

# Moving Forward in Carmarthenshire

The Council's Corporate Strategy 2018-2023

## Annual Report 2018/19



## Welcome from the Leader of the Council

To follow ...

**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](mailto:ListeningToYou@carmarthenshire.gov.uk)

**Cllr Emlyn Dole**  
Leader



# Contents

	Page	
<b>Introduction</b>	4	
<b>Carmarthenshire's Well-being Objectives</b>		
<b>Start Well</b>	1. Help to give every child the best start in life and improve their early life experiences	14
	2. Help children live healthy lifestyles	16
	3. Continue to improve learner attainment for all	18
<b>Live Well</b>	4. Reduce the number of young adults that are Not in Education, Employment or Training	20
	5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	24
	6. Create more jobs and growth throughout the county	26
	7. Increase the availability of rented and affordable homes	28
	8. Help people live healthy lives (tackling risky behaviour and obesity)	30
<b>Age Well</b>	9. Support good connections with friends, family and safer communities	34
	10. Support the growing numbers of older people to maintain dignity and independence in their later years	36
	11. A Council wide approach to support Ageing Well in Carmarthenshire	38
<b>In A Healthy, Safe &amp; Prosperous Environment</b>	12. Look after the environment now and for the future	42
	13. Improve the highway and transport infrastructure and connectivity	44
	14. Promote Welsh Language and Culture	46
	15. Building a Better Council and Making Better Use of Resources	50&52
	<b>Appendices</b>	55-61
<b>Appendix 1</b>	<b>How our Well-being Objectives contribute to the 7 National Well-being Goals</b>	<b>Enclosed</b>
<b>Appendix 2</b>	<b>Our Success Measures</b>	<b>not all external data available as yet</b>
<b>Appendix 3</b>	<b>National Survey for Wales</b>	
<b>Appendix 4</b>	<b>Public Accountability Measures</b>	
<b>Appendix 5</b>	<b>Regulatory Reports</b>	<b>Enclosed</b>

# Introduction

In June 2018, we published a New Corporate Strategy for 2018-23. This document is an Annual Report that examines our progress in the first year 2018/19 of the strategy.

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. It is also a statutory duty under the Local Government Measure (Wales) 2009 and the Well-being of Future Generations Act 2015.

## 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 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. During the year, we have also worked closely with other public sector organisations to present and discuss key consultations such as the Transforming Clinical Services Programme.

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

We are continuing to implement the Welsh Language Standards across the Council. A great deal of internal communication has been 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 developed a positive working relationship with the National Centre for Learning Welsh and staff have been able to access various opportunities such as Intensive and Residential Courses. Our Learning and Development Advisor (Welsh language) leads on this work and 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.

# A summary of our Key Success Measures

See *Appendix 2* for comparative ranking of performance

The Council is working with local, regional and national partners to improve the following measures.  
Key - 😊 Better result than previously / 😞 Worse result than previously

Start Well	<p>1. <i>Help to give every child the best start in life and improve their early life experiences.</i></p> <p><i>More detail on page 14</i></p>	<p><b>10.4%</b> of children in care who had to <b>move 3 or more times</b></p> 	😞
	 <p><b>26.6%</b> of children are <b>overweight or obese</b></p> <p><i>More detail on page 16</i></p>	<p>2. <i>Help children live healthy lifestyles.</i></p> <p><i>More detail on page 16</i></p>	😊
	<p>3. <i>Continue to improve learner attainment for all.</i></p> <p><i>More detail on page 18</i></p>	 <p><b>363.1</b> is the <b>average score (best 9 exam results)</b> for Year 11 pupils</p>	😊
	<p><b>1.8%</b> year 11 pupils are <b>Not in Education, Employment or Training (NEET)</b></p> 	<p>4. <i>Reduce the number of young adults that are Not in Education, Employment or Training.</i></p> <p><i>More detail on page 20</i></p>	😞
	<p>5. <i>Tackle poverty by doing all we can to prevent it, help people into work &amp; improve the lives of those living in poverty.</i></p> <p><i>More detail on page 24</i></p>	<p><b>35.5%</b> of households <b>living in poverty</b></p> 	😞
Live Well	<p><b>419</b> <b>Jobs created</b></p> 	<p>6. <i>Create more jobs and growth throughout the county.</i></p> <p><i>More detail on page 26</i></p>	😊
	<p>7. <i>Increase the availability of rented and affordable homes.</i></p> <p><i>More detail on page 28</i></p>	<p><b>+</b></p> <p><b>247</b></p>  <p><b>Additional Affordable Homes</b></p>	😊
	<p><b>TBC%</b> of Adults who say their <b>general health is Good or Very Good</b></p> 	<p>8. <i>Help people live healthy lives (tackling risky behaviour and obesity).</i></p> <p><i>More detail on page 30</i></p>	

