh Language Standards across the Council. A great deal of internal communication was done across the organisation and key messages were conveyed to staff at various opportunities, including the internal staff roadshows. Meeting staff face to face and discussing any issues that arise in their daily work is key in the success of the Standards. The opportunity was also taken to promote the online audio clips, glossaries, videos and new templates as well as promoting the variety of courses available to learn or improve Welsh.

During the year, we have appointed a Learning and Development Advisor - Welsh Language, to be responsible for developing the language skills of the workforce. The officer is based in the Council's Learning and Development team but close liaison is maintained with the Policy and Partnership team, Managers, Heads of Service and our learners. The officer has increased the opportunities available to staff by researching and delivering a variety of courses that meet the different needs of our staff.

The County Strategic Forum, which is led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language policy officers, has also continued its role in developing a programme of promoting the Welsh language in the county and has contributed extensively to the preparation of the Promotion Strategy for Carmarthenshire, in line with the Promotion Standard.

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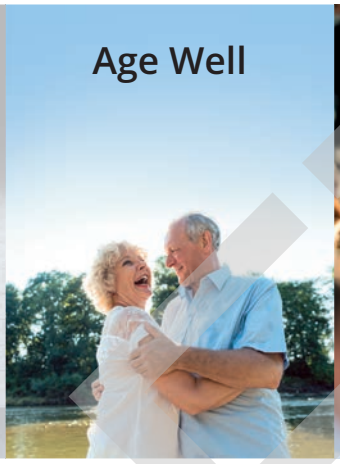
Life is for living, let's start, live and age well in a healthy, safe and prosperous environment



Well-being Objectives

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

2. Help children live healthy lifestyles.

3. Continue to improve learner attainment for all.

4. Reduce the number of young adults that are Not in Education, Employment or Training.

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

6. Creating more jobs and growth throughout the county.

7. Increase the availability of rented and affordable homes.

8. Help people live healthy lives (tackling risky behaviour & obesity).

9. Supporting good connections with friends, family and safer communities.

10. Support the growing numbers of older people to maintain dignity & independence in their later years.

11. A Council wide approach to supporting Ageing Well in Carmarthenshire.

12. Looking after the environment now and for the future.

13. Improving the highway and transport infrastructure and connectivity.

14. Promoting Welsh language and culture.

15. Building a Better Council and Making Better Use of Resources

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Our Success Measures for our Well-being Objectives

See *Appendix 2* for comparative ranking of performance

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

	Well-being Objective	Success Measures	Progress
1	**Help to give every child the best start in life and improve their early life experiences**	Children in care who had to move 3 or more times *(PAM/029)*	
2	**Help children live healthy lifestyles**	Childhood obesity *(Child Measurement Programme NHS)*	
3	**Continue to improve learner attainment for all.**	Educational attainment - Average Capped 9 points score (Year 11 pupils) *(PAM/032) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)*	New Measure for 2017/18
		School attendance rates (Primary)*(PAM/007)* (Secondary) *(PAM/008)*	
		Satisfaction with child's primary school *(NSW)*	Awaiting result
4	**Reduce the number of young people that are Not in Education, Employment or Training (NEET)**	Number of leavers Not in Education, Employment or Training (NEETs) *(PAM/009)* Year 11 & Year 13 *(5.1.0.2)*	(Year 11) (Year 13)
5	**Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty**	Educational attainment - Average Capped 9 points score (Year 11 pupils) who are eligible for Free School Meals *(4.1.2.4) (NWBI) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)*	New Measure for 2017/18
		Households successfully prevented from becoming homeless *(PAM/012) (NWBI)*	
		Households in material deprivation *(NWBI)*	
		Households Living in Poverty *(CACI's 'PayCheck' Data)*	
		Adults that are able to keeping up with bills without any difficulties *(NSW)*	Awaiting result
6	**Create more jobs and growth throughout the county**	Average Gross weekly pay *(ONS – Annual Survey of hours and earnings)*	
		Jobs created with Regeneration assistance *(EconD/001)*	
		The level of Private Sector Investment / external funding secured *(EconD/008)*	
7	**Increase the availability of rented and affordable homes**	Number of affordable homes in the County *(7.3.2.24)*	
8	**Help people live healthy lives (tackling risky behaviour and obesity)**	Adults who say their general health is Good or Very Good *(NSW)*	Awaiting result
		Adults who say they have a longstanding illness *(NSW)*	Awaiting result
		Adult mental well-being score *(NSW) (NWBI)*	No Year on Year data available
		Adults who have fewer than two healthy lifestyle behaviours *(NSW) (NWBI)* (Not smoking, drinking > 14 units, eating 5 portions fruit & veg, having a healthy body mass index, being physically active at least 150 minutes the previous week).	Awaiting result

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	Well-being Objective	Success Measures	Progress
9	**Support good connections with friends, family and safer communities**	% Say they have a sense of community *(NSW)(NWBI)* (Derived from feeling of belonging; different backgrounds get on, treat with respect'.)	
		People feeling safe *(NSW)(NWBI)* (At home, walking in the local area, and travelling)	No Year on Year data available
10	**Support the growing numbers of older people to maintain dignity and independence in their later years**	The rate of people kept in hospital while waiting for social care *(PAM/025)*	
		Agree there's a good Social Care Service available in the area *(NSW)*	
		Number of calendar days taken to deliver a Disabled Facilities Grant *(PAM/015)*	
11	**A Council-wide approach to support Ageing Well in Carmarthenshire**	People who are lonely *(NSW)(NWBI)*	
12	**Look after the environment now and in the future**	Use of renewable energy	
		Rates of recycling *(PAM/030)*	
13	**Improve the highway and transport infrastructure and connectivity**	Road conditions *(PAM/020, PAM/021 & PAM/022)*	Class A / Class B / Class C
		Road casualties *(5.5.2.21)*	Awaiting result
14	**Promote Welsh Language and Culture**	Can speak Welsh *(NSW)(NWBI)*	
		Pupils assessed in Welsh (first language) at the end of the Foundation Phase *(PAM/033)*	
		People attended arts events in Wales in last year *(NSW)*	
		People visited historic places in Wales in last year *(NSW)*	
		People visited museums in Wales in last year *(NSW)*	
15	**Building a Better Council and Making Better Use of Resources**	*'Do it online'* payments	
		People agree that they can access information about the Authority in the way they would like to. *(NSW)*	New Measure for 2017/18
		People know how to find what services the Council provides *(NSW)*	New Measure for 2017/18
		People agree that they have an opportunity to participate in making decisions about the running of local authority services. *(NSW)*	New Measure for 2017/18
		Staff sickness absence levels *(PAM/001)*	
		Reducing organisational 'running costs'	
		People agree that the Council asks for their views before setting its budget. *(NSW)*	New Measure for 2017/18

***Key**: PAM – Public Accountability, National Measures; ONS –Office for National Statistics; NSW - National Survey for Wales; NWBI – National Well-being Indicator*

One of the fundamental approaches advocated by the Well-being Future Generations Act is a shift in focus from gains in service output to a stronger link between the actions of public bodies and the outcomes that enhance the quality of life of citizens and communities both now and in the future. The Act is founded on Outcome Based Accountability which encourages a focus on the difference that is made, rather than just the inputs and processes that an organisation has. Success in the context of this Act is seeing positive action drive a positive contribution to the achievement of all the well-being goals through individual or collective action. *(Paragraph 9 SPF2 – Statutory guidance)*

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Other Assessment Information

Citizen Satisfaction

National Survey for Wales--------Results expected from June onwards

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 2017 and March 2018. Over 600 were interviewed in Carmarthenshire.

See Ranking Table in Appendix 3

Public Accountability Measures

There is also a **National suite of measures** that all councils in Wales have to collect- **See Appendix 4**

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 2017/18, **64%** of our measures improved while **36%** have declined; there is less improvement than in the previous year but 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)
2017/18	**64% (16 measures)**	**0% (0 measures)**	**36% (9 measures)**	**28%**
2016/17	65% (17 measures)	4% (1 measure)	31% (8 measures)	34%
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%

How we compare with other Authorities in Wales

--------Out turn data is usually available in September

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Regulatory Verdict

--------**Annual Improvement Report was expected in May but delayed**

The Future Generations Commissioner for Wales - Expectations of Annual Reports

In May 2018 the Future Generations Commissioner for Wales published her report on Well-being in Wales: the journey so far. She set out 9 key expectations for Annual Reporting. This guidance will inform future Annual Reports and where possible has been included in this publication. See our progress on these expectations in **Appendix 5**

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Start Well

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Well-being Objective 1

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

Placement stability for looked after children has significantly improved

Placement stability for looked after children has significantly improved over the last two years, and children's social work practice is being transformed following implementation of systemic practice within Pod's, incorporating *Signs of Safety* model, and the new *Edge of Care* team.

Flying Start expansion has continued enabling increased support to more children 0-3 living in deprived communities.

Newly-commissioned Families First projects are in place with a focus on preventing (and minimising the effects of) Adverse Childhood Experiences (ACE's).

School grounds are increasingly being utilised outside of school hours to enable greater access to play opportunities.

Why it is important

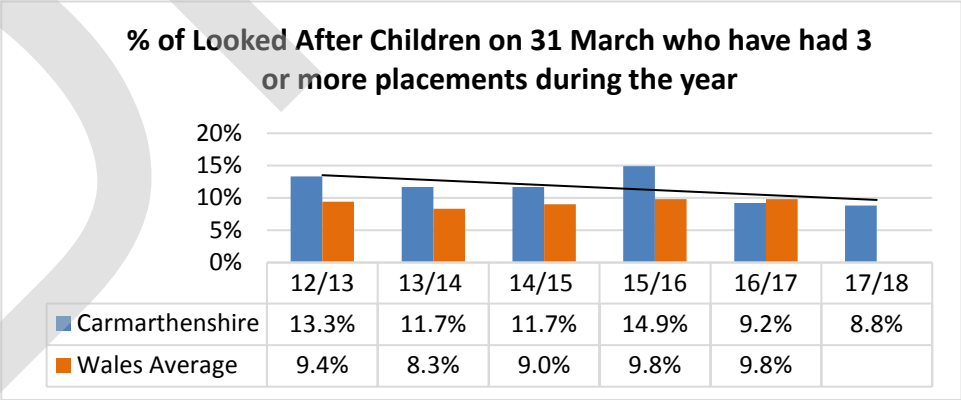
- Because giving every child the best start in life is crucial to reducing inequalities across the life course.
- Because what happens during these early years has lifelong effects on many aspects of health and well-being - from obesity, heart disease and mental health, to educational achievement and economic status.
- Because Looked After Children (LAC) are more likely to have been exposed to multiple risks associated with poor long term outcomes before entering care (Jones, 2011).

Success Measure

8.8% of children in care who had to move 3 or more times
(improved result from 9.2% in previous year)

Explaining the Results

During the last two years we have seen a significant improvement in **placement stability** for our looked after children with the % of looked after children having experienced 3 or more placement moves reduced by 6% **from 14.9%** as at 31st March 2016 **to 8.8%** as at 31st March 2018.



	12/13	13/14	14/15	15/16	16/17	17/18
Carmarthenshire	13.3%	11.7%	11.7%	14.9%	9.2%	8.8%
Wales Average	9.4%	8.3%	9.0%	9.8%	9.8%	

Close monitoring will continue though placement and permanency panels. In the **long-term** our continued focus remains on prevention and maintaining children at home with families and out of the care system wherever possible, as well as providing extra resources for foster carers to support the children in their care. The new '**Edge of Care**' team will focus on intensive support to families to achieve improved outcomes for children.

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Progress Made

- The Education and Well-being (LAC) Team are continuing to deliver **Attachment awareness** training, advice and support to all schools to better equip them in being able to meet the emotional needs of vulnerable children.

- The revised Families First programme, comprising 13 projects is ready to commence 1st April 2018. The projects will work towards preventing **Adverse Childhood Experiences (ACEs)** as well as helping to mitigate the effects of ACEs on those already exposed to them. ACE awareness training for schools is taking place. Stronger Links, Stronger Families Event took place in March to identify and take forward new ways of working together with families to improve their wellbeing.

- **Flying Start** Expansion into Ammanford is now complete. Capital investment has enabled the creation of new Flying Start offices with a combined Contact Centre for families, and a new childcare facility at the recently opened Ysgol Pen Rhos in Llanelli.

- We are continuing to extend the **Team Around the Family (TAF)** approach across the county for 0-25 year olds. Requests for TAF services is increasing with 18-25 referrals a week, and greater alignment between TAF and Flying Start has enabled a seamless service for families.

- **Child sexual exploitation (CSE)** remains a high priority issue both locally and regionally. Carmarthenshire actively engages in all CSE events, and ensure regular multi-agency (MA) meetings take place. We are also participating in a Barnardos pilot, and regional action plan. **CSE** is included in basic safeguarding training for all staff. MACSE meetings are continuing and developing.

- **Substance misuse** team has re-located to Ty Elwyn which has enabled improved joint working arrangements with Youth Offending and Children's teams ensuring people affected by drug and alcohol issues are able to receive the support they require when they need it. In particular it has helped ensure more effective care pathways for young people in the transition from children's to adult services.

- Children's services continue to find innovative ways of working with families. All teams have now implemented the **systemic model** of delivering social work services (within pod's) incorporating the **Signs of Safety** model. The format of assessments, care and support plans, reviews and child protection case conferences have all been adjusted to reflect this approach. The new Edge of Care Team is also focusing on preventative work at the point of referral.

A prospective Mum was very anxious about the birth and being at home completely alone with a newborn child as she had very little support from the baby's father and no family support in the area. A Home-Start volunteer was placed to provide support a week prior to the baby's arrival to discuss Mum's anxieties and needs for when the baby arrived. The volunteer then provided practical support after the birth; helping with feeds, support to go out, to go to baby groups, and attend appointments. Support was provided at home to allow Mum to catch up with chores. Additional emotional support was also provided by GP and psychotherapy sessions for Mum.

Mum developed a great bond with her son and became less and less overwhelmed by motherhood. She has now embraced the challenge of becoming a Mum and provides her child with everything he needs. As a result is a very happy little boy showing secure attachment to his mother.

Executive Board Member
For Education & Children
Cllr Glynog Davies

View our **detailed progress here** against this objective

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Well-being Objective 2
Start Well - Help children live healthy lifestyles

Starting to turn the corner on children who are overweight or obese by 0.2%.

This is a long term invest to save objective laying down the foundations for the long term health of children. We will continue to monitor if current measures and actions are making any difference. We have increased the number of children participating in sport and continue to raise awareness of healthy eating.

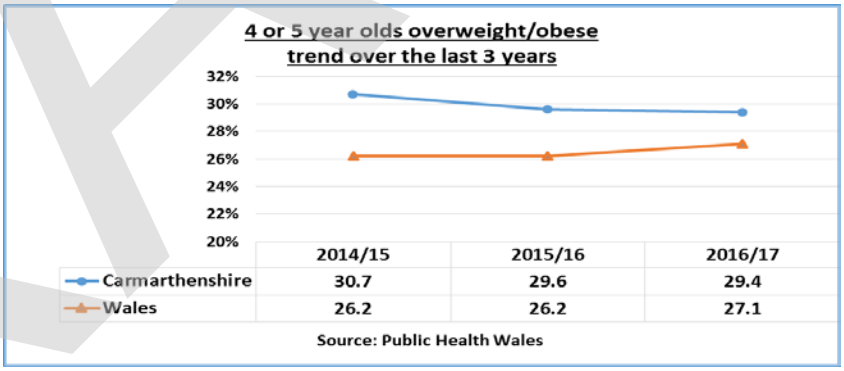
Why it is important

- Because projections suggest an increase in trends for childhood obesity going forward with figures showing males between the ages of 2 – 15 being at greatest risk.
- Because the Play Sufficiency Assessment identified playing outside as the most popular setting for children but also found that 32% of parents worried so much about their child's safety that it affected their children's opportunity to play.
- Because assessment engagement activity with primary school children showed being physically active to be the second most important factor for positive well-being of children aged 6 – 11, after connections with family and friends.
- Because living healthy lives allows children to fulfil their potential and meet education aspirations.
- Because habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

Success Measure

29.4% of children are overweight or obese

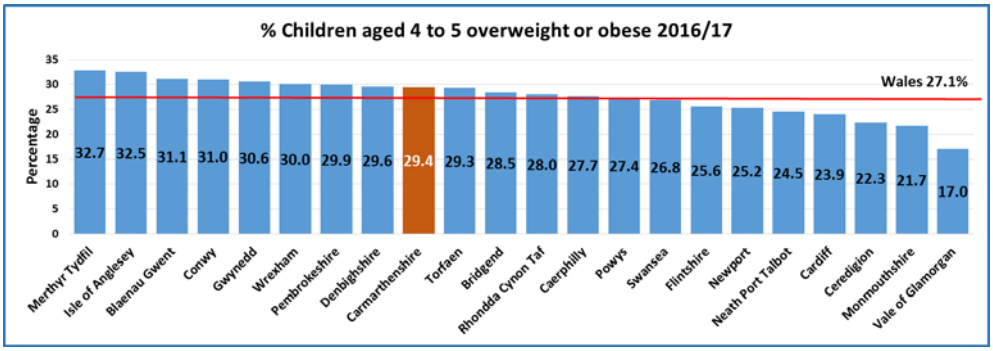
(A slight improvement on the previous year)



Explaining the Results

Public Health Wales (PHW) NHS Trust published its data on the 2016/17 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. 93.2% of eligible children participated in the programme in Carmarthenshire with 94.1% in Wales.

- The **% overweight or obese** in Carmarthenshire has reduced slightly from **29.6%** in 2015/16 to **29.4%** in 2016/17 and we have moved from 3rd highest to **9th highest in Wales** but continue to be above the Welsh average of 27.1%.

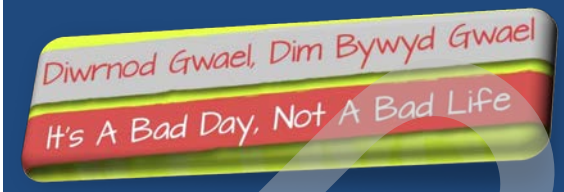


- The proportion of children who are **obese** has increased from **12.9%** in 2015/16 to **14%** in 2016/17.
- Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers.

Progress Made

- Another successful year for the Leisure Service saw *increasing physical activity* for children, particularly for the swim programme; teaching 3,700 children to swim and increasing the percentage of pupils who can swim 25m by the end of year 6 from 66% to 77%.
- Percentage of school children that are ***'Hooked on Sport'*** increased from 40% to 47% (Sport Wales survey comparison 2015 to 2013 - compared to 48% across Wales)
- Over 600 young people have taken part in sporting events including the *Gwent Cross Country League*.
- Over 1,700 pupils have used *Pendine Outdoor Education Centre* for the residential outdoor education centre experience in the past 12 months.
- Work is continuing with schools regarding the potential of utilising school grounds outside of teaching hours to enable children greater access to ***play opportunities***. Some schools have already implemented it and all new schools are being designed to allow this access. Various Play training is being delivered to childcare and play settings along with primary schools across the county to raise the quality of play experiences for children
- The ***Healthy Schools Scheme*** saw an increase in schools achieving all Phases of the scheme, with Peniel Community School becoming the second Carmarthenshire School to achieve the National Quality Award. Other key commitments were also achieved;
  - Ensuring all schools embedded the Food & Fitness, Health & Mental & Emotional Health topics;
  - Continued to ensure that schools are abiding by the Healthy Eating in schools (Wales) Measure 2009 and Healthy Eating in Schools (Nutritional Standards & Requirements) (Wales) Regulations 2013;
  - Promoted the ***'10 steps to a Healthy Weight'*** in partnership with the Sustainable Ore-school Healthy Schools Scheme.

Successful Conferences focus on young peoples health and well-being



The Youth Council's 15th Annual Conference entitled ***'It's a Bad Day, Not a Bad Life'*** was held on the 22nd of November at Parc y Scarlets and focused on the mental health of children and young people. Activities were organised in order that participants achieved a better understanding of mental health and how to provide support.