# Age Well

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

More detail on page 34

**TBC%**

Of adults felt they had a sense of community



**TBC%**

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

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

More detail on page 36

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

More detail on page 38

**16.6%** of people are lonely



# In A Healthy, Safe & Prosperous Environment

Our recycle rate is

**58.94%**



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

More detail on page 42



13. Improve the highway and transport infrastructure and connectivity.

More detail on page 44

Roads that are in poor condition:



**5.2%** of our A Class

**4.2%** of our B Class

**12.5%** of our C Class



Cymraeg

We have **TBC%** of people who can speak Welsh

14. Promote Welsh Language and Culture.

More detail on page 46

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

More detail on page 50



**9.8** staff sick days per year



## Other Assessment Information

### Citizen Satisfaction



#### [National Survey for Wales](#)

The 2018/19 National Survey for Wales data will be published in June/July 2019



[Link to Welsh Government's National Survey for Wales](#)

DRAFT

## 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 2018/19, **36%** of our measures improved while **61%** have declined. It has been increasingly difficult to sustain improvement as measured by these PI due to sustained budget reductions and increased demand and expectations.

The table below shows year on year results

Year	Improved	Constant	Declined	Net Difference (Improved - Declined)
2018/19	36% (12 measures)	3% (1 measure)	61% (20 measures)	-25%
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

This data will be available in September 2019



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

**The 2018/19 Annual Improvement Report is expected in June 2019.**

During the year the Wales Audit Office issued a number of reports on Council Services and these are listed in **Appendix 5**

During the year there was also a report on one of our Well-being Objectives.

It found:-

***'The Council has acted in accordance with the sustainable development principle in setting the 'step' and has effectively taken account of the five ways of working in the actions it is taking to deliver it'***

*Wales Audit Office – Feb. 2019*

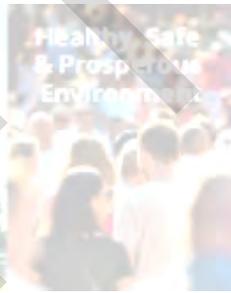
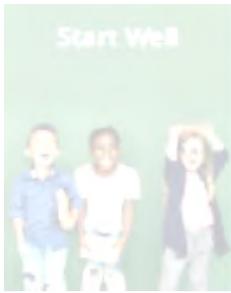
Well-being of Future Generations An examination of 'Start Well-Help children to live healthy lifestyles'



TBC



TBC



DRYFET

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

## Start Well



## Live Well



## Age Well



## Healthy, Safe & 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

# Start Well





# Well-being Objective 1

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

## The number of children Looked After has continued to reduce

We have one of the lowest number of Looked After Children in Wales. Preventative teams such as Family Support service and Edge of Care Team have been re-designed to focus on working intensively with families and children to try and avoid the need for statutory intervention whenever possible. Systemic practice incorporating Signs of Safety model is embedding in our child care teams. The revised Families First programme, comprising 13 projects, has been delivering a range of activities in partnership with other agencies with an aim of preventing, and mitigating the effects of Adverse Childhood Experiences (ACEs). Full roll-out of the 30 hours of free childcare offer commenced in January 2019.

### Why it is important

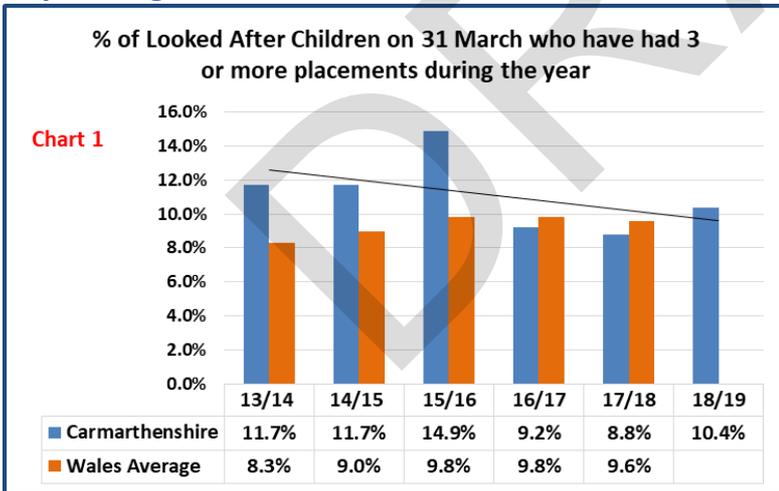
- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease 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

### Success Measure

**10.4%** of children in care who had to move 3 or more times

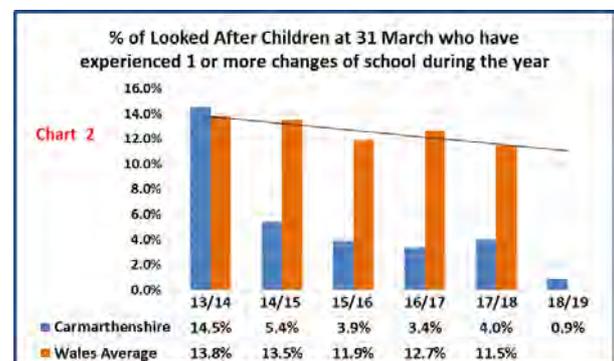


### Explaining the Results



We have seen a slight dip in performance this year with 19 children having moved 3 or more times compared to 17 during 2017/18. However, it shows an overall improvement of 4.5% since 15/16. (See Chart 1)

School stability is also an important factor in improving outcomes, and it is important to note that Looked After children in Carmarthenshire experience significantly fewer school moves than anywhere else in Wales – 0.9% during 2018/19 (better than Wales average 11.5% 2017/18) (See Chart 2)



In the **long-term** our focus is 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 to avoid the need to move wherever possible.

## Progress Made

- ⊙ **30 hours free childcare offer** will be a significant savings for many Carmarthenshire families. To date **557** applications received from Carmarthenshire parents/carers, **180** Carmarthenshire Childcare providers have signed contracts, and **£172,640.25** in payments has been administered to local childcare providers since implementation.
- ⊙ We are continuing to implement the **Team Around the Family (TAF)** approach across the county for 0-25 year olds. The Eligibility document regarding thresholds and access to TAF services has been completed. The new JAFF, and the new TAF-in-Schools project have also commenced implementation since April 2019.
- ⊙ **9291 individuals** received support from **Families First (FF)** projects during 2018-19. From April 2019 FF programme will be included with 6 other funding streams under the Children & Communities Grant (CCG).
- ⊙ **Flying Start** service is being fully delivered across 18 areas, covering 768 postcodes within Carmarthenshire. FS Health Visitors are delivering the healthy child Wales Programme (HCWP) through a multi-disciplinary approach.
- ⊙ **Attachment awareness** training has been provided to all 73 schools that have looked after children, and is being embedded as part of the core training within the 'behaviour transformation programme' in schools.
- ⊙ An active consultation group for care experienced children called ECHOES, run jointly with Voices from Care and Children's Services have developed the 2019 Corporate Parenting Strategy.

## CELEBRATING SUCCESS: LOOKED AFTER CHILDREN AND CARE LEAVERS FESTIVAL OF CELEBRATION

In the company of council officers, a number of children and young people received an award for their academic success, artwork, sporting and volunteering contributions. A young person compered the event very effectively and a special talk was given.



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#) against this objective



## Well-being Objective 2

### Start Well - Help children live healthy lifestyles

#### Obesity in children in Carmarthenshire is reducing

The obesity rate in Carmarthenshire is at its lowest point for four years. This remains a long term invest to save objective ensuring the long term health of children.

#### Why it is important

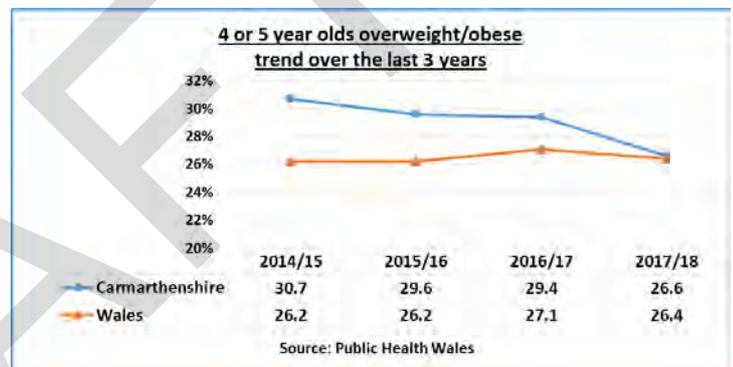
- The [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child's safety.
- Assessment engagement activity with primary school children showed being physically active to be the second most important factor for the positive well-being of children.
- Living healthy lives allows children to fulfil their potential and meet education aspirations.
- Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