Our **Healthy Schools Conference** held at Parc y Scarlets focussed on the well-being of pupils and staff. Following a welcome and setting the scene by Cllr. Glynog Davies, Executive Board Member for Education & Children's Services, there were contributions by Aeron Rees, Head of Curriculum & Well-being, Professor Sally Holland, Children's Commissioner for Wales and Sian Griffiths, Education Lead of the ACE's Hun. Drama students from the University of Wales Trinity St David, directed by Jain Boon, Theatrical Director & Creative Practitioner, presented a powerful piece of theatre to highlight the impact of ACEs and the importance of supporting children & young people affected by Adverse Childhood Experiences. This was followed by a series of workshops and time to spend in the 'Marketplace' showcasing the services available to schools.

Executive Board Member
For Education & Children
Cllr Glynog Davies

View our **detailed progress here** against this objective

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Well-being Objective 3
Start Well - Continue to improve learner attainment for all

Learner attainment has been maintained despite changes to examination specifications and financial challenges

Following substantial policy and key changes to Key Stage 4 performance measures by Welsh Government, comparisons with previous years isn't appropriate. Carmarthenshire's outcomes at GCSE mirrors performance across Wales with 57.2% of our learners achieving the key Level 2 Inclusive indicator (at least 5 GCSE passes at grade A* to C including mathematics and language). Our result places us comfortable above the Wales average by 2.6 percentage points. Outcomes of national literacy and numeracy tests at other key stages of education declined very slightly but results at Key Stage 3 continued an encouraging upward trend in performance.

Why it is important

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

Success Measures

No year on year comparison available

360.8 is the average score (best 9 exam results) for Year 11 pupils

7th highest in Wales

Source: StatsWales

94.4% Attendance at Primary Schools

94.3% Attendance at Secondary Schools

Both results have declined from previous year (Primary 94.8% & Secondary 94.5%)

Source: StatsWales

Awaiting Result

??% are satisfied with their child's primary school

Source: National Survey for Wales

Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 2017/18 (2016/17 Academic Year) is 360.8 where girls had an average score of 372.6 and boys 349.4.
- **School attendance** in both Primary and Secondary schools in Carmarthenshire *declined* during 2017/18 (2016/17 Academic Year). Primary school attendance reduced from 94.8% to 94.4% and from 13th to 21st position in Wales. Secondary school attendance reduced from 94.5% to 94.3% and from 8th to 9th position. There will be robust consultation with Headteachers, Educational Welfare Service and related professionals to develop an action plan to improve school attendance moving forward.
- The National Survey for Wales shows that ?? were satisfied with their child's primary school ……..

Progress Made

- Outcomes of **national literacy and numeracy tests** at other key stages of education declined very slightly but results at Key Stage I continued *an encouraging and ongoing upward trend* in performance. Our outcomes for the Key Stage I Core Subject Indicator (learners achieving Level 5 for English or Welsh, Maths and Science) have achieved *higher results* than the Wales average for the past four years.
- Our performance at the Level I threshold (learners attaining two or more 'A' levels or equivalent qualification) continues to remain strong with an impressive 97.8% of our learners successfully achieved this goal. The result places us *above the Wales average* of 97.1%. Our performance has been **above the national figure for five consecutive years**.
- Six Carmarthenshire schools were invited to **ESTYN's *Recognising Excellence in Education*** event in Cardiff in October. These excellent schools were commended for their hard work, strong leadership, clear vision and relentless commitment to improvement. Representatives from these schools received a certificate and congratulations from Meilyr Rowlands, *Chief Inspector* and Kirsty Williams, *Cabinet Secretary for Education*. They were - Ysgol Bynea, Ysgol Parcyrhun, Ysgol Saron, Ysgol Heol Goffa, Ysgol Glan-y-mor and Ysgol Bryngwyn. A further eight schools were inspected during the year; four schools were placed in the Estyn Monitoring category and one was placed in the Estyn Significant Improvement category.
- Our **Modernising Education Programme** (MEP) continued apace benefitting thousands of our learners with the completion of major projects, valued at over £20 million, at Ysgol Bro Dinefwr, Maes y Gwendraeth, Carreg Hirfaen, Bryngwyn, Coedcae, St. John Lloyd, Trimsaran and Pen Rhos.
- A common theme for all Carmarthenshire schools this year has been engaging with the **Digital Competence Framework**, using workshops and networking sessions to support development of digital skills. Carmarthenshire schools were strongly represented at the 2017 National Digital Learning Event (NDLE). Ysgol Bro Banw won the Online Safety award for Developing Digital Competence through Flip Teaching & were Joint Winners of the Digital Project award for The Superheroes. Coedcae School won the 2017 Hwb Community award for Resources for new GCSE Religious Studies. Online safety continues to be promoted and evidenced with 100% engagement by Carmarthenshire schools through the Welsh Government and SWGfL 360° Safe Cymru online framework.

Ysgol Pen Rhos – First Day

Mr Gareth Morgans, Director of Education and Children, joined Ysgol Pen Rhos pupils as they started their first day in their new school premises in Llanelli. The new school building is considered exceptional and there were wide smiles on the faces of pupils, parents and staff alike.

After managing for many years in challenging school building Mr Joe Cudd, Headteacher and his staff had ensured that the school was ready to receive pupils and to get on with their learning.

The scheme is part of the 21st Century Schools Programme, funded by Carmarthenshire

Executive Board Member
For Education & Children
Cllr Glynog Davies

View our **detailed progress here** against this objective

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Well-being Objective 4

Start Well - Reduce the number of young people that are Not in Education, Employment or Training (NEET)

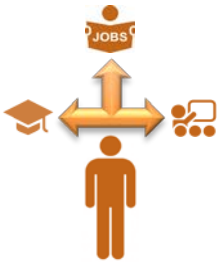
Continuing progress towards reducing NEET

A range of actions linked to the six elements of the Welsh Government's Youth Engagement and Progression Framework are on-going in Carmarthenshire, contributing to the reduction of young people becoming NEET.

Why it is important

- Because reducing the number of NEET reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- Because it is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6th forms, Further Education Colleges, training provision or work.
- Because it enables young people to contribute positively to their local communities.

Success Measures



1.4% year 11 pupils &

3.0% year 13 pupils

are Not in Education, Employment or Training (NEET)

(Previous year - Yr 11: **2.1%** & Yr 13: **2.0%**)

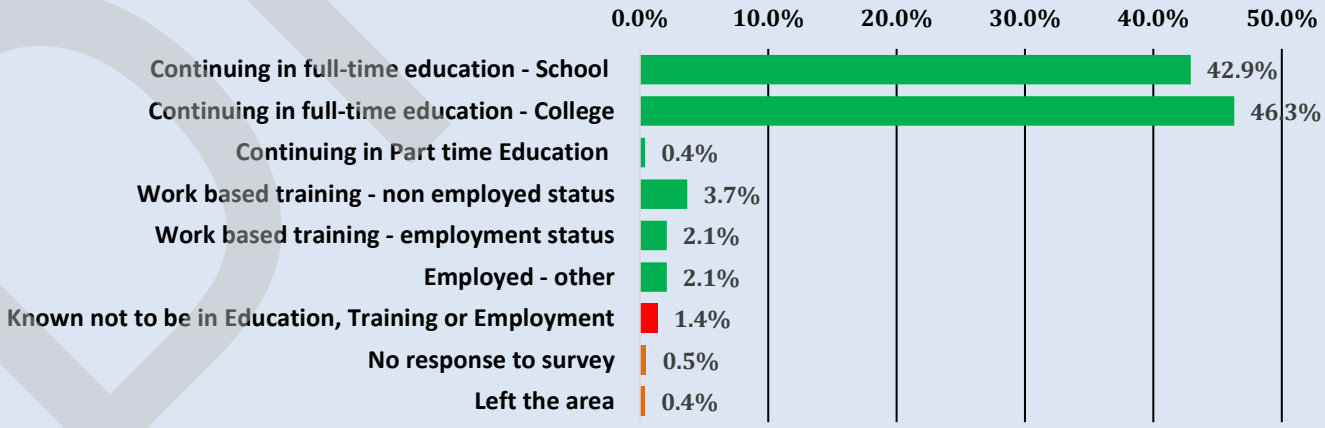
Year 11

Year 13

Explaining the Results

- 1.4%, or 27 of **Year 11** pupils becoming NEET equated to 98.6%, or 1,830 pupils remaining in Education, Employment or Training. A small number of pupils (27), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 12th in Wales and below the Welsh average of 1.6%.

Destination data for Carmarthenshire Year 11 pupils (Academic Year 2016-17)



- 3.0%, or 20 out of 663, **Year 13** pupils were known to become NEET, with only 10 pupils either not responding to contact or being known to have left the area. Factors affecting the result include the rising cost of higher education, young people's awareness of training and employment opportunities and limited identification of this group of young people by schools following the A Level results.

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Progress Made

- Carmarthenshire's delivery of the ***Youth Engagement and Progression Framework*** includes identification of young people most at risk of disengagement, brokerage and co-ordination of support, tracking and transition of young people through the education system, provision to meet identified needs and developing the employability skills and opportunities for employment. This work is delivered primarily by the County Council's Youth Support Service, together with schools, Coleg Sir Gar, training providers, voluntary organisations and Careers Wales.

- Involvement in the Regional European Social Fund (ESF) Projects *Cynnydd* and *Cam Nesa* will mean that **nearly £4m** of additional ESF funding will be available to provide support services for young people at risk of becoming NEET in the period 2018-2021.

- Further development of the local, bilingual 11-19 Curriculum, closely linked to the Welsh Government's Successful Futures review and the projects within the Swansea Bay City Region will enable young people to develop the skills they need to gain jobs in the local and regional economy.

Cynnydd Project Case Study

The young person was identified via referral from the school, and following a series of meetings with the young person and their family he was engaged on the *Cynnydd* project.

The young person was given a flexible package of support to help him overcome his anxieties. He had been a complete school refuser with no aspirations or progression plans for the future and had received previous support from *CAMHS* . We were able to accommodate him on a one to one basis, which proved very successful.

With the support and intervention of *Cynnydd* he has progressed from zero attendance to a secured place on *Youth Access* in Yr11. He has grown in confidence and as a result has been willing to meet with *Careers Wales* to discuss a possible work placement. He has already identified that he would like to pursue a course in photography after he leaves school and has shown commitment and enthusiasm in embracing the steps necessary to achieve this. He has also been attending group trips, which would have been unachievable previous to *Cynnydd* support.

The young person is very positive about the changes that have happened in his life and has a hope for the future that was non-existent when we first met him. He says that he is far happier, is excited about moving forward with his life and has more confidence and feels better about himself.

Executive Board Member
For Education & Children
Cllr Glynog Davies

View our **detailed progress here** against this objective

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Live Well

Well-being Objective 5

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

800 less households living in poverty (down from 35.9% to 35%)

Welsh Government defines poverty as when *"household income is less than 60% of the GB median income"*. This means a household where income is less than £18,553 a year (2017 - 60% of £30,921).
On this definition, 35% can be defined as living in poverty Carmarthenshire, well above the Welsh average of 33% and 8th worst in Wales.

Household Income Figures *Source: CACI's 'PayCheck' data*

Households Living in Poverty	2014		2015		2016		2017	
	Carmarthenshire	Wales	Carmarthenshire	Wales	Carmarthenshire	Wales	Carmarthenshire	Wales
	29,956 (37.1%)	446,586 (33.6%)	29,086 (36.3%)	459,283 (35%)	29,020 (35.9%)	460,322 (34%)	28,223 (35.0%)	450,616 (33%)

Why it is important

- Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities and prospects for children and young people, damages the quality of life for families and communities.
- Research shows that children growing up in workless households experience consistently poorer outcomes than other children whose parents are always working, in relation to educational attainment and cognitive ability.

Success Measures

65.1% households successfully prevented from becoming homeless
Declined from previous year (64.2%)

15.8% households in material deprivation
Increased from previous year (15.3%) 11th highest in Wales
Source: National Survey for Wales

No year on year comparison available

307.6 is the average score (best 9 exam results) for pupils receiving Free school meals
6th highest in Wales
Source: StatsWales

Explaining the Results

- Of the 413 households **threatened with homelessness** during 2017/18, 269 were successfully prevented from becoming homeless – 65.1%. There were 111 unsuccessful preventions and 33 withdrawals.
- According to the 2017/18 National Survey for Wales, 15.8% of participating households in Carmarthenshire were classed as **living in material deprivation,** this is below the Welsh average of 16.2% but has increased from the previous year's survey result of 15.3%. Despite a slight increase in figure, we have moved up from 14th to 11th position.
- The average score based on the best 9 **exam results** for Year 11 pupils that received **Free School Meals** is 307.6 compared to a score of 360.8 for those who don't.

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Progress Made

- We have established the *Financial Exploitation Safeguarding Scheme* (*FESS*) which consolidates ten initiatives in to one to detect and support victims of financial abuse and prevent victimisation. The *FESS* initiative creates a network where third sector and local authority partners agree to work together with Trading Standards to identify, refer and support victims of financial abuse.
- Financial literacy is now on the school curriculum.
- With the aim helping to tackle poverty, the *School Holiday Enrichment Scheme* focuses on providing a healthy breakfast, lunch and healthy activities for Year 6 free school meals and the working poor.
- During the year a pilot Wi-Fi initiative to boost connectivity and drive economic regeneration in the community commenced. The Council, on behalf of the *Grŵp Cefn Gwlad* Local Action Group was successful in securing funding up to the value of £120,000 from the *LEADER* scheme, with additional contributions being made by the Council and participating rural towns.
- A pilot to identify and provide pre-tenancy support to those tenants who may struggle to make their rent payments has been launched in Carmarthen area. This includes efforts to obtain more robust financial information at the first point of contact and identify those who may require further assistance. All new applicants will receive pre-tenancy guidance and specific one to one pre-tenancy advice is also available to successful applicants
- There are a number of projects working to address issues of rural poverty highlighted through the rural poverty study 2015 which have been delivered in 2017/18. These include; educating younger and future tenants to better manage their finances and avoid debt; expanding the way services are offered at the '*Hub*' location in Llanelli to people living in rural areas; a mental wellbeing and mental health awareness project; providing support for rural community members to become work ready and a project by *UWTSD* which aims to maximise the social and economic benefit of the relocation of *S4C* to Carmarthen. However, further opportunities to address these issues are currently being identified through the work of the newly establish *Rural Affairs Advisory Panel*.

AFTER SCHOOL CLUB

Pupils at *Ysgol Gymraeg Brynsierfel* in Llanelli and their parents are benefiting from a new after school club (and recently a holiday club) which provides fun activities and child care in a safe environment.

The Club runs Monday to Friday during term time and is a vital resource for parents and carers, in particular those who are working and are seeking high quality, low cost childcare and low income families are eligible for help with funding.

Executive Board Member
For Communities and Rural Affairs
Cllr Cefin Campbell

View our **detailed progress here** against this objective

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Well-being Objective 5

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ ✗	Progress Comment
A - Overarching		
To ensure we help alleviate poverty and promote inclusion, we will support the work of the Tackling Poverty Advisory Panel *(Action ID 12541)*	✓	Following local and general elections the Tackling Poverty Advisory Panel was reconvened in September 2017 with three new members and a new Chair. After initial update to new and existing Panel members a number of key areas for further exploration were identified to act as a work programme for the Panel going forward including transport and childcare. The Panel agreed that undertaking a case study in an area where complex challenges of poverty were prevalent would help to gain insight into potential solutions. Tyisha was identified as the case study and a working group established to identify key issues and a collective approach to addressing these. As a result of the working groups discussions a planning for real exercise, originally intended to have a housing specific focus, will be undertaken in the area to cover all issues pertaining to poverty. Scoping for this exercise is currently underway with support from specialist consultants and will commence in the Summer 2018. The work and outcomes will be monitored by the Advisory Panel.
B - Preventing Poverty		
We will provide pre-tenancy support and identify, at an early stage, those tenants who may struggle to make their rent payments on time. *(Action ID 12542)*	✓	The three stage approach to pre tenancy support is now up and running as an initial pilot in the Carmarthen Town Wards. First stage is to obtaining more robust financial information at the first point of contact to identify those who may require further assistance. All new applicants will received pre tenancy guide and encouraged to complete an online pre tenancy module. Second stage will include Pre Tenancy courses for applicants within the Rural Development Programme areas. The final stage is specific one to one pre tenancy advice to successful applicants who have been offered a property with us before their tenancy begins. This will be expanded during 2018/19.
We will develop a scheme to introduce energy efficient LED lighting to tenant's homes, which together with other schemes, will help to alleviate fuel poverty. *(Action ID 12543)*	✓	We have established a criteria to identify tenants on low income that would benefit from LED lighting pilot. Our approach is to work with Smart Meter Wales on measuring the savings that LED lights should achieve. This has been trialled in one area

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Last Year's Commitments	✓ ✖	Progress Comment
		where 13 properties had new LED bulbs fitted in their homes in February 2018. This included new bulbs in all rooms, including wall light and table lamps with an average of £50 per household being spent. General consensus of savings from LED's is £25-£30 per year, therefore pay back will be after 2 years. This pilot installation of LED lighting will have a positive impact in reducing fuel poverty for our tenants and will be further developed as part of the wider energy efficiency measures for tenants.
We will increase the % of Year 11 pupils who are eligible for Free School Meals who achieve the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics *(5.0.3.1)* *(2016/17 Result - 41.5% - 15/16 Academic Year)* *(2017/18 Target - 42.0% - 16/17 Academic Year)*	✖	**30.2%** of year 11 pupils eligible for Free School Meals achieved the Level 2 threshold in GCSE's during 2017/18 (Academic Year 2016/17). Following recommendations from reviews and policy changes announced by Welsh Government, several key changes have been made to the Key Stage 4 performance measures data which impacts significantly on comparisons with previous years. This is still comparable across Wales and we have the 10th highest result.
We will improve Average Capped 9 score for pupils in year 11 of pupils eligible for Free School Meals *(4.1.2.4)* ***This is a new measure for 17/18 – Academic Year 16/17 and replaces the Level 2 threshold measure (5.0.3.1) above as the main Key Stage 4 measure.***	-	A **score of 307.6** was achieved by Year 11 pupils eligible for Free School Meals in the average Capped 9 Score (best nine exam results) for 2017/18 (2016/17 Academic Year). This is below the average Capped 9 score for all pupils which was 360.8.
We shall increase the percentage of households successfully prevented from becoming homeless *(PAM/012)* *(2016/17 Result – 64% / 2017/18 Target – 65%)*	✓	**65.1%** of households threatened with homelessness were successfully prevented during 2017/18.
C - Helping people into work		
We will provide targeted support and advice to tenants that are directly impacted by Welfare Reform changes, working closely with other agencies. *(Action ID 12545)*	✓	We have a comprehensive action plan in place which involves targeting support and advice to those most effected by the welfare reform changes. Housing officers are visiting tenants to support and advise them through the main changes. We are closely working with partners to ensure specialist support is in place to help manage income they receive in a better way.
We will use the Work Ready Project (apprenticeships, graduates, work experience, work placements, volunteering) to attract and retain underrepresented groups, e.g. young people and people with disabilities, and monitor the outcomes. *(Action ID 12546)*	✓	A cohort of graduates have started the Post Graduate Diploma with UWTSD. A successful event was held in Apprenticeship week in March to celebrate the achievements of staff completing apprenticeship qualifications while in their existing job role. The programme has continued to support people back into employment via training schemes such as Workways and jobcentre plus, which are monitored for outcomes.
Through the Communities First, Communities for Work and Lift programmes we will provide targeted employment support to adults in our areas of highest deprivation. *(Action ID 12547)*	✓	392 individuals have engaged in employment related activities and they all feel more confident about accessing employment. This has been achieved through various services and includes