#### Success Measure

**26.6%** of children are overweight or obese



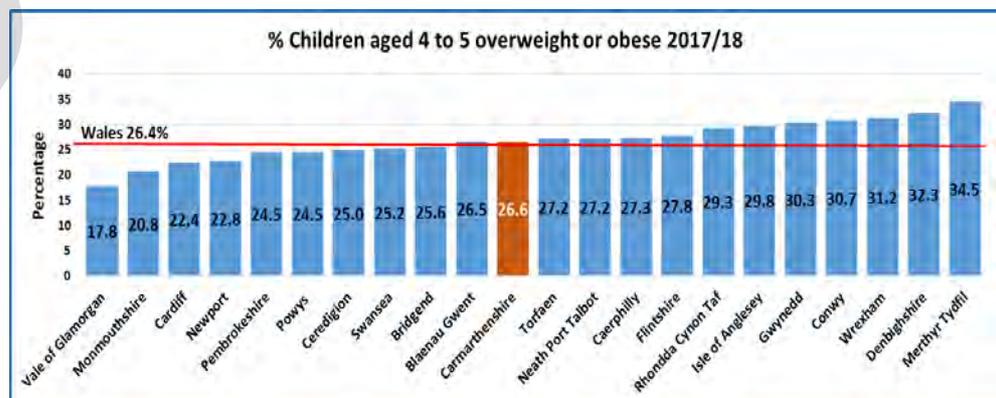
(An improvement on the previous year)



#### Explaining the Results

[Public Health Wales](#) (PHW) NHS Trust published its data on the 2017/18 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.

- There has been a downward trend in the **% of overweight or obese** children aged 4 to 5 in Carmarthenshire over the last 4 years. From **30.7%** in 2014/15 to **26.6%** in 2017/18 and moved from 3<sup>rd</sup> highest to 11<sup>th</sup> highest in Wales. The gap between us and the Welsh average has closed and currently just above the figure of 26.6%.



- The proportion of children who are **obese** has reduced slightly from 14% in 2016/17 to **13%** in 2017/18.
- 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

- ⦿ The **Healthy Schools Scheme** is now in its 15th year with 100% of schools now on board with the scheme. During this academic year a total of 9 schools were successful in completing another phase of the scheme and were presented with their awards at the Annual Healthy Schools Award Ceremony. 109 schools have achieved phase 1; 106 schools have achieved phase 2; 101 schools have achieved phase 3; 72 schools have achieved phase 4; 37 schools have achieved phase 5; 2 school, Parc y Tywyn and Nantgaredig, has achieve Phase 6; 2 schools, Nantgaredig and Peniel, have achieved the National Quality Award.
- ⦿ Training delivered to pupils includes; 70 Year 12 pupils attended the 2 day Sexual Health and Relationships Educator training course which is delivered annually by the Healthy Schools team in partnership with the Local Senior Sexual Health Nurse; 145 Year 5 and Year 6 pupils were trained as Playground buddies during this academic year by the Healthy Schools Team. As a result 2 schools within the Authority were commended by ESTYN in their inspection reports for implementing the scheme due to its positive impact on the well-being of its pupils. The Playground Buddy Scheme continues to work very well in schools by reducing levels of loneliness, low level conflict and increased levels of feeling safe amongst pupils.
- ⦿ 104 delegates attended a Well-being Conference delivered by the Healthy Schools Team in order to raise awareness on the importance of **Mental & Emotional Health** of both pupils and staff and its impact on performance.
- ⦿ Actif Sport & Leisure view the Sports Ambassador programme as key way of developing **physical activity** opportunities in schools and the community investing time to encourage young people to be 'Hooked on Sport for Life'. Offering the full ambassador pathway from bronze to platinum, Actif Sport & Leisure increased the number of participants from 75000 in 2016/17 to 107615, with 2000 active hours increasing to 3045 active hours in 2017/18. 95 Primary schools out of 98 and all 12 secondary schools are currently delivering the ambassador programme and each year the success of the programme is celebrated with all volunteers

### Carmarthenshire's Outdoor School Scheme



**11 schools are now actively on board the scheme and this has resulted in the increase of Physical Activity amongst pupils and enhanced their Mental & Emotional Health**