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Last Year's Commitments	✓ ✖	Progress Comment
		employment clubs, cv writing workshops and one to one mentoring.
Through the Communities First programme we will provide digital inclusion support. *(Action ID 12548)*	✓	222 individuals have accessed digital support through training sessions such as basic I.T, Microsoft and I pad courses and through the employment clubs which are delivered on a weekly basis.
Through the Time Credits programme we will provide and promote volunteering opportunities for residents to enhance their skills and continue to encourage/promote residents to be more involved in their communities through volunteering action. *(Action ID 12549)*	✓	There have been a wide range of volunteer opportunities for individuals with a total of 543 having signed up to volunteer during 2017/18. These volunteers have earned 2039 time credits through active volunteering in their communities.
Through Communities First, Communities for Work and Lift, accredited training is delivered to adults in our areas of highest deprivation *(Action ID 12550)*	✓	327 residents achieved accredited qualifications by attending Employment related courses during 2017/18, an increase on the previous year.
We shall increase the number of adults that feel more positive with improved confidence about seeking work after receiving employability support through Communities 4 Work and Communities 4 Work Plus programmes. *(EconD/020)* *(2016/17 Result - 100%/2017/18 Target – 100%)*	✓	Of the 392 residents that received employability support during 2017/18 everyone felt more positive with improved confidence about seeking work – **100%**
We shall ensure that a high number of residents feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus programmes. *(EconD/021)* *(2016/17 Result - 100%/2017/18 Target – 100%)*	✓	Of the 222 residents that received digital inclusion support during 2017/18 everyone felt more confident with their IT skills and using a computer – **100%**
We shall increase the number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes. *(EconD/022)* *(2016/17 Result - 298 / 2017/18 Target - 300)*	✓	**327** residents achieved accredited qualifications by attending Employment related courses during 2017/18, an increase on the previous year.
We shall do all we can to reduce the % of working age population in receipt of out of work benefits in Carmarthenshire. *(5.6.3.4)* *(2016/17 Result - 11.4%/2017/18 Target -11.3%)*	!	This data is no longer being produced by the Department for Work and Pensions. We shall look at a replacement measure in due course based on the new Universal Credit once it has been launched all over the UK.
D - Improving the lives of those living in poverty		
We will support local communities to develop projects/activities to address issues of rural poverty highlighted through the rural poverty study 2015. *(Action ID 12552)*	✓	We continue to deliver the LEADER programme in rural Carmarthenshire. To date the programme has committed support to the value of just over £2million for a number of projects in rural Carmarthenshire; several of which are seeking to tackle issues identified within the 2015 Rural Poverty Study. Projects such as the educating younger and future tenants to better manage their finances and avoid debt; expanding the way services are offered at the 'Hub' location in Llanelli is replicated to people living in rural areas; Rural Volunteering project; a mental wellbeing and

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Last Year's Commitments	✓ ✖	Progress Comment
		mental health awareness project; pre-employment training, developing confidence skills, providing support for rural community members to become work ready further addressing issues surrounding rural poverty and a project by UWTSD which aims to maximise the social and economic benefit of the relocation of S4C to Carmarthen.
We will continue to link the Mobile Library service with Un Sir Gar (the Hub) to provide employability and Digital support services across the county - linking in with the Carmarthenshire 'Do It Online'. *(Action ID 12559)*	✖	Work has continued throughout the year with the introduction of an online employability eligibility tool. The customer Service Centre and Un Sir Gar service has amalgamated to create a Hwb model which by working with partners provides not only council services but also advice and assistance on employability, training and volunteering opportunities. This model is to be delivered via the mobile libraries during a pilot commencing May 14th 2018 which unfortunately is not within the 2017/18 financial year as hoped. Following the redesign of the mobile library routes a route covering rural areas has been selected for the pilot.
We will look at rolling out hubs to other areas of need in the county. *(Action ID 12560)*	✖	The Hwb model in Stepney Street, Llanelli is now well established. A building in Quay street, Ammanford has been commissioned following the allocation of grant funding. Works to the building will be carried out through the summer with an expected launch of the Hwb in Ammanford during Autumn 2018. Work is underway in identifying suitable accommodation in Carmarthen to replicate the Hwb model there.
We will continue to increase the number of Fuel Clubs where there is no mains gas supply and promote a range of options to support tenants in tackling fuel poverty. *(Action ID 12561)*	✓	The number of fuel clubs in the County continue to be supported but is unlikely that we will increase the number of clubs that are already established. To support tenants effected by fuel poverty we are promoting the use of LED lighting under another scheme. As part of our investment plan we will be targeting council homes with a range of options to increase those properties with a low energy rating. We have also helped a number of tenant through the Welsh Water assist scheme which reduces water charges for tenants on low income.
We will develop further partnership arrangements in respect to financial exploitation. *(Action ID 12563)*	✓	In total we now have 32 local authorities assigned to the Financial Exploitation Scheme, 16 English authorities, 16 Welsh authorities. We also have two new financial institutions, Santander, and TSB. The scheme will create a financial safeguarding network bridging the public and private sectors helping to protect vulnerable people from financial harm. We now have 13 local banks affiliated to the scheme, increasing the protection of local Carmarthenshire citizens. In order to further partnership approach we have undertaken financial exploitation (FESS/Friends against Scams) training and awareness for the Fire Service (20

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Last Year's Commitments	✓ ✖	Progress Comment
		Officers trained) and Dyfed Powys Police on Trading Standards Legislation, Doorstep crime & Scams (25 officers trained.)
We will promote financial literacy through the Financial Exploitation Safeguarding Scheme (FESS). *(Action ID 12564)*	✓	We currently have 84 classes running and 69 schools registered. The intention moving forward is to develop the marketing potential of this project in partnership with our web designers Canolfan Peniarth of Trinity College.
We will increase the number of vulnerable and disadvantaged people protected through Financial Exploitation Safeguarding Scheme. *(Action ID 12565)*	✓	Database has now been developed and we now have the facility to capture the relevant data, added to this the national scams hub have provided us with an updated list of citizens in Carmarthen who are recorded as having been victim of a scam in the past, it is our intention to contact all these people. Current data reveals the number of people to be over 750.
We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support. *(Action ID 12553)*	✓	The Toy Box and Hamper appeals were successfully delivered prior to Christmas 2017 and an excellent progress was made in terms of streamlining delivery.
We will deliver a campaign to raise awareness of financial advice and support available to residents. *(Action ID 12144)*	✓	A number of council services have delivered targeted campaigns to raise awareness of financial advice and support available to residents throughout 2017/18. For example: The Communities First programme have offered residents the opportunity to access a wide range of programmes that have been focussed on encouraging financial inclusion with over 46 sessions and 162 individuals attending. Everyone felt improvements with their financial literacy and capability. The Personal Budgeting Support Officer within the Housing Benefit Team continues to offer one to one support and assistance to claimants of housing benefit and those affected by changes to the welfare system under Universal Credit. A veterans day was held in Yr Hwb in September 2017 which focused on providing tailored advice including on financial support to veterans, bringing together core Council services with third sector support. Housing Options advisors have also embedded financial advice and support to prospective and current tenants into their core business and delivered such support to residents throughout the year. In addition the Trading Standards team have also undertaken a number of pro-active and preventative campaigns during the year to raise awareness of potential scams and issuing advice on support available to residents who become victims of such initiatives.

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Last Year's Commitments	✓ ✖	Progress Comment
		This targeted campaign approach ensures that the most vulnerable groups within our communities are receiving appropriate and timely support and that wherever possible preventative measures are put in place to protect the most vulnerable as well as responding to crisis situations where they occur.
We will continue to raise awareness of welfare reforms, particularly the roll-out of Universal Credit as affecting Housing Benefits recipients, with Customers, elected members and to Stakeholders/partner departments. *(Action ID 12555)*	✓	The Housing Benefits Section continues to make other stakeholder services aware of key changes and updates provided by the Department for Work & Pensions and other information sources, with particular reference to the roll-out of Universal Credit and the issues arising as reported from pilot / advance roll-out areas elsewhere in the country. A Universal Credit awareness training took place in October 2017 for staff from Housing Benefits and other relevant services, as well as stakeholder organisations whose customers are likely to be affected by Universal Credit roll-out. Where appropriate the section is also providing data to customers affected by welfare reform changes such as the revised Benefit Cap and forthcoming Housing Benefit restrictions for social sector tenants. We are also facilitating and co-ordinating liaison between Council services that will either be impacted upon, or otherwise involved with the Full Service Roll-out of Universal Credit which is now to take place in December 2018 (postponed from June 2018).
We will continue to fulfil the requirements of the DWP Universal Credit, delivery partnership agreement in terms of budgeting support for vulnerable claimants and technical/specialist support for the Universal Credit delivery centres. *(Action ID 12556)*	✓	The provision of technical/specialist advice and support to the DWP`s Universal Credit delivery service is now an established process within the Housing Benefit section. In addition the Personal Budgeting Support "service" is now embedded within the section and the officer is proactively providing assistance to customers including: > referrals from the Job Centre (both Universal credit and ESA claims) > the Council`s Housing Services Division and > the Housing Benefit Assessment Team (for claimants seeking additional financial support to meet their rent via Discretionary Housing Benefit Payments)
We shall implement the School Holiday Enrichment (Holiday Hunger) Programme (SHEP), supporting families and children during school vacations to cook healthy meals, particularly aimed at pupils eligible for Free School Meals. *(Action ID 12505)*	✓	Two schools, Coedcae Secondary and Llandeilo Primary schools ran two schemes during the summer of 2017. A further six School Holiday Enrichment (Holiday Hunger) Programme schemes will be run across four schools during summer 2018, these are Pehrhos, Brynteg, Llandeilo and Brobanw. A steering group has been established and we are currently in the process of identifying funding schemes for sustained annual growth.

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Last Year's Commitments	✓ ✖	Progress Comment
We will provide financial capability support, enabling residents to manage debt and raise income. *(Action ID 12557)*	✓	162 individuals received support from the 46 financial capability sessions delivered during 2017/18.
We will retain the reduced average number of days taken to process new Housing/Council Tax Benefit claims ***(6.6.1.2)*** *(2016/17 Result-21.12 days /2017/18 Target - 21 days)*	✖	**2017/18 result 22.77 days**. This is very slightly down on last year but was expected, given that the section has been seriously understaffed during the year with ten experienced assessment officers leaving the service to work in other departments. New assessment staff have been recruited and are working their way through the training programme.
We will retain the low average number of days taken to process notifications of changes of circumstances in Housing/Council Tax Benefit claims ***(6.6.1.3)*** *(2016/17 Result- 5.13 days / 2017/18 Target – 5.2 days)*	✖	**2017/18 result 5.27 days.** This is very slightly down on last year but was expected, given that the section has been seriously understaffed during the year with ten experienced assessment officers leaving the service to work in other departments. New assessment staff have been recruited and are working their way through the training programme.
We will retain the high % of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check ***(6.6.1.9)*** *(2016/17 Result- 98.13 % / 2017/18 Target - 96%)*	✓	**2017/18 result 96.72%.** It is pleasing to note that the target has been surpassed despite the section being under significant pressure due to considerable staff turnover and the increasing technicalities of the scheme, including the gradual introduction of Universal Credit.

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Well-being Objective 6
Live Well - Create more jobs and growth throughout the county

Median Gross Weekly Pay has increased by 4.7% (from £494.5 to £517.5)
Carmarthenshire has the 5th highest wage in Wales for 2017, 8th highest the previous year
This is above the Welsh average of £505.9

Why it is important

- *Well paid jobs* for local people is the Council's number one priority.
- *Increasing employability* is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.

Success Measures

Median Gross Weekly Pay is now **£517.5**
(previously £494.5)
5th highest wage in Wales
Source: ONS – Annual Survey of hours and earnings

352.2
Jobs Created with Regeneration Assistance
during 2017/18

Over £16.7m
Private Sector Investment / External Funding Secured
during 2017/18

Explaining the Results

- **352.5 jobs were created** with regeneration assistance during 2017/18 at the following locations:- Parry Thomas Centre; Business Support; Beacon Bursary; Opportunity St; Cross Hands Growth Zone and through the Carmarthenshire Rural Enterprise Fund Projects. In addition 250 people were placed into jobs and over a 1,000 people were helped into volunteering.
- A total of **£16.7m** of **private sector investment** was secured during 2017/18 via Community Bureau, Carmarthenshire Rural Enterprise Fund, Transformation Commercial Property Development Fund (TCPDF), Pendine Attractor, Jacksons Lane, Cross Hands Growth Zone and Wetlands Projects.

Progress Made

City Deal

- Since the *City Deal* was signed, considerable progress has been made with eight of the eleven project business cases having now been submitted to the UK and Welsh Governments for final sign-off:-
  1. The new building, part funded by the City Deal, on the University of Wales Trinity Saint David campus, called **'Yr Egin',** will give creative industries top quality office spaces which will benefit from state-of-the-art digital technology and will also feature the new headquarters for S4C.
  2. In Llanelli, an outline planning application has been submitted for the **Life Science and Well-Being Village** at Delta Lakes. This £200m project will include a cutting-edge new leisure centre, spaces for medical research, health service provision and extensive landscaping that will lead to opportunities for cycling and scenic walks.

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Knowledge Economy & Innovation

- The **Skills and Talent project** being led by the *South West Wales Regional Skills Partnership*, is already exploring the gaps that currently exist in the provision of skills and how this can best be addressed, both now and in years to come, by introducing courses that are tailor made to the City Deal projects.
- Our **Rural Affairs** Task Group aims to identify actions the Council, in partnership with other public bodies and organisations, can take to address issues effecting rural communities in Carmarthenshire. This includes economic development, broadband, housing, transport, agriculture, service provision, education and community life to name but a few and will also ensure and support rural regeneration in future years.

Transformations – A Strategic Regeneration Plan for Carmarthenshire 2015-30

- We have made progress on the **6 transformational projects** within the *Strategic Regeneration Plan*:

1. A number of projects identified in the **Carmarthen** Town Centre Regeneration Masterplan are progressing with funding and permissions being secured to deliver both the Jackson's Lane Redevelopment Proposals & Carmarthen Wetlands and Gateway projects.
2. A number of **Ammanford** Task Force action plan projects have also progressed during 2017/18. Work has commenced on: Tir Y Dail Junction, Margaret St Road Widening Scheme, and Railway Crossing Enhancement Schemes, whilst 41 Quay St has been acquired to develop a new Hwb.
3. **Llanelli** Town Taskforce projects have progressed - the Opportunity Street project to acquire 15 properties and 1 development site has been successfully completed. Future funding is being sought in relation to Targeted Regeneration Fund to expand work on the portfolio purchased through the Opportunity Street Programme. Llanelli Joint Venture is progressing with demolition of Pontrilas Factory in North Dock with outline planning to redevelop the site for housing.
4. Funding has been secured to deliver second phase of the **Cross Hands** East Strategic Employment Site.
5. We are working on a number of tourism projects such as the Parry Thomas Commercial Centre in **Pendine** which has been fully let and funding has been secured to deliver the £7m Pendine Attractor project. See more on tourism in Well- being Objective 15-Promoting Welsh Language Culture.
6. In the **rural area** of the county a number of business growth projects have been supported with assistance from the Carmarthenshire Rural Enterprise Fund. To date 16 applicants have completed or are in the process of completing projects that will deliver new employment opportunities for rural Carmarthenshire. In addition 4 capital projects are under construction (through the TCPDF) that will significantly increase commercial employment space in the county.

LIFT people in to work! - Moving to Llanelli from South Shields after losing his job, Gary had lost a significant amount of confidence in his ability to find work. He was not sure whether he had the skills to enter an unfamiliar workplace and to succeed in a new job. Through discussion with his *LIFT* mentor, Gary's transferable skills were identified and it was decided that manufacturing or construction were the best routes for him to follow as many of his skills would carry over. Gary was supported by the *LIFT* programme to successfully complete CSCS training and apply for his CSCS green card. Through the *LIFT* programme Gary secured a work placement at *Lloyd and Gravell* and upon completing his placement was offered a job as a full time paid employee.

"I can't thank Lift enough for their support and guidance. My career finally looks like it is getting back on track!"

Executive Board Member
For Economic Development
Cllr Emlyn Dole (Leader)

View our **detailed progress here** against this objective

DRAFT

Well-being Objective 7
Live Well - Increase the availability of rented and affordable homes

On track to meet the affordable homes target of 1,000 additional affordable homes between 2016 - 2021

Good quality, affordable homes are the bed rock of healthy and sustainable communities.
We have delivered over 400 additional affordable homes since 2016 as part of the affordable homes plan.

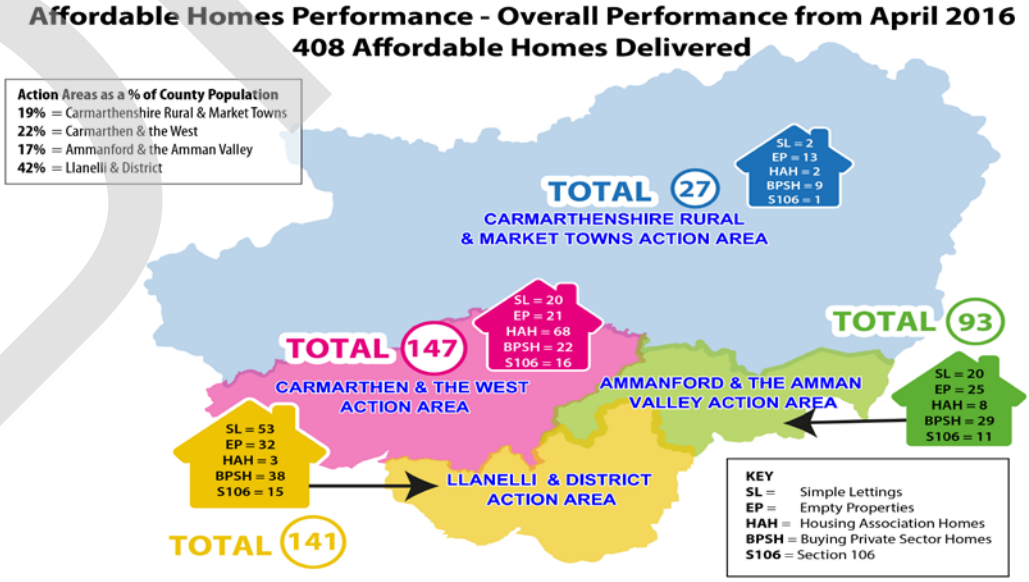
Why it is important

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

Success Measure

235
Additional Affordable Homes during 2017/18

Explaining the Results



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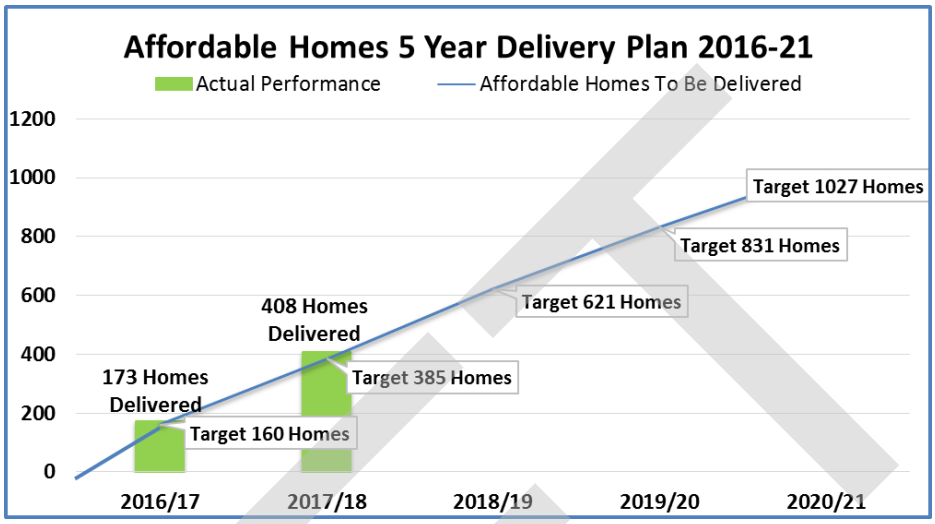
Progress Made

- As part of the *2016 - 2020 Affordable Homes Plan* to date we have provided **408** additional affordable homes made up of the following:-
  - *Simple lettings agency* - 95
    (32 – 2016/17 – 63 -2017/18)
  - *Empty homes brought back into use* - 91
    (28 – 2016/17 – 63 -2017/18)
  - *Buying private sector homes* – 114
    (45 – 2016/17 – 69 -2017/18)
  - *Housing Association new build development* – 65
    (45 – 2016/17 – 20 -2017/18)
  - *Contribution by development (section 106)* - 43
    (23 – 2016/17 – 20 -2017/18)



- We have bought **98** private sector homes to increase the *council's own housing stock*. 16 homes have also been bought directly by Bro Myrddin Housing Association.
- Funding has been secured to build **over 60** *new council homes* (including the latest projections for Affordable Housing Grant from Welsh Government). 3 sites have been identified where building works will commence in 2018/2019.
- The contribution by development are *low cost home ownership* properties
- Through the planning system (Section 106) 43 homes have been provided for Low Cost Home ownership and nominated to local people who needed help to buy their own home

Carmarthenshire County Council is already making good on its promises to deliver 1,000 more affordable homes by 2021. Over 60 new council homes will be built in Carmarthenshire over the next two years in an £8.5million investment to grow the local authority's housing stock.

Executive Board Member
For Housing
Cllr Linda Evans

View our **detailed progress here** against this objective

DRAFT

Well-being Objective 8
Live Well - Help people live healthy lives (tackling risky behaviour and obesity)

Almost 1.6 million visits to our Leisure Centres, generating a Social Value Return of £4.6 million during 2017/18

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*
- Where every child is hooked on Leisure / Cultural activity for life

Why it is important

- Because our way of life is changing, people are living longer with a higher quality of life.
- Because the challenge is to prevent ill health.
- Because living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- Because many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.

Success Measures

Awaiting Result	Awaiting Result	No year on year comparison available	Awaiting Result
??% of Adults who say their general health is Good or Very Good *Source: National Survey for Wales*	**??%** of Adults who say they have a longstanding illness *Source: National Survey for Wales*	Adult mental well-being score of **50.2** (Out of a maximum of 70) *Source: National Survey for Wales*	**??%** of Adults who have **<2** healthy lifestyle behaviours *Source: National Survey for Wales*

Explaining the Results

- Good or Very Good health to follow – results available later in the year from NSW
- Adults with longstanding illness to follow - results available later in the year from NSW
- **Mental well-being score** is based on 14 positively worded statements asked as part of the National Survey for Wales which represents positive attributes of wellbeing and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population. The average mental well-being score for Carmarthenshire respondents was 50.2 from a maximum of 70, this is below the Welsh average score of 50.9 and in 16th place.
- Adults with fewer than two healthy lifestyle behaviours to follow - results available later in the year from NSW

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Progress Made

- We have continued to monitor *air quality* (nitrogen dioxide) for the residents of and visitors to the County implementing a sampling programme. This supports a consultation for Air Quality Management Area`s action plans for Llanelli and Carmarthen as well as the current action plans for Llandeilo. Data has been captured across all sites and results assessed and reported.

- Following a million pounds of investment to enhance our *leisure centres*, creating more space and bringing in brand new state of the art fitness equipment we have seen an 2.8% (48,000) increase in the numbers of visits to 1,582,994 during 2017/18. This has also resulted in an increase in income by 23% (from £978k to £1.2m). The impact has been extremely well received by new and existing customers and the satisfaction survey shows an increase from 29% to 44%.

- We have a vision designed to make Carmarthenshire *'The Cycling Hub of Wales'*. A cycling strategy has been developed, this includes the exciting Twyi Valley Cycle Path, the Millennium Coastal Path, Closed Road Cycle track in Pembrey and the Amman Valley Cycle Path. Together with the recently refurbished Velodrome in Carmarthen Park which is one of only two in Wales.

- A further 1,510 people were referred to the *National Exercise Referrals* scheme during 2017/18, with 53.8% of engaging with the scheme and 45.6% having completed the 16 week programme.

"The scheme has really been a life saver. It has totally transformed my life not just physically but emotionally"

- Our mental health teams, leisure colleagues and Run Wales are training a group of individuals with mental health issues to compete in the Swansea half marathon and also in local park runs. This is an innovative project to improve the mental health, well-being and physical health of individuals. It is also contributing to the anti-stigma agenda as staff and those who use services are training together and co-production is an essential feature of the scheme.

Sport & Leisure – Changing Lives

Neil has been a member of Carmarthen Leisure Centre for several years, initially referred through the NERS scheme. He is now an ongoing member, attending most days to get his dose of physical activity. 2 years ago, Neil developed to the point that he no longer needed the use of his wheelchair, which he puts down to the support the staff at the centre have given – an emotional moment for both Neil and staff!

Neil said, *"The gym class enabled me to ditch my wheelchair after 15 years of being stuck in it. Nearly 2 years since I have seen it"*

The recent million pound investment into our Health & Fitness facilities shows our intent to continue offering, and to improve, such life-changing services as received by Neil.

Executive Board Member
For culture, Sport & Tourism
Cllr Peter Hughes-Griffiths

View our **detailed progress here** against this objective

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Age Well

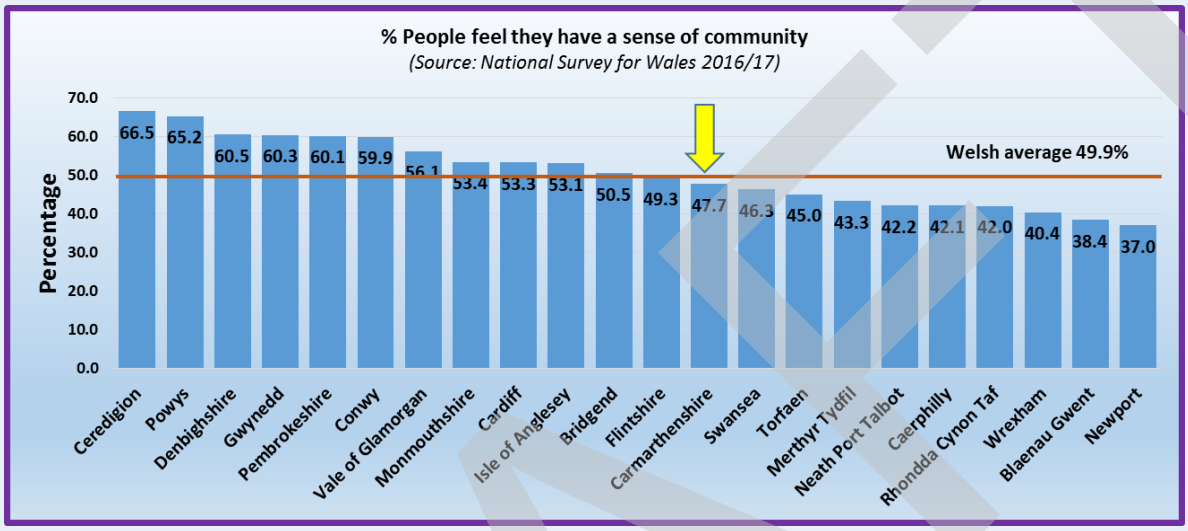
DRAFT

Well-being Objective 9
Live Well/Age Well - Support good connections with friends, family and safer communities

Sense of community survey results have declined by 26% in Carmarthenshire

Overall in Wales the results declined by 12%

The **'Sense of Community'** is derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect'.*



Carmarthenshire has the 4th highest year on year % change having reduced from 73% in 2014/15 to 47.7% and moved down from 5th to 13th position.

Why it is important

- Carmarthenshire's *Well-Being Assessment 2017* highlighted community togetherness and cohesion as important for positive well-being. It was the 3rd highest thing that mattered to people.
- Loneliness and social isolation are harmful to our health, with research showing that lacking social connections is as damaging to our health as smoking 15 cigarettes a day and is worse for us than well-known risk factors such as obesity and physical inactivity.
- Social networks and friendships not only have an impact on reducing the risk of early death and illness, but they also help individuals to recover when they do fall ill.

Success Measure

No year on year comparison available

79% People who feel safe

7th Highest in Wales

Source: National Survey for Wales

Explaining the Results

- According to the 2016/17 National Survey for Wales, 79% said they **felt safe** at home, walking in the local area and while travelling on local transport after dark, with the 65-74 age groups feeling the safest. These survey questions are based on perception of crime.

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Progress Made

COMMUNITY RESILIENCE *is a way of describing the ability of communities and the individuals that create them, to be stronger and more empowered to help themselves stay healthy, strong and maintain their wellbeing - no matter what the circumstances*

- We have continued to develop and implement how we provide information, advice and assistance (IAA), ensuring it's easily accessible and this also links in with the national '*Dewis'* system, which gives information or advice about well-being – or if they want to know how they can help somebody else. Our newly improved *Family Information Service* (FIS) website went 'live' on 31st March 2018 which is compatible with mobile devices and more interactive.
- The *Community Resilience* coordinators continue to work with their local communities to inform our understanding of assets in the community that contribute to promoting and supporting health, wellbeing and reduce loneliness. Dementia friendly community initiatives are continuing to be rolled out across the County. We have populated the Dewis website with assets and resources available to the community with over 500 organisations currently identified.
- We are on target to deliver Carmarthenshire's pledge of resettling 60 Syria Refugee families. A voluntary support group *Syria Sir Gâr*, has been set up to provide informal support to the refugee families, together with support and advice from our regional Community Cohesion co-ordinator.

Also see Well-being Objective 10+11 for how we support people to stay at home and in their communities and Well-being Objective 1 regarding Family Support services.

SAFEGUARDING

- We have an *'everybody's business'* approach to safeguarding in Carmarthenshire by working with local authority colleagues and partner agencies.

COMMUNITY SAFETY

- A new partnership initiative has been implemented to support individuals detained in custody who have served in the armed forces.
- An alcohol awareness outreach work event was held in Trostre, Llanelli on 24th February in partnership with Cyfle Cymru, Drug Aid and Domestic abuse support groups, providing advice and access to services. The *Paul`s Pledge* campaign continues to receive support and raise awareness of the dangers of alcohol-related violence.
- Joint proactive licensing enforcement visits were conducted throughout the year in all the main towns within Carmarthenshire by Council Licensing officers and Police. These visits target problem premises and help reduce incidents of alcohol related violence by improving security and engagement.
- Reported crime in 2017/18 has shown a significant **increase** from 2016/17 of 16.8% (1,460 additional crimes), resulting in 10,137 crimes. However, it is important to note that crime rates continue to be significantly lower in Carmarthenshire compared to the national average.
- Levels of anti-social behaviour (ASB) have **reduced** over the year by 14.3%, Total number of reported incidents was 5,810 compared to 6,780 in 2016/17 – a reduction of 970 incidents

Carmarthenshire United Support Project (CUSP) Through projects such as CUSP and Home from Hospital, Carmarthenshire has facilitated a range of activities to develop community resilience, by supporting people to remain independent in their own homes for longer or return to their own homes more quickly and safely after a hospital stay.

Executive Board Member
For Community Safety
Cllr Cefin Campbell

View our **detailed progress here** against this objective

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Well-being Objective 10

Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

We have reduced admissions to long term residential care by almost 5% (from 1066 to 1016)

Our Offer to the Population - *'Help to Help Yourself'* (*Prevent* ill health or injury)

Promote independence, well-being, community engagement and social inclusion.

Why it is important

- Because consultations have demonstrated that *'what matters'* to individuals is to be able to be as independent and well as possible for as long as possible.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because it is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

Success Measures

47 people were kept in hospital while waiting for social care

(**2.50** per 1,000 population aged 75+)

(Previously 43 people - 2.30 per 1,000 population)

56.2%

Agree there's a good social care service available in their area

(Previously 53.1%)

Source: National Survey for Wales

It takes us an average of **161** calendar days to deliver a *Disabled Facilities Grant*

(Previously 167 days)

Explaining the Results

- 47 clients (75+) were **kept in hospital** during 2017/18 while waiting for social care, a slight increase on the previous year of 43. The decline mainly occurred in January due to the winter pressures, inclement weather and the domiciliary care market being compromised due to one provider ceasing to deliver domiciliary care in the Llanelli area. Our Commissioning Team will continue to work very closely with other providers across the County to stimulate and support the domiciliary care market and monitor demand to ensure resilience in the market.
- According to the 2016/17 National Survey for Wales 56.2% of those surveyed agreed that there's a **good social care service available** in their area, this is just below the Welsh average of 56.8% but an improvement on the previous year of 53.1%. This puts us in **15th** position in Wales compared to 12th place in the previous year.
- The average number of days taken to deliver a Disabled Facilities Grant adaptation continues to reduce year on year and are currently ** best in Wales. (Possible comparable graph when data is available)

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Progress Made

- We have developed an innovative **social prescription scheme** in partnership with GPs where patients are prescribed time credits so that they can attend events and community groups. Time Credits work very simply: for every hour that an individual contributes to their community or service, they earn one Time Credit. This Time Credit can be spent accessing an hour of activity provided by a contributing organisation like a cinema or Theatre. Last year across the whole of the county there were 1,659 members of the Carmarthenshire Time Bank.
- According to the 2017/18 Social Care survey **86.8%** of clients were satisfied with their care and support, this is an *improvement* on 83.2% in 2017/18.
- A *'Carmarthenshire is Kind'* event was held in the National Botanical Gardens on National Kindness Day to raise awareness to the benefits of kindness to individuals. Over 500 Carmarthenshire residents attended and was profiled on Radio Wales.
- We have successfully delivered **Carmarthenshire's United Support Project** (CUSP) and has been identified as an Exemplar Initiative in Wales through the Bevan Commission. Third sector collaboration that supports people in the community to stay independent for as long as possible.
- *Transfer of Care Advice and Liaison Service* (TOCALS) has expanded in the Glangwili General Hospital and Prince Phillip Hospital to include community based Occupational Therapists, Social workers, Nurses and Physios which ensures timely discharges from hospitals.
- *Fulfilled Lives* is a long term service that supports people living with dementia, it provides individuals with a key worker that helps people to live their life as fully as possible as their dementia progresses. The focus is on the individual directing the support that they need to maximise their independence.

Fulfilled Lives pilot project has had encouraging results so far with many positive comments made from individuals and their families:

Daughter - *"He comes back with a smile on his face, allowing dad to bring something to the table to discuss his day. Both dad and the family are experiencing new experiences and more opportunities; we have travelled to Donnington and Leicestershire due to doing the life story work. We are not only learning about the past we are building new memories"*

Daughter – *"Mum really enjoys going out with the key worker. Mum now goes to 'Knit and Natter' …… and mostly natters!"*

Service User - *the service had made a difference "kept me in contact with people outside" "I love being in the company of lots of people".*

Executive Board Member
For Social Care and Health
Cllr Jane Tremlett

View our **detailed progress here** against this objective

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Well-being Objective 11
Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

65% agree that they live in an age friendly community

We conducted a 50+ Forum Survey in 2017 and specifically asked questions around the 5 priorities in the Ageing Well Plan with a total of 400 responses. The consultation also showed that 65% of the responses strongly agree/agreed that they do live in an age friendly community.

Why it is important

- *Older people's rights* must be promoted and protected so they can live free of abuse, neglect, ageism and discrimination and are able to participate fully in their communities and thrive in older age.
- In order to fully support the *'Dublin Declaration on Age-Friendly Cities and Communities in Europe, 2013'* and our commitment to delivering the expectations of this Declaration, within our local approach to the *Ageing Well in Wales* Programme through this well-being objective.
- Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- At a meeting In March 2018, the *Older People's Commissioner* praised the inclusion of Ageing Well in Carmarthenshire as a Well-being Objective.

Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Success Measure

16.6% of people are lonely

Source: National Survey for Wales

Explaining the Results

According to the 2017/18 National Survey for Wales, **16.6%** of participating adults in Carmarthenshire **classed themselves as lonely**, this is slightly above the Welsh average of 16.3% but has reduced from previous year's result of 17.1% and we continue to be in 10th position.
Please note that this survey result is for all participating adults and not just the elderly.

Progress Made

The 5 priority aims of our *Ageing Well Plan 2015-18*

1. **Age Friendly Communities**
   - Over half (65%) of respondents to the *50+ Forum* Consultation strongly agreed/agreed that they live in an age friendly community.
   - We are continuing to strengthen links with the Royal Voluntary Service (RVS) and Hywel Dda University Health Board (HDUHB) developing *community transport services* and *access opportunities* for health appointments.
   - We continue to work in partnership with *Age Cymru* where elderly, disabled and infirm people are offered assistance with general recycling.

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2. Dementia Supportive Communities

- There was a very small agreement that Carmarthenshire is a dementia supportive community.
- A regional delivery group has been established to implement the actions within the Regional Dementia Plan *'More than just Memory Loss'*.
- We are making significant progress in making Carmarthenshire dementia friendly so that people feel included and safer within their community. We have recruited 4,847 *dementia friends* with 57 *dementia champions*.

3. Falls Prevention

- There was agreement from the *50+ Forum* that the Council used the right sort of actions to help prevent falls.
- We have a range of targeted physical activity interventions in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive. An examples of this is *'Walking Hockey'* as a means of re-engaging past hockey participants of all adult ages, including older adults and many more.
- We have piloted a *Falls Prevention Project* to reduce the number trips, slips and falls in the home through strength and balance exercise sessions. This will reduce the number of care hours in the home and to improve independence and increase confidence in reducing the fear of falling.

4. Opportunities for Employment and New Skills

- Overall the *50+ Forum* agreed that the Council are doing the right things to maximise opportunities for employment and new skills.
- 152 *computer class sessions* have taken place this year with a total of 1,150 attendees. Courses are delivered by both library and community based organisations.

5. Loneliness and Isolation

- In the *50+ survey* there was relatively strong agreement that the Council is doing all that we can to help reduce loneliness and isolation.
- We have ensured all sheltered housing residents continue to benefit from *Wi-Fi internet provision and IT training*. Wi-Fi has been installed/set-up and is available for residents to use in all communal lounge areas and we continue to support tenants who wish to improve IT knowledge and skills.

ACTION GROUP SET UP TO HELP PEOPLE WITH DEMENTIA

Residents in Laugharne, St Clears and Whitland are being encouraged to become a Dementia Friend and help those living with the condition in their communities.

Whether it's helping someone find the right bus or spreading the word about dementia on social media or within the community a dementia friend can make a big difference. Carmarthenshire County Council, Hywel Dda Health Board and Dyfed Powys Police together with local GP surgeries and voluntary groups are working together to support the Alzheimer Society's Dementia Friends initiative with the ultimate aim to register the above areas with the society as dementia friendly communities

Executive Board Members For Housing: **Cllr Linda Evans** & Social Care & Health: **Cllr Jane Tremlett**

View our **detailed progress here** against this objective

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Healthy, Safe & Prosperous Environment

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Well-being Objective 12
Healthy & Safe Environment - Look after the environment now and in the future

We are improving our environment through enhancing biodiversity and using renewable energy in our buildings

We have delivered sustainable projects that protect and enhance our environment. The managed habitat for the marsh fritillary butterfly and 300 ha of local nature reserves are both projects that contribute to sustainability and biodiversity. Renewable energy technology is being used more and more in our buildings and is intrinsically part of all our new builds. Our Flood Management Plan and shoreline Management Plan allow the Authority to deliver its obligations under the Well-being and Future Generations Act by making Wales more *resilient* and in turn more *prosperous*. We are presently meeting our 2019/20 targets.

Why it is important

- The *Natural Environment* is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to *maintain and enhance biodiversity and promote ecosystem resilience*.
- The conservation and enhancement of biodiversity is vital in our response to climate change and key ecosystem services such as food, flood management, pollination, clean air and water.
- 60% of the County's people live in rural areas and the remaining 40% live within 400m of natural or semi-natural green space.
- The *Well-being Needs Assessment* survey identified a strong relationship between residents' well-being and their surrounding environment from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.
- Under the *'Resilient Wales'* goal set out in the Well-being Future Generations Act, it requires public bodies to set objectives to achieve a *'biodiverse natural environment with healthy functioning ecosystems'* - must be considered within the context of all the goals being integrated (biodiversity contributes to our economy, health & well-being).