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#)  
against this objective



## Well-being Objective 2

### Start Well - Help children live healthy lifestyles

The following are our commitments and end of year progress comments for this Well-being Objective during 208/19.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<b>A - Increase physical activities for children</b>			
We will work with Town & Community Councils and other community organisations to look at ways to invest in upgrading Local leisure provisions <i>(Ref 13105) Part of MF5-71</i>	✓	Service continues to work closely with Town and Community Council and community groups to access potential funding for improved community facilities. A number of S106 receipts have been utilised to improve local facilities e.g. new playground at Burry Port Harbour; new playground at Llyn Llech Owain Country Park.	<b>COMM</b>
Through the Healthy Schools Scheme we will continue to increase the level of physical activity by developing the Carmarthenshire Outdoor Schools Project, continue to hold our annual Pedometer Challenge and continue to embed the Food & Fitness Health topic within Schools. <i>(Ref 13106)</i>	✓	The Carmarthenshire Outdoor Schools Award Ceremony was held on the 27th of June 2018 at the National Botanical Garden of Wales. A further 12 schools are now on board the Carmarthenshire Outdoor Schools Scheme (CODS) for 2018-2019. A CODS Steering Group meeting was held in December and a Presentation regarding CODS was delivered to Key Stage 2 Co-ordinators during a KS2 Co-ordinators training day which was held during the Autumn Term. 25 schools have taken part on the Pedometer Challenge and submitted their results on the 20th of July, 2018. The winning school received 2 physical activity packs, in which the school council must decide how to use the equipment effectively in order to increase Physical Activity levels. The latest Healthy Eating Regulations and exemplar Food and Fitness Policy has been given to schools during Cluster Meetings through the Spring and Summer terms.	<b>E&amp;CS</b>
We will continue to work towards addressing the gaps identified in our most recent Play Sufficiency Assessment (2016-2019) in order to ensure that local children and young people have access to wide and varied play opportunities and experiences including the potential of utilising school grounds, outside of teaching hours. <i>(Ref 13107)</i>	✓	The 3 <sup>rd</sup> Play Sufficiency Assessment was submitted to Welsh Government on 31/3/19. Carmarthenshire has been allocated £162,250 via the All Wales Play Opportunities Grant most of which to be used to address the gaps identified within the last Play Sufficiency Assessment and Action Plan. All new schools are designed to enable access to school outside of teaching hours.	<b>E&amp;CS</b>
We shall increase the % of children who can swim 25m aged 11 <i>(3.4.2.1)</i> <i>(2017/18 Result 77.3% / 2018/19 Target - 80%)</i>	✗	<b>2018/19 Result- 63.3%</b> The charge applied to school swimming is having more of a detrimental effect than we	<b>COMM</b>

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		<p>anticipated. Schools are finding it difficult to find money within their budget to pay for school swimming so are being more selective in who they are bringing to the pool and for how long. The impact of this is that children have less time during their primary school years attending school swimming lessons. The costs of transporting children from the school to the pool also plays a significant part in affordability of the lessons. We are making a concerted effort to identify children that are not on our after school programme and have not met the criteria to contact these parents and offer structured swimming sessions during holidays. We use the free swim funding allocated from Welsh Government via Sport Wales to fund these top up lessons.</p>	
<p>We shall maintain the number of young people (0-16) accessing free swim sessions (3.4.2.2) (2017/18 Result 9,351 /2017/18 Target 9,819)</p>	✓	<p><b>20,373</b> young people (0-16) accessed free swim sessions during 2018/19. This is mainly due to improved data collection. Which was done by training staff and introducing an awareness programme as to how important it is to collect this data and the implications of better recording.</p>	<b>COMM</b>
<p>We shall increase the number of attendances at Sporting Opportunities facilitated by Sport &amp; Leisure Officers (3.4.2.8) (2017/18 Result - 235,457 / 2018/19 Target 247,230)</p>	✗	<p><b>233,747</b> attended Sporting Opportunities facilitated by Sport &amp; Leisure Officers during 2018/19. This is below our target and a less than the previous year. This is due to reduction in available officer time due to unplanned long term sick (both now back in post), however there an increase in voluntary delivery via the ambassador programme has shown increased participation in schools.</p>	<b>COMM</b>
<b>B – Address mental health</b>			
<p>Through the Healthy School Scheme we will continue to support schools in their implementation of the Mental &amp; Emotional Health and Well-being Health topic including Anti-bullying strategies and healthy coping mechanisms such as mindfulness and Speakr. (Ref 13108)</p>	✓	<p>The scheme continues to update its Network on HWB, where useful resources and exemplar policies regarding issues such as `Bullying` have been placed. Schools are provided with termly Health Calendars informing them of which Mental Health Campaigns will occur during that particular term etc. This is done during termly cluster meetings. A Healthy Schools Co-ordinators Training Day was delivered on the 7.3.19. The focus of the training day was placed on Mental &amp; Emotional Health and Well-being. Several specialist providers within this area delivered workshops during the training day. These specialist included the Samaritans who delivered a workshop regarding the support services they can</p>	<b>E&amp;CS</b>

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
		<p>provide to schools, to staff, pupils and their families regarding issues such as suicide and suicide prevention. Gwylan UK LTD delivered a workshop emphasising the importance and effectiveness of the `Pause Points` programme within schools as well as the `5 Ways of Well-being. Emyr Brown from Browns IT Consultancy also delivered a workshop regarding the `Speakr` tool and its benefits on improving pupil well-being. Schools who are currently implementing effective Well-being practices such as `Speakr` and Pause Points also shared their good practice with other schools. Evaluations regarding the event were very positive.</p>	
<b>C – Promote healthy eating</b>			
<p>We will seek to further develop healthy eating in schools, beyond statutory Welsh Government regulations. <i>(Ref 13109)</i></p>	✓	<p>We continue to work on the menu, to ensure better, more nutritious choices, whilst remaining within budget. We continue to work with Secondary schools to get the balance right, food pupils wish to purchase while remaining healthy and nutritional. With Primary schools we have completely eliminated bought in puddings and all are home-made, except ice cream</p>	E&CS
<p>We will seek to increase take-up of school meals (including free school meals). <i>(Ref 13110)</i></p>	✓	<p>And we continue to implement online payments in schools, we are using this tool to promote school meals along with our current methods. Theme days are promoted, and parents can see an actual photo of the meal we produce for each day. A new menu will be implemented after Summer half term. We use the authority`s media wherever possible. The price of a school meal is to remain the same. Data?</p>	E&CS
<p>We shall continue to ensure that schools are abiding by the Healthy Eating in Schools (Wales) Measure 2009 and the Healthy Eating in Schools (Nutritional Standards &amp; Requirements) (Wales) Regulations 2013, during cluster meetings, schools visits and assessments. <i>(Ref 13111)</i></p>	✓	<p>Schools were reminded of the Healthy Eating Regulations again during the Spring Term Cluster Meetings. The Regulations and Guidance were also addressed during the Hygiene and E-bug Course which was held on the 15.2.19 and the Healthy Schools Co-ordinators Training day which was held on the 7.3.19. The Scheme worked in partnership with the Designed 2 Smile Scheme, School Nursing Team and School Meals Catering Service by monitoring the Food &amp; Drink that is being provided to pupils by the school.</p>	E&CS
<p>We will increase the % of schools achieving phase 4 of the Healthy Schools Initiative <i>(8.3.1.5)(2017/18 Result - 63%/ 2018/19 Target 65%)</i></p>	✓	<p>All 111 schools in Carmarthenshire have joined the Healthy Schools Scheme now in its 15th year. Each school is working through phases 1 – 6 with <b>65% having</b></p>	E&CS

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		<b>achieved phase 4.</b> Peniel and Nantgaredig schools have achieved the National Quality Award which is the highest possible achievement.	
We shall increase the percentage of children seen by a registered dentist within 3 months of becoming looked after (SCC/30) (2017/18 Result -69.6%/2018/19 Target -	✓	<b>2018/19 result - 75.8%.</b> This is well above target and showing a good improvement.	<b>E&amp;CS</b>
We shall increase the percentage of children looked after at 31 March who were registered with a GP within 10 working days of the start of their placement (SCC/31) (2017/18 Result - 94.6%/ 2018/19Target	✓	<b>2018/19 result - 96.2%.</b> This is well above target and showing a good improvement.	<b>E&amp;CS</b>
<b>D – Increase awareness</b>			
We shall continue to work in partnership with the Sustainable Pre-School Healthy Schools Scheme in promoting the '10 steps to a Healthy Weight' (Ref 13112)	✓	We have continued to promote and raise awareness to campaigns specific to healthy eating, physical activity and mental health such as 'Walk to school Week', the 'Daily Mile', National Obesity Awareness Week and Mental Health Awareness Week and promote the School Health Research Network. The Pre-School Healthy Schools Scheme Officers had a promotional stand at the annual Healthy Schools Award Ceremony in July 2018 raising awareness to the '10 steps to a Healthy Weight'.	<b>E&amp;CS</b>
We will continue to promote and raise awareness to campaigns specific to healthy eating, physical activity and mental health such as 'Walk to school Week', the 'Daily Mile', National Obesity Awareness Week and Mental Health Awareness Week and promote the School Health Research Network. (Ref 13113)	✓	Schools who attended the Autumn Term Cluster meetings received their National Health Campaigns Calendar for Spring 2019. Emphasis was placed on National Obesity Awareness Week which take place between the 14th & 20th of January, 2019. The Scheme created a playlist of relevant resources for schools as well as signposting schools to useful websites and resources in order to raise awareness to the effects of Obesity, Healthy Eating and Regular Physical Activity. Schools were again reminded of relevant Health Campaigns during the Spring Term Cluster meetings, the Hygiene and E-bug Course which was delivered on the 15.2.19 and the Healthy Schools Training Day which was delivered on the 7.3.19. The Healthy School Network on HWB was updated to include an education resource regarding the NSPCC's sexual safety 'PANTS' Campaign and Online Safety.	<b>E&amp;CS</b>



## Well-being Objective 3

Start Well - Continue to improve learner attainment for all

### Examination outcomes continue to Improve

Carmarthenshire's performance at GCSE continued to improve with 58.2% of our learners achieving the Level 2 Inclusive indicator (at least 5 number GCSE passes at grade A\* to C including mathematics and language). This result places us comfortably above the Wales average of 55.1%.