Success Measures

We used **937,330 kWh** of renewable energy during 2017/18 (increased from 670,400 kWh in the previous year)

Our recycle rate is **64.80%** (This is less than the previous year's figure of 66.23%, but we continue to meet our target)

Explaining the Results

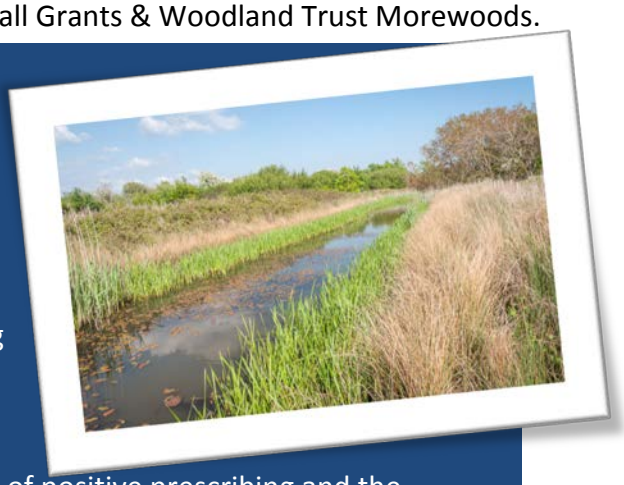
- **Renewable energy** – We continue to invest in solar photovoltaic (PV) systems on our non-domestic buildings with a total installed capacity of 1.15 MWp. This has generated over 937,000 kWh of Electricity during 2017/18, an increase on the previous year of 670,400 kWh.
- **Recycling** declined slightly in 2017/18 to 64.80% from 66.23% the previous year. The slight decline is predominantly as a result of the difficulties with the refuse derived fuel (RDF) outlets. However we have met our target of 64% for this year.

Progress Made

- We continue to meet our targets for *waste management and recycling* despite a challenging conditions in 2017/18, has seen considerable changes in the recycling and residual waste markets. The ban on paper and plastics imports by China has significantly affected commodity prices, but not recycling performance in a significant way at this stage. However, the residual waste market (where non-recyclable waste is shipped to Europe for heat recovery which can be counted against recycling targets) has been difficult with a drop in recycling performance for 17/18 compared to 16/17. The current overall recycling performance figures for 2017/18 have resulted in a performance of 64.80%, which continues to meet the 19/20 statutory recycling target. Similarly, we continue to meet our landfill diversion targets.
- We delivered the *Dwynant* bypass culvert capital works flood scheme in Burry Port. This project is seeking to manage the flood risk to 5-propeties who had experienced multiple flooding events in recent years while not compromising their ability to access their property over their private bridges.
- We have delivered *sustainable projects with multiple benefits*. An example of this is the work towards providing and managing suitable habitat for marsh fritillary butterfly through the *Caeau Mynydd Mawr* Special Area of Conservation project is an on-going commitment and received a highly Commended Award from the RTPI Wales in November 2017. It received this award because it facilitates a structured solution for developments within the economic growth area, delivering the necessary mitigation required and ensuring that each development is compliant with the legislation.
- In 2017/18 across the **Local Nature Reserves (LNR)**: • 18 acres of sea buckthorn managed • 5 school visits to LNRs • 11 guided walks delivered • 5 public events during Wales Biodiversity Week on LNRs • Approx. 300 Ha of land is currently managed as LNRs – Pembrey Burrows, Ashpit ponds/Pwll lagoon, North Dock Dunes and Morfa Berwig LNRs.
- Other **Biodiversity Work**: • Approx. 100 km of cycle route has been developed to link up the sites in the Carmarthenshire Bogs Project. • 5 ponds and scrapes created on CCC land outside WWT
- **Coed Cymru** woodland work: 69 advisory visits were made including advice on Glastir schemes, Woodland Trust planting schemes, felling licences and tree management at CCC sites. • 15 woodland management plans were produced- Glastir Woodland Creation, Glastir Small Grants & Woodland Trust Morewoods.

Carmarthenshire Local Nature Reserves

Local Nature Reserves (LNRs) not only protect important habitats and species but can be sites that help increase people's awareness of their local environment. They are places where people can learn about Nature, be active, and they are often situated in or near built-up areas. We currently own and manage four LNRs. These sites may be comparatively small but can naturally support many of the goals of the WFG Act, contributing to environmental resilience, health and well-being and to how communities value their local area. The work delivered by our Conservation Ranger across these reserves illustrates their multiple benefits.



Work with partners has started which will develop the concept of positive prescribing and the promotion of the health and well-being benefits that these sites can provide for local people. Local volunteers help out with management and 72 conservation volunteer activity days were organised last year on the LNRs involving local people and groups such as Mencap Cymru. School visits allowed children to find out more about Nature on their doorstep and guided walks encourage people to look more closely and see the variety of wildlife these sites hold. In addition sites can help out with local flood alleviation - work with Natural Resources Wales to the ditches in Morfa Berwig has contributed to wider work in the Llanelli area to control local flooding. There is much more to be done in coming years to realise the full potential of these important local sites.

Executive Board Member
For Public Protection:
Cllr Philip Hughes

View our **detailed progress here** against this objective

DRAFT

Well-being Objective 13
Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

We are improving the county's road infrastructure, rural transport and sustainable transport

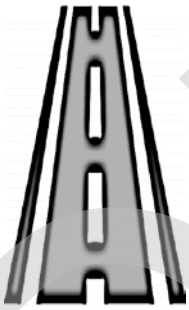
Our Transportation and Highway related services facilitate the safe movement of goods and People. Enabling access to raw commodities and markets as well as providing opportunities for People to gain access to employment, education, health, leisure and social activities. We have continued to develop sustainable travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity in the county and maintained a rural bus service through our Bwcabus and country cars service.

Why it is important

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

Success Measures

Roads that are in poor condition



4.1% of our **A** Class (A slight improvement from 4.3% in 16/17)

3.1% of our **B** Class (A slight improvement from 3.5% in 16/17)

11.9% of our **C** Class (A slight decline from 11.6% in 16/17)

Awaiting Result

Our road casualty numbers have decreased to **??** people being killed or seriously injured on the roads

Source: Stats Wales

Explaining the Results

- The percentage of principal (A) roads and non-principal (B) roads in Carmarthenshire in a poor condition *reduced* during 2017/18; with (A) roads from 4.3% to 4.1% and (B) roads from 3.5% to 3.1%. There has been a *slight increase* in deterioration in non-principal (C) roads from 11.6% to 11.9%, this contributes to an *increase* in the combined A, B & C roads in poor condition of 9.3% compared to 9.2% in 2016/17.
- Data on road accidents will be published in late June

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Progress Made

- We have commenced *Crosshands EL2* phase 2 strategic link to support economic regeneration which was designed in-house, improved the *highway infrastructure* at Ammanford to improve traffic flow and reduce congestion. We have successfully lobbied the Wales Government to commence works to progress the Llandeilo *by-pass* road scheme and our ambitious *Tywi Valley Path* project connecting Llandeilo and Carmarthen.
- We have continued to engage in *collaboration and partnership working* to deliver road safety education initiatives and identify sites for enforcement and engineering intervention. We have *invested in road safety* through funding of road safety education programmes and engineering schemes, including rural route treatment schemes and 20mph speed limits outside schools. To date such improvements have been introduced outside 55 school sites across the county. Additionally, we have delivered our programme of Road Safety training and engagement with vulnerable road users, including the training of older drivers, young drivers, motorcyclists, and young people.
- We have continued investment into *vehicle replacements* during the year in accordance with our strategic fleet replacement programme.
- We have successfully delivered *Safe Routes to Schools* Projects at Pontyberem and Carmarthen, and have delivered an investment of £445,500 into traffic management route treatment works to improve infrastructure in Bryn, Llangennech, Penygroes and Tycroes.
- We will begin construction of the *Tywi Valley Cycle way* and continue to develop the full scheme. We have built approximately 3.7 Km of cycling/ shared use paths this year throughout the county to support sustainable and active travel.

Cycle Path

Proposals to create a 16-mile walking and cycling path between Carmarthen and Llandeilo have moved up a gear thanks to a funding boost.

The Tywi Valley Path project has received a grant of £132,000 through the Welsh Government Rural Communities - Rural Development Programme 2014-2020, which is funded by the European Agricultural Fund for Rural Development and the Welsh Government. The money will go towards developing part of the route at Nantgaredig.

The Tywi Valley Path will follow the route of the former Carmarthen and Llandeilo railway line as much as possible, close to the River Tywi; and is expected to boost tourism and the local economy, as well as encourage active and sustainable travel. The path is being developed in phases; with negotiations with landowners ongoing and funding sources identified as the scheme progresses. It is expected to cost between £5 and £8million in total; and is also being part funded through the Welsh Government's Local Transport Fund.

Planning permission has been secured for the western phase of the path between White Mill and Nantgaredig, and part of the path on an existing carriageway between Fronun and Bwlch Bach, near the concrete works in Abergwili, has been completed.

Executive Board Member
For Environment
Cllr Hazel Evans

View our **detailed progress here** against this objective

DRAFT

Good progress made on the implementation and compliance with the Welsh Language Standards

Internal communication and a range of resources and guidelines to support staff has been key to this. The Welsh Language Promotion Strategy has bought new opportunities to work with external partners across the county and in ensuring that human and financial resources are used responsibly. Carmarthenshire is recognised as being of strategic importance in the vitality of the Language across Wales.

Why it is important

- Carmarthenshire is a *stronghold* for the Welsh language and is considered to be of high strategic importance in its future.
- The Welsh Government has announced a *new strategy* to try to ensure a secure future for the Welsh language. In recognising that the language is a national treasure, the government is planning to double the number of Welsh speakers in Wales by 2050. In addition, they want to ensure that Welsh is a living language.
- It is a *unique selling point*. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position

Success Measures

We have **43.6%** of people who can speak Welsh
(Up from previous result of 40.1%)

Source: National Survey for Wales (sample size 600)

55% of Foundation Phase pupils who received a teacher assessment in Welsh
(Down from previous result of 56.8%)
Continue to be **4th highest in Wales**
Source: Stats Wales

% of people who visited: Arts Events/Historic Places/Museums

Arts Events	Historic Places	Museums
67.4%	**64.7%**	**34.6%**
Down on previous year of 69.3%	Up on previous year of 63.8%	Down on previous year of 36%

Source: National Survey for Wales

Explaining the Results

- The 2017/18 National Survey for Wales results shows that 43.6% can speak Welsh in Carmarthenshire an increase on the previous year of 40.1%.
- All learners in their final year of Foundation Phase must be assessed through teacher assessments. 55% of our Foundation Phase pupils received a teacher's assessment in Welsh which is slightly down on the previous year although we continue to have the 4th highest number in Wales.
- According to the National Survey for Wales the number of survey participants attending an arts event and visiting a museum in Wales during 2017/18 reduced slightly at 67.4% and 34.6% respectively, this is below the Welsh average figures of 68% and 40.4%. The number visiting heritage sites increased slightly to 64.7% this is above the Welsh average of 63.4%. Please note that the questions asked whether they attended or visited these in Wales and not specifically in Carmarthenshire.

Progress Made

Promoting Welsh Language

- The 2016/17 Annual Report to the Welsh Language Commissioner detailed the steps taken to comply with the Welsh language Standards.
- Promotion work was undertaken with the *County's Event Organiser Forum* to convey the importance of using the Welsh language when organising community events.
- A new club for learners was organised, in partnership with Menter Gorllewin Sir Gâr, at Yr Atom in Carmarthen, in order to bring learners together.
- In order to start raising awareness of the advantages of bilingualism in the county, a comprehensive booklet that promotes the advantages of Welsh medium education and specifies the path towards bilingualism, has been designed and printed. This work derived from the County Forum and all partners contributed to the content of the booklet.
- The County`s *Strategic Welsh Language Forum* is working to market and promote the events being held to promote the Language and is linked in to the newly updated *Discover Carmarthenshire* website. The Forum is leading on the preparation of an `Information Pack` for individuals / families moving to Carmarthenshire which will provide the linguistic context and the opportunities for a bilingual education.

Promoting Welsh Culture and Tourism

- We have developed the *'Stordy Digidol'* digital project to widen access to our County's collections and cultural services. The website infrastructure is now complete with library content of some 770 images already uploaded, this will be followed with content from museums and archives. The objective in the second phase is to tag and link collections through stories.
- The launch of *'Makerspace'* in Ammanford Library, a collaborative work space for making, learning, exploring and sharing, that uses high tech tools and open to children, adults, and entrepreneurs, is the 1st of its kind in Wales which will inspire creativity and innovation.
- Tourism brings around £370million into our economy. This is up by 2.7% on last year, with the number of overnight visitors going up by 3.6%. Recently, both *Carmarthen* and *Llandeilo* were named as two of the top 10 best places to live in Wales, by the Sunday Times. Carmarthenshire is fast becoming one of Wales' most visited counties,
- In order to maximise exposure for St David's Day, we arranged for a local business woman to be live in London radio studio on the UK's most listened radio show, namely the breakfast show on *Radio 2 with Chris Evans*. With over 8 million weekly listeners, this was a major coup for not just Carmarthenshire but Wales in general as *cawl* and other Welsh food was tasted and discussed at length.

Welsh in a Week!

In February, seven members of staff from Carmarthenshire County Council attended a residential course at Nant Gwrtheyrn in North Wales. The course was organised and funded in partnership with the National Centre for Learning Welsh. The aim of this 1 week course was to immerse our staff in the Welsh Language and to increase their confidence to use the Language in the workplace. The course has not only helped our staff use the language within the workplace; but also in our communities.

Executive Board Member
For Welsh Language, Culture and Tourism
Cllr Peter Hughes-Griffiths

View our **detailed progress here** against this objective

DRAFT

Well-being Objective 14
Healthy & Safe Environment - Promote Welsh Language and Culture

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ ✖	Progress Comment
A - Welsh Language Standards		
We will prepare an Annual Report to the Welsh Language Commissioner detailing the steps taken to comply with the Welsh language Standards. *(Action ID 12433)*	✓	The Annual Report for 2016-17 has been approved and published on the corporate website. It has been agreed to prepare a more concise report for 2017-18 and to group the Standards rather than report individually.
We will develop an integrated Welsh Language Programme for our staff. *(Action ID 12425)*	✓	An Integrated Programme has been developed and is being delivered. The main features are: • Our current level of provision has been mapped against the Welsh Language levels • Information has been produced for learners to enable them to find the most appropriate learning for their needs. • Gaps have been identified and filled by accessing externally funded programmes • Tailor programmes have been resources to meet specific departmental needs (mainly utilising externally funding) • The Welsh Language Programme utilises a wide range of learning methods, including increased use of e-Learning and Language Mentors.
We will implement the finding of the Welsh Language translation service review and deliver an efficient service for the Council as well as partners. *(Action ID 12426)*	✓	The Welsh Language translation service review has now been completed. We will continue to manage and improve the service to ensure the council is in a position to address the continual demand for the service.
To facilitate good decision making, we will introduce an integrated Impact Assessment which consolidates Equality, Welsh language and Well-being of Future Generations requirements. *(Action ID 12436)*	✖	An integrated Impact Assessment has been prepared, alongside guidance and a revised implications section for use within Democratic papers. Colleagues from across the authority have provided feedback. This action will be carried forward to 2018/19 during which time the templates will be piloted.
B - Welsh Language Promotion Strategy		
We will monitor progress against the recommendations of the Welsh Language in Carmarthenshire report, approved in April 2014. *(Action ID 12937)*	✓	The recommendations have now been updated and are integral to the Action Plan for the Welsh language Promotion Strategy and will be regularly updated through this work. The Members Advisory Panel on the Welsh language will receive regular updates at meetings, on a themed basis.
We will increase the numbers acquiring basic and further skills in Welsh through the education system and through language transmission in the home. *(Action ID 12938)*	✓	This action links in closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. The County`s Strategic Welsh Language Forum has prepared and produced a

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Last Year's Commitments	✓ ✗	Progress Comment
		`Being Bilingual in Carmarthenshire` booklet, which is being circulated in key areas within the county and to key projects such as Flying Start. This action will go forward to 2018/19. Target completion date is the 31/03/2021
We will increase the confidence of Welsh speakers and therefore the use of the Language in every sphere of life, and encourage and Support the county's organisations to make the Welsh Language an increasingly natural medium for their Services. *(Action ID 12939)*	✓	The Council has a number of learning opportunities in place for members of staff through the internal Welsh for Adults team and the National Centre for Learning Welsh. We worked with other Public Sector organisations in the county to hold a campaign over St David`s Day to promote the availability of Welsh medium services. During the year we developed and promoted a Bilingualism awareness survey in order to provide an evidence baseline for our work. This is being administered through the County Strategic Forum.
We will take steps to positively affect population movements to attract our young people to the county so that gains made in terms of Welsh speakers through the education system are not lost. Also efforts to assimilate newcomers and ensure new planning developments do not have a detrimental effect on the viability of the Welsh language. *(Action ID 12940)*	✓	The County`s Strategic Welsh Language Forum is working closely with the Welsh Government`s Welsh language Unit to develop further a `Welcome Pack` for newcomers to the county. There are discussions underway through the Forum in relation to the revision of the Local Development Plan and how the Forum can support the revision process. There are also key projects underway within the Safer Homes and Communities Division which support this work, such as the rural housing needs survey.
We will target specific geographic areas within the county, either because they offer the potential to develop or because they cause linguistic concern to increase the numbers of residents in those areas who can and do use Welsh. *(Action ID 12941)*	✓	Six priority areas were identified across the county (Carmarthen town, Llanfihangel ar Arth, Llandovery, Ammanford, Llanelli town and Kidwelly / Mynydd y garreg) based on the 2011 Census results. The Mentrau Iaith were successful in a bid through LEADER and were able to appoint additional resources of Priority Area Officers. These officers are preparing specific work plans for these areas by creating links with local organisations within each priority area. This work will be the focus of the County Strategic Forum in June 2018.
We will market and promote the Welsh language. Raising the status of Welsh and awareness of the benefits of bilingualism and bilingual education. And by raising awareness of these benefits, attracting more residents of the county to acquire the language. *(Action ID 12942)*	✓	The County`s Strategic Welsh Language Forum is working to market and promote the events being held to promote the Language and is linked in to the newly updated Discover Carmarthenshire website. The Forum is leading on the preparation of an `Information Pack` for individuals / families moving to Carmarthenshire which will provide the linguistic context and the opportunities for a bilingual education. The Bilingualism awareness survey will provide a clear evidence base for our work during 2018-19 and the priority areas.

C - Welsh in Education Strategic Plan

Please see actions in Well-being Objective 3 - Continue to improve learner attainment for all

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Last Year's Commitments	✓ ✗	Progress Comment
D - Culture & Heritage		
We will develop the 'Stordy Digidol' digital project to widen access to our County's collections and cultural services. *(Action ID 12705)*	✓	A Stordy Digidol working group from libraries, museums and archives has been meeting regularly throughout 2017/18 to develop and agree content. The website infrastructure is now complete and verified content from libraries uploaded. This amounts to some 770 images, this will be followed with content from museums and archives which is yet to be verified. The objective in the second phase is to tag and link collections through stories.
We will work towards obtaining approval of the five year plan for our Museums and as part of that plan develop the concept of a collections centre for the County. *(Action ID 12943)*	✓	The Museums Strategy 2017-22 was approved by Executive Board on the 31st July, 2017. We have secured funding from Welsh Government's Museums, Archives and Libraries Division (MALD) to review requirements of a collections store. Work will continue during 2018/19.
We will start to implement our Libraries Development plan 2017 – 2022 and as part of that plan roll out the new mobile library service and plan to house Carmarthenshire's Archive collection in appropriate accommodation at Carmarthen library. *(Action ID 12642)*	✓	The new Mobile fleet is fully operational across county network since August 2017 and existing routes have been reviewed with new routes from 1st April 2018. Makerspace has been developed and launched at Ammanford library, with Bibliographic services direct supply and delivery methods now fully implemented.

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Building a Better Council & Better Use of Resources

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Well-being Objective 15a - Building a Better Council

Acceptable Governance Arrangements are in place

Carmarthenshire County Council has implemented a *Code of Corporate Governance* that adopts the best practice principles of the Wales CIPFA / SOLACE Governance Framework. To ensure these best practice guidelines were met, our Internal Audit Service undertook a stock take of our arrangements against the standard. It found that our compliance was '*acceptable'.*

The best practice guidance identifies 91 behaviours and actions that demonstrate good governance across *7 principles*. Our stock take showed that we had strong complete evidence for 54 of these and nearly complete evidence for the majority of the rest. We will examine any gaps and prioritise improvement, where needed …..this is not about ticking every box.

Good governance is fundamental to the effective delivery of the Council's services and its corporate priorities. Open and transparent decision making; financial and budgetary control; effective scrutiny arrangements; strategic risk management and effective partnership working are areas which impact on the manner in which the Council runs its business for the benefit of local people. We are making every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.