At a national level, this year's GCSE results have hit the headlines with the impact of issues such as revised examination specifications triggering levels of variance in outcomes across Wales. We have to be cautious when considering any comparisons with the performance trends from previous years' data. Within Carmarthenshire, we continue to emphasise and focus on the progress our learners achieve from their individual starting point and firmly believe that this is the true measure of success and celebration.

### 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 21<sup>st</sup> 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



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



**6<sup>th</sup> highest in Wales**  
Source: StatsWales



**93.9%**  
Attendance at Primary Schools  
**93.8%**  
Attendance at Secondary Schools

*Both results have declined from previous year (Primary 94.4% & Secondary 94.3%)*  
Source: StatsWales

TBC

**TBC%** are satisfied with their child's primary school



*(TBC on the previous year of 90%)*  
**TBC in Wales**

Source: National Survey for Wales

### Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 2018/19 (2017/18 Academic Year) is 363.1 where girls had an average score of 375.2 and boys 352.5. This is an improvement on the previous year and well above the Welsh average of 349.5.
- **School attendance** in both Primary and Secondary schools in Carmarthenshire *declined* during 2018/19 (2017/18 Academic Year). Primary school attendance reduced from 94.4% to 93.9% and from 21<sup>st</sup> to 22<sup>nd</sup> position and worst in Wales. Secondary school attendance reduced from 94.3% to 93.8% and from 9<sup>th</sup> position to 11<sup>th</sup> position. There will be robust consultation with Governors, Headteachers, Educational Welfare Service and related professionals to develop an action plan to improve school attendance moving forward.
- The [National Survey for Wales](#) data will be published **late June/July.**

## Progress Made

- ⦿ An impressive 72.1% of our Carmarthenshire GCSE entries were graded A\* to C, remaining well above the Wales average of 61.6%. In addition, performance at the highest end of awarded grades witnessed an encouraging 18.1% of our pupils achieving grades A\* to A compared to 18.5% across Wales.
- ⦿ Further success has also been gained by our pupils within the National Welsh Baccaalaureate with 62.9% of pupils achieving this award, compared with 57.6% achieving nationally.
- ⦿ At Key Stage 5, the commitment and dedication shown by our students and their schools resulted in nearly 78% of students achieving A\*-C grades (an increase of 1.8% in comparison to results in 2017) which witnessed Carmarthenshire remaining comfortably above the Welsh national average of 73.8%. Almost a quarter of the grades awarded (24.8%) were at the A\*- A level. Improved outcomes were also reflected in the AS Level grades with 91.8% of entries being awarded an A - E grade. An increasingly effective range of learning opportunities on offer to our AS students has ensured a 4.6% increase in the A - E pass rate over the last three years.
- ⦿ During the academic year 2017-18, Estyn inspected 16 primary schools and one Pupil Referral Unit. These schools were inspected under the new inspection framework. Most schools inspected received 'Good' or better in all 5 inspection areas. An encouraging number of our schools received judgements of 'Excellent' against specific areas within the Framework and were invited to provide 'Good Practice Case Studies' to support the work of other schools. This is cause for much recognition and celebration and builds well on our previous year's performance. Indeed, our schools and services have continued to work hard through effective partnership to achieve such pleasing and encouraging outcomes.
- ⦿ The Modernising Education Programme continued apace benefitting thousands of our learners with the completion of major projects, valued at over £20 million, at Ysgol St. John Lloyd, Ysgol Parc y Tywyn, Ysgol Pontyberem and the completion of the phase 1 at Ysgol Llangadog.

### OFFICIAL OPENING OF YSGOL GYMRAEG PARC Y TYWYN

To commemorate the occasion local bard and national Chair winner Rev. Meirion Evans wrote an *englyn* (a traditional Welsh short poem form)



*This is our garden, this is our old language's oasis  
between the barren dunes,  
and after sowing from this grows  
the green shoots of our scholars.*



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#)  
against this objective



## Well-being Objective 4

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

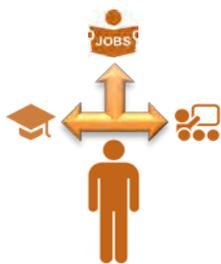
#### The number of NEET has risen for the first time in 3 years

The number of Year 11 NEET young people in Carmarthenshire has risen slightly for the first time in three years. The figure of 1.8% however remains below that of 2016/17. Disappointingly we have also seen an increase in Year 13 NEET young people. We will continue to work to ensure that all our young people will remain in Education, Employment and Work Based Training