Success Measures

No year on year comparison available for these measures

70.8% of people agree that they can access information about us in the way they would like to.
(Welsh average 75.2%)
Source: National Survey for Wales

71.9% of people know how to find what services we provide
(Welsh average 75.8%)
Source: National Survey for Wales

11.4% of people agree that they have an opportunity to participate in making decisions about the running of our services
(Welsh average 17.3%)
Source: National Survey for Wales

Staff sickness has decreased from **10.8** days to **10.1** days per year
(with main cause of sickness being stress, mental health & fatigue)

Explaining the Results

- According to the 2017/18 National Survey for Wales
  - **70.8%** of participants agreed that they c**ould access information about us in the way they preferred**, this is below the Welsh average of 75.2% and in 18th position.
  - **71.9%** agreed that **they knew how to find what services we provide**, again this is below the Welsh average of 75.8% and in 17th position.
  - Only **11.4% agreed that they have an opportunity to participate in making decisions about the running of our services**, this is well below the Welsh average of 17.3% and in 16th position.
- Sickness data is regularly monitored and analysed to ensure the focus is on reducing absence. We have set up a Challenge and Review forum which identifies where there are gaps and good practice.

Progress Made

The Well-being of Future Generations Act requires **7 areas** of corporate change, which are a key expectation of the Future Generations Commissioner in Annual Reporting. FGC - The journey so far : May 2018	1 Corporate Planning 2 Performance Management 3 Workforce Planning	Covered by Building a Better Council
	4 Financial Planning 5 Assets 6 Procurement 7 Risk	Covered by Making Better Use of Resources (Page 60)

Corporate Planning

- The Council's Executive Board has set out almost 100 priority projects, schemes or services they plan to deliver in *'Moving Forward in Carmarthenshire: the next 5 Years'*. Therefore we have published a New Corporate Strategy bringing together the previous Corporate Strategy, Improvement Plan, Well-being Objectives and Moving Forward in Carmarthenshire: the next 5 Years.
- Support to the Public Services Board has been ongoing throughout the year with the lead being taken on the development of the *Well-being Plan* which was published in May 2018.

Performance Management

- Wales Audit Office issued a Certificate of Compliance of last year's Annual Report.
- We reshaped our Performance Monitoring and reporting and fully aligned it to the Well-being Objectives. We tracked the steps we were taking to achieve these objectives using our 'in house' developed Performance Information Monitoring System (PIMS) and reported progress on a quarterly basis. This is a key expectation of the Future Generations Commissioner.

Workforce Planning

- An assessment tool has been developed to assist service areas identify the supply and demand issues
- HR officers attend Departmental Management Team meetings as Business Partners.

Other Progress

- We conducted Local Government Elections in May 2017 and the Brexit referendum in June 2017. A significant programme of member's induction was provided.
- We have committed to improving ways of working through the work of the 'Transformation, Innovation and Change' programme (TIC). The TIC Team helped support 20 projects and reviews over the course of the last year, including the launch of agile working.
- We have been awarded the **silver accreditation** against the Investors in People (IIP) Standard, demonstrating our commitment to high performance through good people management. This is the international standard for people management. We have held IIP accreditation for the past eight years but only five per cent of organisations assessed are awarded the Silver standard.
- As a key employer in the County we have made the transition from the Disability Two Ticks Scheme to being a Disability Confident Employer
- Enhancements have been made to ensure the **accessibility of the Council's website** with the addition of **Browse Aloud**, this enables users to listen to web content in English or Welsh for those who have reading difficulties (due to dyslexia, learning difficulties or mild visual impairments).
- We published our *Digital Transformation Strategy 2017-2020* which outlines the strategic digital vision and identifies a number of key projects that will be delivered over the next three years.
- There has been a successful increase in the use of e-learning programmes includes areas such as the *Violence Against Women Domestic Abuse Sexual Violence* (Wales) Act 2015(VAWDASV).

2017/18 Budget Consultation

Schools across Carmarthenshire gave Councillors their views on budget proposals for the next three years.

Pupils from secondary schools gave presentations at County Council on the proposals being consulted upon. This followed an Insight day held at Llanelli's Ffwrnes Theatre as part of the Council's budget consultation

Executive Board Member For HR, Performance Mgt, ICT, TIC:
Cllr Mair Stephens

View our **detailed progress here** against this objective

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Well-being Objective 15b - Making Better Use of Resources

Over the last 5 years we have made budget reductions of £54M with minimum impact on front line services

The financial position faced by local authorities has had a consistent theme over recent years, with the level of resources available to public services seeing significant reductions, which means that we have less money to invest in services now than we have in the past. Over the last five years we have had to manage reductions in service budgets of £54m, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations.

'The Council has sound savings planning arrangements, which support future financial resilience…'
(Wales Audit Office – Savings Planning Report March 2017 Paragraph 13)

WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Why it is important

- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering *'More (or even the same) for less'*.
- Further financial pressures are likely to arise from such things as rising energy costs, an increasing number of older people needing services from us, office, school buildings and highways that require significant investment, and this is in addition to the current uncertainty in the economic outlook as the UK embarks on the process of leaving the European Union.

Success Measures

Cyngor Sir Gâr Carmarthenshire County Council — YOUR COUNCIL doitonline www.carmarthenshire.gov.wales

18.9% increase of *'Do it online'* payments (From 29,020 to 34,494)

£8.609m current savings were made in 2017/18

No year on year comparison available

8% of people agree that we ask for their views before setting our budget

(Welsh average 12.4% and in 13th place)
(Source: National Survey for Wales)

Explaining the Results

Further addressing the *Making Better Use of Resources* Well-being Priority cuts across all service areas and is both about investment as well as efficiency savings. The Council is committed to financially sustainable delivery models - there are many examples of this across different departments, such as increased *Extra Care Provision* where it better meets service user needs, a move towards *agile working*, thus reducing the Council's estate costs in the future. *Channel Shift*, is a TIC project looking to improve the way that external customers can conveniently access Council Services and encouraging a shift to less expensive methods of accessing services such as *'Do it online'* payments.

Unfortunately, according to the 2017/18 National Survey for Wales the number of participants agreed that *we ask for their views before setting our budget* was only 8% (Welsh average 12.4%). We consulted on our 18/19 Budget and received 730 responses.

Progress Made

FINANCIAL PLANNING: Extensive *Budget Consultation* took place with seminars for county councillors, town and community councils, a public forum, scrutiny committees, schools budget forum, the Youth Council and trade unions meetings.

ASSETS: We are taking a more sustainable and long term approach to property assets and regeneration. For example, we are leasing Burry Port Harbour to a specialist marina company, which will ensure the Harbour's long term sustainability.

PROCUREMENT: Procurement is seen as an important part of how a public body allocates resources under the Well-being of Future Generations (Wales) Act 2015 and as a strategic function in the Council we support the departments to deliver our 15 well-being. Our current draft procurement Strategy identifies these as reducing the number of young adults that are Not in Education, Employment or Training (NEET), Creating more jobs and growth throughout the County, Looking after the environment now and for the future, promoting Welsh Language and culture and governance and the use of resources.

RISKS: We are managing our risks and performance through robust internal control and strong public financial management. Our Corporate, Departmental and Service Risk Registers were all updated within 2017/18 in line with the new Well-being of Future Generations Act.

Other Progress

- We collected **97.57** % of *Council Tax* due for the financial year 2017/18 which is a 0.52% improvement from the previous year of 97.05%, this is the 9th highest collection figure in Wales (up on the 17th position for last year).
- We collected **99.52%** of *non-domestic rates* for the financial year 2017/18 which is **the highest figure in Wales.** This is an improvement from the previous year of 98.20% and 9th highest.
- We have continued to fulfil the requirements of *Department of Works and Pensions Universal Credit*, delivering partnership agreement in terms of budgeting support for vulnerable claimants and providing technical/specialist support for the universal credit delivery centres.

COMMUNITY BENEFITS:
Dawnus, the contractor for a new Primary School build in Trimsaran has completed a Welsh Government Community Benefits Measurement Tool to track the benefits delivered during the life of the construction project. It was estimated that for every £1 spent on this project £1.89 was reinvested back into the Welsh economy. To date, the project valued at approx. £7 m build cost, recruited 4 individuals who was previously unemployed for over 6 months and a further 9 individuals were retained as a result of this work who would otherwise have been made redundant/ unemployed. The contractor has delivered 754 person weeks of targeted recruitment and training which has benefited the local workforce within the local area/community.

Executive Board Member
For Resources: Cllr David Jenkins

View our **detailed progress here** against this objective

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Well-being Objective 15
Building a Better Council and Making Better Use of Resources

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

These headings are based on the principles of good governance from Delivering Good Governance in Government: Framework (CIPFA/Solace, 2016)

Last Year's Commitments	✓ ✗	Progress Comment
A - Integrity and Values *(Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law)*		
We will continue to develop corporate governance arrangements in line with the expectations of the Well-being of Future Generations Act , the agreed Wales Audit Office Corporate Assessment Action Plan and the national principles of' delivering good governance. *(Action ID 12424)*	✓	We have aligned our Corporate governance action plan to the new CIPFA SOLACE - Good Governance Principles. Our Annual Governance Statement has also been realigned to these latest principles. We have reviewed our governance arrangements against the CIPFA SOLACE principles and an Internal Audit review found them acceptable. For 2018/19 we have added Building a Better Council and Making Better Use of Resources as a Well-being Objective.
We will deliver a customer care strategy to ensure we deliver our customer expectations but ensuring this is done in a way that supports the communication of the Council and its objectives. *(Action ID 12428)*	✗	Customer care standards are being addressed as part of a new communications toolkit which provides standards and guidance for anyone communicating with or on behalf of Carmarthenshire County Council. The Draft Customer Care Strategy is due to be finalised and delivered in Summer 2018
We will review our Anti-Fraud and Anti-Corruption Strategy. *(Action ID 12429)*	✓	A draft Strategy is complete and it is aimed to take a draft to DMT for approval and to take it through the decision making process during 2018/19.
We will review our Financial Procedure Rules. *(Action ID 12430)*	✓	A review of the Financial Procedure Rules has taken place with feedback from relevant officers and senior managers. Once all the feedback comments are implemented it will be taken to Departmental Management Team for approval.
We will promote the Authority's Financial policies and procedures, Antifraud and Anti-Corruption Strategy. *(Action ID 12431)*	✗	Once the financial procedure rules and anti-fraud Strategy has been approved we will promote these throughout the Authority.
We will undertake the Closure and Audit of the Accounts within the appropriate timescales. *(Action ID 12434)*	✓	Closure of the Accounts was achieved by 30th June, 2017 within the appropriate timescale. A draft Statement of Accounts was reported to Audit Committee 14th July, 2017.
B - Openness and engagement *(Ensuring openness and comprehensive stakeholder engagement)*		
We will further develop the Council's consultation, engagement and research approaches. *(Action ID 12435)*	✗	A review of current arrangements are on-going with a view to developing new draft strategy and toolkit, however development has been delayed. This will be prioritised during the first two quarters of 2018-19
We will invite the Constitutional Review Working Group to harmonise the deadlines in Standing Orders and Scrutiny Procedure Rules for submitting Notice of Motion's Questions, Questions and Petitions. *(Action ID 12437)*	✓	Changes to the Standing Orders were approved by County Council at its AGM of the 24th May 2017.

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Last Year's Commitments	✓ ✖	Progress Comment
We will ensure that Scrutiny Committees consider taking better advantage of opportunities to challenge service change proposals and decisions. *(Action ID 12438)* From WAO Report - Good Governance when determining significant services changes	✓	Following the elections in 2017 there are now new Scrutiny Committee Chairs in place who have already shown a change in thinking and some new ideas with all members receiving induction training. Informal meetings were held for each Scrutiny with the Services under their portfolio. The Chairs and Vice Scrutiny Forum have decided to reintroduce Scrutiny pre meetings to go through the reports on the Agenda for each meeting the Chairperson of each Scrutiny have received training and best practice guidance. We continued to hold informal departmental budget seminars for elected members as part of the budget process, enabling members to challenge the budget and service change proposals for each Service cost centre. Members had a further opportunity to examine and review Service change proposals at formal Scrutiny Committees in conjunction with Departmental Business Plans.
We will ensure that the Officers work with councillors to identify the level of information councillors want to see on options for service change, to enhance transparency in the decision making process. *(Action ID 12439)* From WAO Report - Good Governance when determining significant services changes	✓	A new revised Integrated Impact Assessment template and new Committee Cover sheet has been introduced following training and pilot feedback. Departmental business plans accompanied draft budgets at Scrutiny meetings. As part of continuous improvement in the budget process each Departmental Director and key officers will meet with their responsible Executive Board Member to review the information requirement for budget Seminars.
We will review the terms of reference of both the Corporate Governance Group and the Corporate Review Working Group in order to clarify their respective responsibilities for assessing and reviewing governance arrangements. *(Action ID 12440)* From WAO Report - Good Governance when determining significant services changes	✖	The Corporate Governance Group and the Corporate Review Working Group are separate entities:- • the former being officer led addressing governance issues and the Annual Governance Statement • the latter addresses constitutional issues at member level and is therefore cross party Nevertheless. We will revisit the groups terms of reference to satisfy ourselves that the different purposes are made clear. The group's terms of reference continue to be clear and to satisfy ourselves that the different purposes remain so, we will assess and review the governance arrangements of both Groups when necessary.
We will work closely with departments to prioritise and help services engage with the right people, at the right time and develop and deliver a Marketing and Media forward work programme. *(Action ID 12441)*	✓	A marketing and media forward work programme for 2017/18 has been completed and reported back on to all Departmental Management Teams. The new plan for 2018/19 will align with the County Council`s moving forward in Carmarthenshire: the next 5-years, and will be in place by early May.
We will maintain and develop the authorities' main digital platforms, those being the corporate website, the intranet, the newsroom, Discover Carmarthenshire and the public service	✓	The 4 main digital platforms are now all in place. The new fully bilingual, responsive **corporate website** was launched in February 2018. A new section has been introduced to the **Discover Carmarthenshire site** to

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Last Year's Commitments	✓ ✗	Progress Comment
board website. We will also raise further awareness of the 'Do It Online' campaign to encourage more people to interact with the council digitally. *(Action ID 12442)*		encourage small businesses to promote places to stay. **Intranet** continues to be well used with an officers` group now set up to look at allowing staff who don`t have access via a council device to be able to access the intranet information from their own personal devices. The **newsroom site** will be addressed in 2018/19. The **Public Service Board (PSB) site** will be reviewed during the next few months by the PSB communications group to attract better usage and to hopefully create a clear area to communicate the board`s actions and work streams.
We will continue the development and implementation of GeoDiscover and will continue to roll it out across the Council, together with the full use of the Gazetteer. *(Action ID 12444)*	✓	The Local Land and Property Gazetteer (LLPG) is used as the address search and is updated daily with new / change of address. We are continually developing Geodiscoverer - adding more layers, improving functionality updating the data as required and is live across the authority for all staff. We continue to meet with County Councillors to promote the use of Geodiscoverer.
We will, as part of the Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services. *(Action ID 12445)*	✓	Two Digital Transformation seminars were held during October to facilitate engagement and understanding of department's needs and to help them deliver effective services. ICT Services attendance all DMT's to discuss Business Planning and identify new opportunities and projects. ICT Services are actively assisting departments in their own Business Planning activities. An elected members ICT seminar was held in October to discuss needs and to provide an opportunity for meaningful consultation and input. One to one's with all members of the Executive board have taken place. Schools – new 5 year SLA and ICT strategy for schools drafted, consulted upon and now complete. Floor walking and presence in Council offices to assist and engage with customers on ICT matters has been trialled and was a success.
We will continue to respond to Freedom of Information Act (FOIA) requests within the Statutory deadline - however the emphasis will continue to be on good and adequate replies. *(2.1.1.17)* *(2016/17 Result - 94.43%/2017/18 Target - 90%)*	✓	Out of the 1,095 Freedom of Information Act requests received during 2017/18, **96.99%** were responded to in 20 working days. This is on target and showing an improvement.
We shall aim to increase the public use of the Council website *(ICT/005)* *(2016/17 Result - 1,278,152 hits / 2017/18 Target 1,400,000 hits)*	✓	There were **1,415,459 user sessions** on the Council Website during 2017/18.
We will aim for maximum income of capital receipts to support the capital program of £2.7m (2.1.2.12) (2016/17 Result – 90% £2.36m / 2017/18 Target 100% £2.71m)	✗	**£1,938,676** of capital receipts of were achieved during 2017/18, this is **71.42%** of what was targeted. Unfortunately a couple of significant transactions have failed to complete this year but are expected to be completed during 2018/19.

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Last Year's Commitments	✓ ✖	Progress Comment
C - Making a difference *(Defining outcomes in terms of sustainable economic, social, and environmental benefits)*		
We will support the work of the Public Services Board (PSB) and lead on the development of the Future Generations Well-being Plan, its scrutiny and the PSB's thematic group structure. *(Action ID 12432)*	✓	Support to the PSB has been ongoing throughout the year with the lead being taken on the Well-being Assessment, published in March 2017 and the development of the Well-being Plan which is to be published in May 2018. This process has included a number of engagement events to identify draft objectives for the Well-being Plan, based on the findings of the Well-being Assessment, and also to develop short, medium and long term actions which informed the development of the Well-being Plan. Minutes of September's PSB meeting were presented to the Council's Policy & Resources Scrutiny Committee as part of the PSB scrutiny arrangements. This will continue until the Well-being Plan is published and monitoring arrangements are established. The scrutiny arrangements and approach will then be reviewed.
For 2018/19 we will publish a consolidated Corporate Strategy, incorporating the Councils Well-being Objectives and Key Improvement Objective Priorities. *(Action ID 12447)*	✓	We will publish a Corporate Strategy by the end of June 2018. The new plan consolidates four existing plans - the previous Corporate Strategy 2015-20, our Improvement Objectives, our Well-being Objectives and `Moving Forward in Carmarthenshire: the next 5 years`. The delivery of this plan will be monitored throughout the year.
We will develop a suite of Carmarthenshire Outcome Indicators with the Public Service Board and address, where we can, as a public body, these in our in our Well -being Objectives and Action Plans. *(Action ID 12448)*	✓	Performance data hasn't been reported to the PSB during the year as the focus has been on developing the well-being plan. Once the Carmarthenshire Outcome indicators are identified, performance will then be monitored by the PSB.
We will review the Council's policy on the disposal of surplus property and ensure its alignment to regeneration priorities. *(Action ID 12449)*	✖	The policy has been reviewed. Completion of the draft has been put on hold, whilst the property disposals process has been subject to Audit review, to ensure that any matters identified by Audit are appropriately accounted for in the revised policy.
We shall increase the % of households accessing the Internet in Carmarthenshire based on the National Survey for Wales results *(ICT/006)* *(2014/15 Result - 76% / 2016/17 Target – 80%)*	✓	According to the 2016/17 National Survey for Wales, 83% of households in Carmarthenshire have internet access. This is an improvement on the previous survey which took place in 2014/15 with a result of 76%. Despite an improvement, we have moved down in an All Wales ranking position from 14th to 15th place.
D - Making sure we achieve what we set out to do *Determining the interventions necessary to optimise the achievement of the intended outcomes*		
We will monitor the detailed Action Plans for the Councils Well-being Objectives 2017/18 throughout the year and report any necessary interventions that are required to keep them on track. *(Action ID 12450)*	✓	We have a duty to take all reasonable steps to meet our Well-being Objectives. Throughout the year all Well-being Objective action plans were monitored quarterly and updated on the Councils Performance Improvement Monitoring System (PIMS)

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Last Year's Commitments	✓ ✗	Progress Comment
We will ensure the maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m. *(Action ID 12451)*	✓	We are ensuring the maximum use of Community Benefits and are reporting on these. The Community benefit report stated for every £1 spent on this work £1.92 was re-invested into the Welsh economy, with 95% spent with SME's in Wales.
We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies. *(Action ID 12452)*	✓	Further Digital Transformation Projects have progressed and been implemented. There was a successful launch of the new Mobile Responsive Website and new Customer Services CRM system (Firmstep SERVICE) platform, with the Garden Waste Service as the first service. The Cashless Catering School Meals on-line payments system via ParentPay has been very successful and well received, with all Secondary Schools now operating the new system and the roll-out will continue for all Primary Schools over the next 12 months. The Registrars On-line Appointments Booking System is currently in development. This action will continue into 18/19.
We will produce a long term Digital Service Plan which allows tenants to do their business online. Making sure systems are developed to deliver better information. *(Action ID 12852)*	✓	Our focus has been around reviewing the present Housing Management System particularly around developing a Choice Based Lettings which allows tenants to view and bid for empty Council properties on line. Meetings have been held with IT on developing a plan, with many initiatives developed and rolled out for example bilingual text messaging and My Account. We are in advance stages of awarding a contract to software provider. We are also in the process of going out to tender for a new Care Services (Domiciliary and Residential Care) software provider to deliver a new rostering and care management system. Further investigation and analysis is being carried out regarding a suitable provider on housing and Public Protect software systems.
We will continue to work with Public Service Board partners to achieve a range of benefits through collaborative working in property management and to reduce the cost of holding and managing property through identifying short and longer term opportunities. *(Action ID 12453)*	✓	The PSB Estates Collaboration Workstream continued to meet monthly and provided a progress report to the PSB in January 2018. The PSB decided to no longer treat the Estates Collaboration Group as a PSB Workstream but the Group is continuing to meet to progress the collaboration opportunities identified. In addition, the Welsh Government's National Assets Working Group has asked the Head of Property to lead a new Mid and West Wales regional collaboration group covering Powys, Carmarthenshire, Pembrokeshire and Ceredigion, which will start meeting from May 2018.
We will develop and implement a hub for all property related services, frameworks and gateway management functions for both within the Authority, regional partners and potential external clients. *(Action ID 12454)*	✗	Meetings have continued with regional partners on a regular basis. Re-alignment of the Property Division, including the Design Section, has been approved and is being implemented. The Property Design Section has recently completed a TIC Review and this action, along with others identified, will

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Last Year's Commitments	✓ ✖	Progress Comment
		now be taken forward as part of the agreed Improvement Plan.
We shall increase the % use of the ICT Self Service helpdesk *(ICT/002)* *(2016/17 - 33% / 2017/18 Target - 35%)*	✓	**44.4%** of IT customers used the ICT Self Service Helpdesk during 2017/18 which is an excellent improvement on 33% in 2016/17.
We shall increase the number of Transactional Council Services available to the public online. *(ICT/003)* *(2016/17 Result - 7 / 2017/18 Target - 10)*	✓	At the end of 2017/18 there are **13** Transactional Council Services available to the public online which has exceeded the expected target of 10.
E - Valuing our people; engaging, leading and supporting *(Developing capacity and the capability of leadership and individuals)*		
We will provide members (post 2017 Election) with Councillors Handbooks and relevant information and support on the democratic process. *(Action ID 12455)*	✓	The new Councillors Handbook was circulated to all elected members on the 15th May, with copies on the Intranet and hard copies available in the Members` Lounges. As part of the Induction Programme, we have delivered training for new and returning members on the Code of Conduct, practical advice on meeting preparation/webcasting and an introduction to Scrutiny in Carmarthenshire. Councillors have also received a copy of the WLGA "A Guide for New Councillors in Wales - May 2017".
We will provide Code of Conduct training to members post 2017 election. *(Action ID 12456)*	✓	This training was delivered on the 15th May 2017.
We will develop a Leadership & Management Development Framework based on the Behaviour Framework. *(Action ID 12457)*	✖	Consultation has taken place with the Heads of Service Forum to establish the key themes for development and an evaluation has been undertaken of the Future Leaders Programme. These key aspects of work will now inform the outline proposals for the Framework together with the findings of the IIP 40 Questionnaire and the People Performance Management Review Actions. The Framework supported by an existing range of tools and resources will underpin the new leadership and management behaviours. A developmental session has already been planned for Heads of Service. This work will continue to be developed by the `Lead` Work Stream under the People Strategy Group.
We will develop a Strategic Workforce Plan for the Council. *(Action ID 12458)*	✓	Work is underway to identify workforce planning issues linked to corporate priorities. Departments have received workforce profile data to allow them to workforce plan at a local level. This activity will be supported by People Management Business Partners. Any themes emerging from this work will feature in a strategic workforce plan.
We will support the Corporate Sickness Absence Management Framework by working with Heads of Service and managers to ensure that support is in place for staff where needed and there is consistent application of the sickness policy. *(Action ID 12459)*	✓	The Sickness absence framework now includes, Heads of Service in the lower quartile attending CMT to discuss sickness performance and actions taken to reduce, three months later the Heads of Service attend the Challenge and Attendance Forum to discuss trends gaps, actions and recommendations. Good practice and initiatives can be shared and support and advice given where there are areas for development. People Management continue to provide advice for Heads of Service and Managers, it

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Last Year's Commitments	✓ ✖	Progress Comment
		is the responsibility of the departments to monitor and achieve their targets.
We will pilot the Council's new agile working principles to working practices across the People Management Division. The results from this pilot will be used to inform the roll out of agile working across the Council. *(Action ID 12460)*	✓	1. Cross divisional project team has been established. 2. All roles have been categorised as flex, field or fixed. 3. Audit of IT and specialist equipment completed and replacement IT is in the process of being rolled out to the teams. 4. Working practices across Division reviewed and work zones identified. 5. Staff engagement sessions have been held throughout the process, feedback from these sessions has been used to design space and inform the Corporate e-learning guidance which is under development. All lessons learnt have been captured and are being used to inform the work of the Agile Working Delivery Team led by the Transformation, Innovation and Change (TIC) team.
We will ensure the end user has the appropriate IT device/devices to deliver their service effectively. *(Action ID 12461)*	✓	As part of the Agile working project ICT work closely with service users to identify them as Fixed, Flex or field workers. We discuss with them their service needs and agree on which IT device will be the most appropriate for them. Laptops have been purchased and we are working closely with the Agile Project Manager in Transformation, Innovation and Change (TIC) team to engage with service users to ensure they have the appropriate IT device that suits the way they wish to work and to deliver their service.
We shall aim to keep the % of employees including teachers and school based staff who leave the employment of the local authority, whether on a voluntary or involuntary basis to a minimum *(CHR/001)* *(2016/17 Result - 6.96% / 2017/18 Target - 7%)*	✓	**2017/18 Result - 6.42%.** This is within target and below last year's figure of 6.96%.
We will further promote robust sickness absence management within departments to reduce the number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence. *(CHR/002)* *(2016/17 Result - 10.8 days /2017/18 Target - 9.6 days)*	✖	**2017/18 Result - 10.1 days.** This is off target but has improved on the previous year's result of 10.8 days. Departmental Management Teams have departmental targets, actions plans and sickness data should be regularly monitored and analysed, to ensure the focus is on reducing absence. There is support available from People Management. However the Challenge and Review forum identifies where there are gaps and good practice. Heads of Service attend Corporate Management Team where required, the challenge forum and Policy &Resources Scrutiny, to discuss the actions they are taking to achieve their target.
We will increase the % of laptops used in the council to devices to ensure we move towards an 80% flexible workforce. *(ICT/004)* *(2016/17 Result - 42% / 2017/18 Target - 47%)*	✓	**53%** of IT devises used in the council are laptops, this is a continued improvement towards an 80% flexible workforce.

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Last Year's Commitments	✓ ✗	Progress Comment
F - Managing risks, performance and finance *(Managing risks & performance through robust internal control and strong public financial management)*		
We will develop a new Risk Management Strategy. *(Action ID 12462 & 12387)*	✓	Strategy drafted and was discussed an approved at the Risk Steering Group in September 2017 and at Audit Committee in October 2017. The report is currently being taken through the Departmental and Corporate Management Teams.
We will ensure Business Continuity Management and Emergency Planning work together throughout the Authority through regular group meetings. *(Action ID 12463)*	✓	Two `joint` meetings already held in 2017/18. Agreement by the group that these meetings continue on a quarterly basis. membership to be reviews by next meeting to ensure that all relevant officers and services are represented on the group
We will ensure that risks relating to all premises owned or occupied by Carmarthenshire County Council are suitably and sufficiently identified and managed. *(Action ID 12464)*	✓	Risks are regularly assessed and reviewed in conjunction with building occupiers. Data systems reviewed and programmes currently being trialled. Electronic Service reports and Risk Assessments are being migrated onto the CIPFA Asset Manager Database. All risks continue to be identified.
We will review Data Centre Risk Assessment. *(Action ID 12465)*	✓	The Data Centre Risk Assessment was completed in September 2017. ICT have reviewed and updated it`s Disaster Recovery and Business Continuity Plans that are key contributors to minimising risks within our Data Centres.
We will further develop the Council's Corporate Performance Management arrangements e.g. Business Plans to meet the expectations of WbFG Act and Performance Information Monitoring System (PIMS) Dashboards. *(Action ID 12466)*	✓	We updated the format of business planning and our Performance Information Monitoring System (PIMS) to meet the requirements of the Well-being of Future Generations Act.
We will further strengthen financial planning arrangements by developing explicit links between the Medium Term Financial Plan and the Council's corporate planning processes *(WAO PFI Savings Planning Report). (Action ID 12467)*	✓	The Corporate and Financial Planning timetable for 2018-19 was drafted to ensure that the Council's corporate and financial planning processes are properly aligned. The Financial Outlook Report went to Executive Board on 31st July 2017, scrutinised and was approved at council in April 2018.
We will identify capital and revenue funding allocated to Our Well Being Objectives and monitor our resource allocation to these priorities. *(Action ID 12468) (WAO PFI Savings Planning Report).*	✓	The New Corporate Strategy including our Well-being Objectives has been updated for 18/19 and there are explicit and detailed expenditure items allocated to each of the Well-being Objectives.
We will further strengthen financial planning arrangements by ensuring that delivery timescales in business cases are robust and reviewing timescales in Budget challenge exercises with Executive Board Members. *(Action ID 12469) (WAO PFI Savings Planning Report).*	✓	Business case and timescales behind all savings proposals were captured and used in the member challenge sessions which took place during November and December 2017.
We will further strengthen financial planning arrangements by implementing our income and charging policy. *((Action ID 12470) (WAO PFI Savings Planning Report).*	✓	Income and Charging Policy approved by Executive Board on 27th March, 2017.
We will further strengthen financial planning arrangements by updating our developed	✓	Draft Reserves Strategy report was updated to reflect actual position as at 31st March 2017 and reported to a future meeting of the Executive Board.

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Last Year's Commitments	✓ ✗	Progress Comment
reserves strategy and presenting it to the new Council. *(Action ID 11975) (WAO PFI Savings Planning Report).*		Details of all reserves held contained within the Medium Term Financial Plan approved by Full Council in February 2017. Information will be provided as appropriate during the financial audit
We will work with departments on Category Management of spend. *(Action ID 12859)*	✓	As part of the Shared Service with Pembrokeshire County Council's Procurement team (as of 1st June 2017) work is on-going with the new Spend Analysis Tool (Atamis) to identify the different categories of spend in each of the 5 identified Category's across the two Authorities. Category Plans have been finalised and issued in the 3 categories (Corporate & ICT, Highways & Parks and Building Maintenance).
We will deliver, via ICT, automation and integration of internal working processes and procedures to release efficiencies. *(Action ID 12473)*	✓	Several of the approved Digital Transformation projects have continued to progress and been delivered. As part of the WWYT "What Waste Your Time" TIC Review, I.T. have developed 2 automated process which are now LIVE "Create New Post" and "Advertise Post" processes. Further developments and enhancements to follow in 2018/2019. The new Accident & Incidents system has been re-developed and enhanced with greater integration to back-office systems such as integration into our EDRMS system
We aim to increase the % of Council Tax collected *(CFH/007)* *(2016/17 Result 97.05% / 2017/18 Target - 97.10%)*	✓	**97.57%** of council tax due was collected during 2017/18, this is on target and improved on previous year.
We aim to collect at least 98% of non-domestic rates *(CFH/008)* *(2016/17 Result 98.2% / 2017/18 Target - 98%)*	✓	**99.52%** of non-domestic rates due was collected during 2017/18, this is above target and improved on previous year.
G - Good transparency and accountability *(Implementing good practices in transparency, reporting, and audit to deliver effective accountability)*		
We will publish a detailed Annual Report for 2016/17 and an update on our progress on the Corporate Strategy. We will also compare and explain our results against all other Councils in Wales (for both National Indicators, 'National Survey for Wales' results together with and any Regulatory findings) identifying any gaps that need to be addressed. *(Action ID 12474)*	✓	We published a detailed Annual Report for 2016/17 and an update on our progress on the Corporate Strategy by the 31st October deadline. Under the Measure, the Council is required to annually publish an assessment which describes its performance: • in discharging its duty to make arrangements to secure continuous improvement in the exercise of its functions; • in meeting the improvement objectives it has set itself; • by reference to performance indicators specified by Welsh Ministers, and self-imposed performance indicators; and • in meeting any performance standards specified by Welsh Ministers, and self-imposed performance standards. To ensure the report was a fair assessment, all Scrutiny Committees examined the core content of the report and examined the detailed sections most relevant to their Scrutiny portfolios. Wales Audit Office have issued a Certificate of Compliance for the publication.

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Last Year's Commitments	✓ ✗	Progress Comment
We will continue to report performance data to the Public Service Board and Council. *(Action ID 12475)*	✓	• During 2017/18 performance data was monitored quarterly to Executive Board and Mangers and reported six monthly to the Councils Scrutiny Committees. • The Councils performance data and comparative results to other Councils in Wales was incorporated into the Councils Annual Report for 2016/17 that was reported to all Council Scrutiny's. • In November 2017 the Wales Audit Office issued an unqualified Certificate of Compliance on the Councils Annual Report for 2016-17. Relevant sections of the Annual Report had been submitted to all Scrutiny Committees. Once the Carmarthenshire Outcome indicators are identified, performance will then be monitored by the PSB.
We will review the Audit Manual. *(Action ID 12476)*	✗	Development of the Audit Manual has been delayed due to work commitments. This is due to be completed by the end of 2018.
We will ensure an unqualified audit on the 2016/17 final accounts. *(Action ID 12478)*	✓	An unqualified opinion was presented to Audit Committee on 29th September 2017
We will aim to ensure actual achievement against Annual Audit Plan *(6.4.1.3)* *(2016/17 Result - 80% / 2017/18 Target – 90%)*	✗	**2017/18 Result -75%.** This is off target and showing a decline. Additional work has also been delivered this year again, over and above the plan, as well as a senior Auditor post being vacant for over three months. When taking the additional work into account the result would be 92.2% productivity / delivery. Two appointments have been made, a Principal and Senior Auditor, due to commence June 2018.

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APPENDICES

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Local Government (Wales) Measure 2009 and Well-being of Future Generations Act (Wales) 2015

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations and it makes sense to ensure that these requirements are fully aligned and combined in this New Corporate Strategy.

The Local Government (Wales) Measure 2009

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

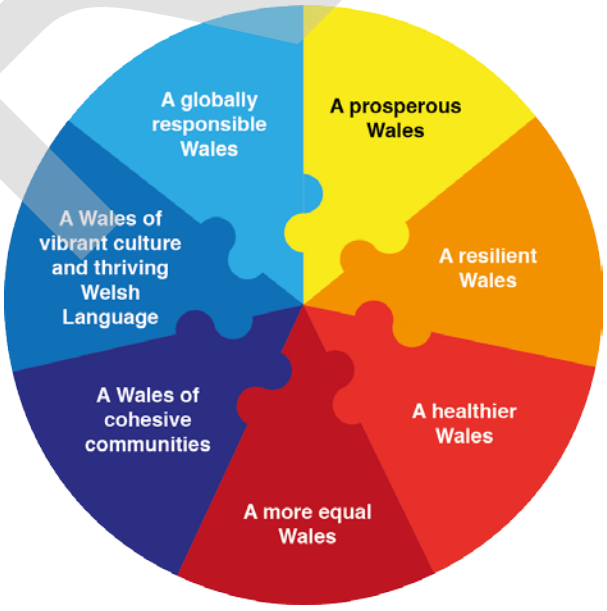
Well-being of Future Generations Act (Wales) 2015

This is an 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:
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)

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.



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

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How our Well-being Objectives contribute to the 7 National Well-being Goals

		Carmarthenshire's 2017/18 Well-being Objectives / KIOPs	7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Continue to Improve learner attainment for all	✓	✓		✓		✓	✓
	4	Reduce the number of young adults that are Not in Education, Employment or Training	✓		✓	✓	✓		
Live Well	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
	6	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓		✓
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
	9	Support good connections with friends, family & safer communities			✓	✓	✓		✓
Age Well	10	Support the growing numbers of older people to maintain dignity & independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓		✓	✓	✓	✓	
In a Healthy, Safe & Prosperous Environment	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓

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APPENDIX 2

Success measures for our Well-being Objectives

PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results																					Best Results
				Arrows start from previous position											● ● to our most current position ■										
WBO 1 - Help to give every child the best start in life and improve their early life experiences.																									
% Children in care with **3 or more placements** in the year *(PAM/029)*	9.2	8.8	↑																						
WBO 2 - Help children live healthy lifestyles.																									
% Children **overweight or obese**	29.6	29.4	↑	32.7		●							●												17.0
WBO 3 - Continue to Improve learner attainment for all.																									
Average **Caped 9 points score for pupils** *(PAM/007)*	not available	360.8	Not applicable	320.4														■							380.1
% **Attendance** in **primary schools** *(PAM/007)*	94.8	94.4	↓	94.3	■	●																			95.6
% **Attendance** in **secondary schools** *(PAM/008)*	94.5	94.3	↓	93.0												■	●								95.2
Satisfaction with child's **primary school** *(NSW)*	93		Published Jun/July																	■					
WBO 4 - Reduce the number of young adults that are Not in Education, Employment or Training.																									
Year 11 leavers Not in Education, Employment or Training **(NEETs)** *(PAM/009)*	2.1	1.4	↑	4.33					●				■												0.76
Year 13 leavers Not in Education, Employment or Training **(NEETs)** *(5.1.0.2)*	2.0	3.0	↓	18.8							●												■		0.0
WBO 5 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty.																									
Average **Caped 9 points score** for pupils eligible for **FSM** (Free School Meals) *(4.1.2.4)*	not available	307.6	Not applicable	252.6																■					336.8
% of households successfully **prevented** from becoming **homeless** *(PAM/012)*	64.2	65.1	↑														■								
Household in **material deprivation** *(NSW) (NWBI)*	15.3	15.8	↓	21.3									●												10.6
% Households **Living in Poverty** *(CACI 'PayCheck')*	35.9	35.0	↑	45.3							Same														23.1
Keeping up with all bills and commitments without any difficulties ***(non pensioner)*** *(NSW)*	51		Published Jun/July																						
Keeping up with all bills and commitments without any difficulties ***(pensioner)*** *(NSW)*	75		Published Jun/July																						
WBO 6 - Create more jobs and growth throughout the county.																									
Median **Gross Weekly Full-time Earnings (£)** *(NWBI)*	494.5	517.5	↑	431.4														●			■				619.6
Jobs created with Regeneration assistance *(EconD/001)*	253.5	352.5	↑	No comparable data available for this measure																					
The level of **Private Sector Investment** / external funding secured (£) *(EconD/008)*	23.5m	16.7m		No comparable data available for this measure																					
WBO 7 - Increase the availability of rented and affordable homes.																									

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APPENDIX 2

Success measures for our Well-being Objectives

PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year: Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	22nd 21st 20th 19th 18th 17th 16th 15th 14th 13th 12th (Worst results)	11th 10th 9th 8th 7th 6th 5th 4th 3rd 2nd 1st (Best Results)
				Arrows start from previous position	● ● to our most current position ■
Number of affordable homes in the County *(7.3.2.24)*	173	235	↑	No comparable data available for this measure	
WBO 8 - Help people live healthy lives (tackling risky behaviour & obesity).					
% of adults who say their **general health is Good or Very Good** *(NSW)(NWBI)*	69.8		Published later in 2018		
% of adults who say they have a **longstanding illness** *(NSW)(NWBI)*	52.7		Published later in 2018		
Adult **Mental Well-being** score *(NSW)(NWBI)* *(Out of a maximum score of 70)*	not available	50.2	Not applicable	48.8	52.5
% adults who have **fewer than two healthy lifestyle behaviours** *(NSW) (NWBI)* (not smoking, healthy weight, eat five fruit or vegetables a day, not drinking above guidelines and meet the physical activity guidelines).	11.0		Published later in 2018		
WBO 9 - Support good connections with friends, family and safer communities.					
Have a **sense of community** (derived from three questions on belonging; different backgrounds get on, treat with respect) *(NSW) (NWBI)*	73.0	48.0	↓	37.0	66.5
People feeling safe (at home, walking in the local area, and travelling) *(NSW) (NWBI)*	not available	79	Not applicable	57	91
WBO 10 - Support the growing numbers of older people to maintain dignity and independence in their later years.					
Rate of people **kept in hospital** while **waiting for social care** *(PAM/025)*	2.30	2.50	↓		
Agree there's a good **Social Care Service** available in the area *(NSW)* *(elderly, children, disabled and carers)*	53.1	56.2	↑	44.4	68.1
Days taken to deliver a **Disabled Facilities Grant** *(PAM/015)*	167	161	↑		
WBO 11 - A Council-wide approach to support Ageing Well in the county.					
% of people who are **lonely** *(NSW) (NWBI)*	17.1	16.6	↑		Same
WBO 12 - Look after the environment now and for the future.					
Use of renewable energy (kWh)	670,400	937,330	↑	No comparable data available for this measure	
% Waste reused, recycled or composted *(PAM/030)*	66.23	64.80	↓		
WBO 13 - Improve the highway and transport infrastructure and connectivity.					
% A Class roads that are in poor condition *(PAM/020)*	4.3	4.1	↑		
% B Class roads that are in poor condition *(PAM/021)*	3.5	3.1	↑		

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Success measures for our Well-being Objectives

PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results																					Best Results
				Arrows start from previous position																					to our most current position
% **C Class roads that are in poor condition** *(PAM/022)*	11.6	11.9	↓						■																
Number of **people killed and seriously injured on the roads** *(5.5.2.21)*	102		Published late June		■																				
WBO 14 - Promote Welsh Language and Culture.																									
Can **speak Welsh** *(NSW) (NWBI)*	40.1	43.6	↑	below 9.3																		Same			69.7
Pupils assessed in **Welsh (first language) - Foundation Phase** *(PAM/033)*	56.8	55.0	↓	3.9																		Same			98.5
% of people **attended arts events** in Wales in last year *(NSW)*	69.3	67.4	↓	56.1												■									78.8
% of people **visited historic places** in Wales in last year *(NSW)*	63.8	64.7	↑	48.3												■									77.0
% of people **visited museums** in Wales in last year *(NSW)*	36.0	34.6	↓	27.8					Same																57.6
WBO 15 - Building a Better Council and Making Better Use of Resources.																									
'Do it online' payments	29,020	34,494	↑	No comparable data available for this measure																					
People agree that they **can access information** about the Authority **in the way they would like to** *(NSW)*	not available	70.8	Not applicable	61.8				■																	82.0
People **know how to find what services the Council provides** *(NSW)*	not available	71.9	Not applicable	66.9					■																85.6
People agree that **they have an opportunity to participate in making decisions** about the running of local authority services. *(NSW)*	not available	11.4	Not applicable	7.8						■															22.4
Number days lost due to **sickness absence**. *(PAM/001)*	10.8	10.1	↑									■													
Organisational 'running costs' (£m)	12.9	8.6		No comparable data available for this measure																					
People **agree that the Council asks for their views before setting its budget**. *(NSW)*	not available	8.0	Not applicable	Below 7.0										■											17.6

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APPENDIX 3

The following are results of the 2017/18 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 (2016/17), the table below shows whether we have improved our performance and our rank position.

	Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level **NWBI -** National Well-being Indicator	Has our result improved from 2016/17 to 2017/18 2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓	22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
					Worst results																				Best Results
					Arrows start from our 2016/17 position																				to our 2017/18 position
1	People agree that they **can access information** about the Authority **in the way they would like to.**	not available	**70.8**	Not applicable	61.8																				82.0
2	People **know how to find what services the Council provides.**	not available	**71.9**	Not applicable	66.9																				85.6
3	People agree that t**hey have an opportunity to participate in making decisions** about the running of local authority services.	not available	**11.4**	Not applicable	7.8																				22.4
4	People **agree that the Council asks for their views before setting its budget**.	not available	**8.0**	Not applicable	Below 7.0																				17.6
5	% of people satisfied with their **ability to get to/ access the facilities and services they need** *(within 15 to 20 minutes walk from their home)* (NWBI/30)	not available	**87.0**	Not applicable	62.7																				**87.0**
6	Yes can **speak Welsh** (NWBI/37)	**40.1**	43.6	↑	Below 9.3																		Same		69.7
7	% of adults who **speak Welsh daily** and can speak more than just a few words (NWBI/36)	**29.2**	**33.8**	↑	Below 4.6																		Same		59.8
8	% of people who are **lonely** (NWBI/30)	**17.1**	16.6	↑	22																				11.1
9	**Household in material deprivation** (NWBI/19)	**15.3**	15.8	↓	21.3																				10.6
10	**Keeping up with all bills and commitments without any difficulties** - All Adults	not available	**58.2**	Not applicable	**58.2**																				77.8
11	% of people moderately or very **satisfied with their jobs** (NWBI/20)	**80.0**	**82.5**	↑	74.5																				86.3

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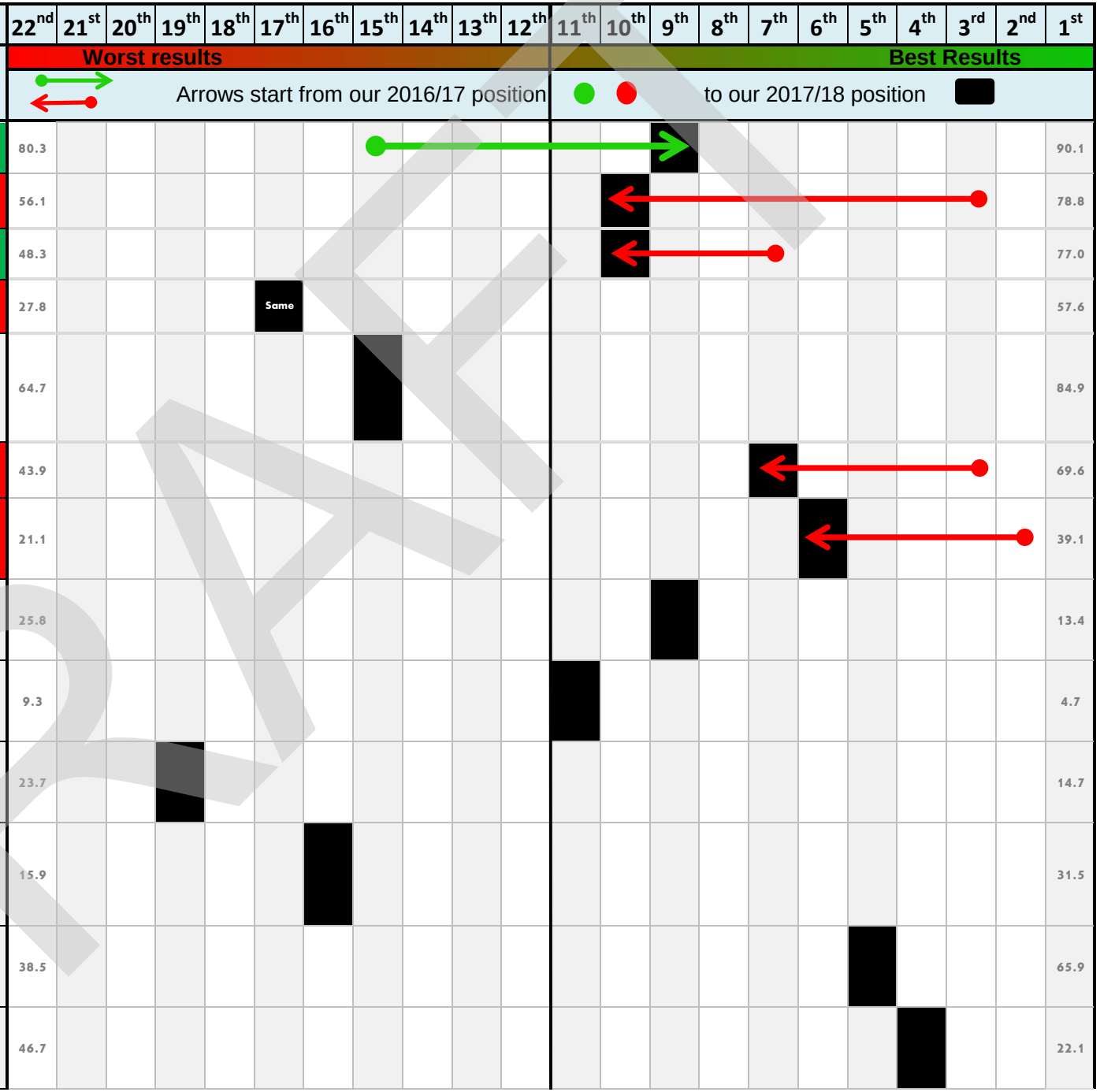
APPENDIX 3

	Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level **NWBI** - National Well-being Indicator	Has our result improved from 2016/17 to 2017/18		
		2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓
12	Whether **household has internet access**	**83.1**	**85.7**	↑
13	% of people **attended arts events** in Wales in last year	**69.3**	**67.4**	↓
14	% of people **visited historic places** in Wales in last year	**63.8**	**64.7**	↑
15	% of people **visited museums** in Wales in last year	**36.0**	**34.6**	↓
16	% of people attending or participating in **arts, culture or heritage activities** at least 3 times a year	not available	**71.9**	Not applicable
17	Participating in **any sport or physical activity**	**66.0**	**63.9**	↓
18	% of people **participating in sporting activities three or more times a week** (NWBI/38)	**39.4**	**34.7**	↓
19	% of adults that **Smoke** (combined 2016/17 & 2017/18 result)	not available	**18.6**	Not applicable
20	% of adults that are **E-cigarette users** (combined 2016/17 & 2017/18 result)	not available	**7.0**	Not applicable
21	% of adults that drink **> 14 units a week** (combined 2016/17 & 2017/18 result)	not available	**20.9**	Not applicable
22	% of adults that ate **5 portions of fruit & vegetables** a day (combined 2016/17 & 2017/18 result)	not available	**20.0**	Not applicable
23	% of adults that **active for 150 minutes or more** a week (combined 2016/17 & 2017/18 result)	not available	**58.8**	Not applicable
24	% of adults that **active for 30 minutes or less** a week (combined 2016/17 & 2017/18 result)	not available	**26.0**	Not applicable



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APPENDIX 3

	Questions asked in the 2017/18 National Survey for Wales and available at Local Authority level **NWBI -** National Well-being Indicator	Has our result improved from 2016/17 to 2017/18 2016/17 survey result	2017/18 survey result	Improved ↑ Standstill ↔ Declined ↓	22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
					Worst results																				Best Results
					Arrows start from our 2016/17 position														to our 2017/18 position						
25	% of adults that **are overweight or obese** (BMI 25+) (combined 2016/17 & 2017/18 result)	not available	**57.8**	Not applicable	69.7																				50.9
26	% of adults that **are obese** (BMI 30+) (combined 2016/17 & 2017/18 result)	not available	**22.4**	Not applicable	32.9																				13.6
27	% of adults that have **one or less healthy behaviours** (Based on the above measures 19-26) (combined 2016/17 & 2017/18 result)	not available	**8.2**	Not applicable	15.9																				6.9

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APPENDIX 4

The table below shows the following information on measures that all 22 councils in Wales have to collect:-
- **Our 2017/18 result and whether it has improved on our 2016/17 result**
- **Our quartile (star rating) compared to other Council's in Wales**
- **Our Rank position for 2017/18 compared to our Rank position for 2016/17**

The measures published by all councils in Wales	Has our result improved from 2016/17 to 2017/18		How good is our 2017/18 result?	22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
	Our 2017/18 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★= Top (Best)	Worst results																				Best Results
				Arrows start from our 2016/17 position											to our 2017/18 position									
WBO1 - Help to give every child the best start in life and improve their early life experiences																								
% Children in care with 3 or more placements in the year *(PAM/029)*	8.8	↑																						
Percentage of children satisfied with their care and support *(PAM/027)*	80.7	↓																						
Percentage of child assessments completed in time *(PAM/028)*	89.7	↑																						
WBO3 - Continue to Improve learner attainment for all																								
% Pupil attendance in primary schools *(PAM/007)*	94.4	↓	★																					
% Pupil attendance in secondary schools *(PAM/008)*	94.3	↓	★★★																					
% Achieved the Level 2 threshold *(PAM/006)*	57.2	Not Comparable	★★★																					
WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)																								
% of Year 11 Leavers not in education, employment or training (NEETS) *(PAM/009)*	1.4	↑	★★																					
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty																								
% of households successfully prevented from becoming homeless *(PAM/012)*	65.1	↑																						
WBO7 - Increase the availability of rented and affordable homes																								
% Private sector dwellings returned to occupation *(PAM/013)*	6.90	↑																						
Number of new homes created as a result of bringing empty properties back into use *(PAM/014)*	5	New Measure																						
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)																								
Number of visits to Public Libraries per 1,000 population *(PAM/016)*	7,689	↑																						

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APPENDIX 4

The measures published by all councils in Wales	Has our result improved from 2016/17 to 2017/18		How good is our 2017/18 result?	22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
	Our 2017/18 result	Improved ↑ Standstill ←→ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★= Top (Best)	Worst results																					Best Results
				Arrows start from our 2016/17 position											to our 2017/18 position										
Visits to Sport & Leisure facilities per 1000 population *(PAM/017)*	8,522	↑												■											
% Food establishments that meet food hygiene standards *(PAM/023)*	97.91	↑																			■				
WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years																									
Days taken to deliver a Disabled Facilities Grant *(PAM/015)*	161	↑																				■			
Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ *(PAM/025)*	2.50	↓																							
Percentage of adults satisfied with their care and support *(PAM/024)*	86.8	↑																							
Percentage of carers that feel supported *(PAM/026)*	69.0	↓																							
WBO12 - Looking after the environment now and for the future																									
% of all planning applications determined in time *(PAM/018)*	71.18	↓																							
% of planning appeals dismissed *(PAM/019)*	52.63	↓																							
% of streets that are clean *(PAM/010)*	98.7	↑																		■					
% Fly tipping cleared in 5 days *(PAM/011)*	95.0	↑				■																			
% Waste sent to landfill *(PAM/031)*	20.29	↓												■											
% Municipal waste reused, recycled or composted *(PAM/030)*	64.80	↓																			■				
WBO13 - Improve the highway and transport infrastructure and connectivity																									
% A roads that are in poor condition *(PAM/020)*	4.1	↑																							
% B roads that are in poor condition *(PAM/021)*	3.1	↑																							
% C roads that are in poor condition *(PAM/022)*	11.9	↓																							
WBO15 - Building a Better Council and Making Better Use of Resources																									
Number days lost due to sickness absence. *(PAM/001)*	10.1	↑											■												

Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)

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The Future Generations Commissioner for Wales - Expectations of Annual Reports

In May 2018 *The Future Generations Commissioner for Wales* published her report on Well-being in Wales: the journey so far. She set out 9 key expectations for Annual Reporting. This guidance will inform future Annual Reports and where possible has been included in this publication.

Future Generations Commissioner for Wales
Expectations of Annual Reports and how we meet them.
Published May 2018
Well-being in Wales: the journey so far –May 2018 by Future Generations Commissioner for Wales

Expectation 1: Well-being objectives and goals

We set out our Well-being Objectives and the steps we were going to take to meet them in our Well-being Objectives 2017/18, published in March 2018.

Expectation 2: Sustainable development principle

We are embracing the *sustainable development principle* and trying to improve the economic, social and environmental and cultural well-being of Carmarthenshire, whilst ensuring the needs of the present are met without compromising the ability of future generations to meet their own needs. We have brought together our previous *Corporate Strategy, Improvement Plan, Well-being Objectives* and the New Administrations *5 year plan* into a *New Corporate Strategy*. These objectives are cascaded into *Service Business Plans* to ensure maximum contributions of Services to achieving our Well-being Objectives. Service Business Plans explain how they use the 5 ways of working in how they do business.

Case studies on the Well-being of Future Generations Act and our Projects	
Start well	ⓘ Burry Port Community Primary School ⓘ School Holiday Enrichment Scheme ⓘ Actions to Reduce NEETs
Live well	ⓘ Carmarthen Cycling Strategy
Age well	ⓘ Financial Exploitation Safeguarding Scheme ⓘ Life Science and Wellness Village
In a healthy, prosperous and safe environment	ⓘ Cae Mynydd Mawr – Marsh Fritillary Butterfly

Expectation 3: Looking ahead

Change takes time. Our New Corporate Strategy consolidates a number of plans together and links to our *vision for sustainable services for older people for the next decade and Affordable Homes Strategy*. Our Well-being Objectives will also be reflected in our Local Development Plan 2018-33.

Expectation 4: Tracking progress

For each of our Well-being Objectives we set ourselves detailed action plans and targets, Throughout the year we monitored our progress through an in-house developed Performance Information Monitoring System (PIMS) on a quarterly basis. Each Service and Department reviewed progress and the Councils' Executive Board and Corporate Management Team made sure things stayed on course. Twice a year progress was also reported to Scrutiny Committees for challenge.

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Expectation 5: Applying and implementing the Act

The guidance to the Act set out where change needs to happen in seven corporate functions – corporate planning, financial planning, risk, workforce planning, assets, procurement and performance management. We cover this in Well-being Objective 15a & b.

Expectation 6: Self-reflecting

The Act requires us to review the continued relevance of our Well-being Objectives annually. The set we published by March 2017 as required by the Act were reaffirmed by the newly elected administration following May 2017 local government elections with the addition of another Well-being Objective – Promoting Welsh Language and Culture. This new Well-being Objective strongly supports the National Goal of '*A Wales of vibrant culture and thriving Welsh Language'* and supports the wider national goals and five ways of working.

Following publication of the Welsh Governments' new Well-being Objectives we did a desk top exercise to evaluate our Objectives and felt they should remain the same.

As part of budget consultation we again tested our Well-being Objectives with the public and found high and increasing support.

We also added a 15th Well-being Objective: *Building a Better Council and Making Better Use of Resources*.

Expectation 7: Collaboration with other Public Bodies

At the May 2018 Carmarthenshire Public Services Board (PSB) the first Carmarthenshire Well-being Plan was approved. The PSB established a series of Delivery Groups in order to make progress against the identified Well-being Objectives.

Objective	Approach	Led By
Healthy Habits	Co-ordinated Campaigns	Hywel Dda University Health Board
Healthy Habits	Environmental Risk Assessment	Natural Resources Wales
Early Intervention	Changing the Model of Delivery	Mid and West Wales Fire and Rescue Service
Strong Connections	Innovative Community Assets	Carmarthenshire's Association of Voluntary Services
Prosperous People and Places	Education and Employment / Procurement Procedures	Carmarthenshire County Council
Safer Communities		Carmarthenshire County Council

Inherent in all the approaches and steps required is a need for a cultural shift in behaviour.

Expectation 8: Accountability

We reported to Executive Board Members on a quarterly basis on the steps we were taking to meet our Well-being Objectives and we set up interactive reports on our Performance Information Management System for the Executive Board Members responsible for each objective.

We reported to each of the 5 Scrutiny Committees - twice each during the year.
We will explore how to involve people in the co-production of our Annual Reports and self – evaluation.

We plan to submit our draft '*Ageing Well in Carmarthenshire*' Well-being Objective to our 50+ Forum on June 12th for their evaluation and invite them to participate in its content and style.

Expectation 9: Making your reports clear

We should be involving people in compiling, writing and presenting reports and plans.
As above to 50+ Forum on June 12th

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We would welcome your feedback,

please send your thoughts, views and opinions to:

Performance Management
Regeneration and Policy
Chief Executive's Department
County Hall
Carmarthen
Carmarthenshire SA31 1JP

Tel: **01267 224486**
Email**: performance@carmarthenshire.gov.uk**

If you would like this document in an alternative format, e.g. large print, audio tape or Braille, then please contact Performance Management on 01267 224486

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