#### Why it is important

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

#### Success Measures



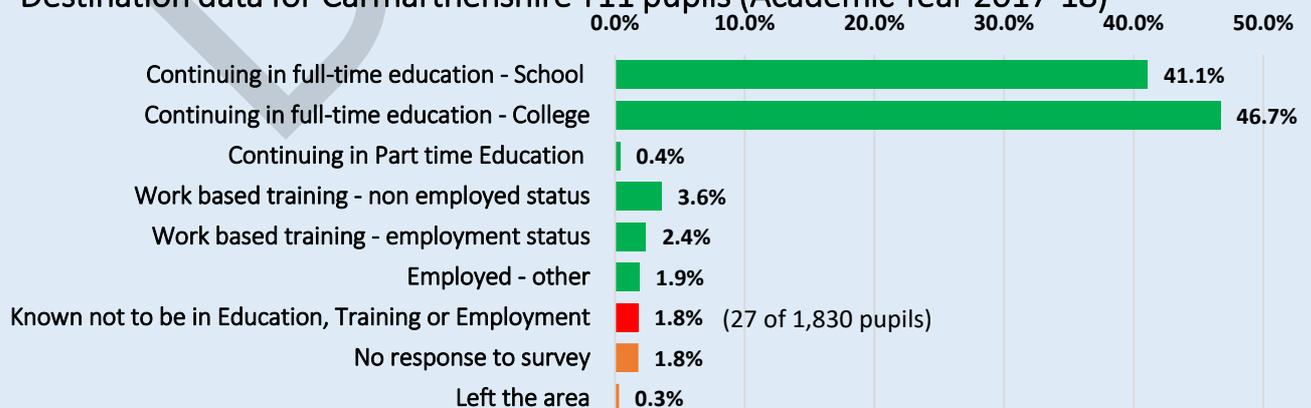
**1.8%** year 11 pupils &  
**4.9%** year 13 pupils  
 are Not in Education, Employment or Training (NEET)  
 (Previous year - Yr 11: **1.4%** & Yr 13: **3.0%**)



#### Explaining the Results

- 1.8%, or 32 of **Year 11** pupils becoming NEET equated to 96.1%, or 1,743 pupils remaining in Education, Employment or Training. A small number of pupils (38), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 14<sup>th</sup> in Wales and above the Welsh average of 1.6%.

#### Destination data for Carmarthenshire Y11 pupils (Academic Year 2017-18)



- 4.9%, or 33 out of 673, **Year 13** pupils were known to become NEET, with 41 pupils either not responding to contact or being known to have left the area. Factors previously 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. We will seek qualitative data to improve on this situation.

## Progress Made

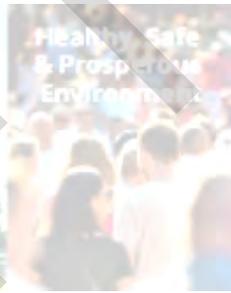
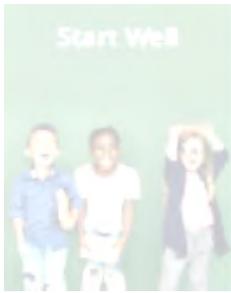
- ⦿ We have continued to deliver the local elements of the Cam Nesa and Cynnydd European Social Fund (ESF) projects, providing support services for young people at risk of becoming NEET. Funding for Cynnydd has been confirmed until 2022 while we await an announcement about continuing Cam Nesa funding. In seeking alternatives beyond ESF Funding we have used the Alternative Learning Company to deliver provision for 33 Key Stage 4 learners. This initiative is now being evaluated.
- ⦿ We are working in collaboration with the Regeneration department and Secondary Head Teachers to align learning pathways with the City Deal. The soon to be launched local curriculum will help to embed these pathways.
- ⦿ We have continued to discuss opportunities for apprenticeships within the county with Coleg Sir Gar including a heightened vocational offer for young people in the Llanelli area.
- ⦿ We have increased participation with young people, such as involving them in recruitment off staff and gathering their views and opinions to influence business planning and setting of priorities within our Youth Support Service, in order to effectively engage with those children and young people who are NEET. As a Council we employed 15 Apprentices 2017-19 and 18 Graduates.
- ⦿ Carmarthenshire's delivery of the Welsh Government 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.



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#)  
against this objective



DRYFET

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

### 650 more households living in poverty (up from 35% to 35.5%)

Welsh Government defines poverty as when a "household income is less than 60% of the GB median income". This means a household where income is less than £18,868 a year (i.e. 60% of £31,446).

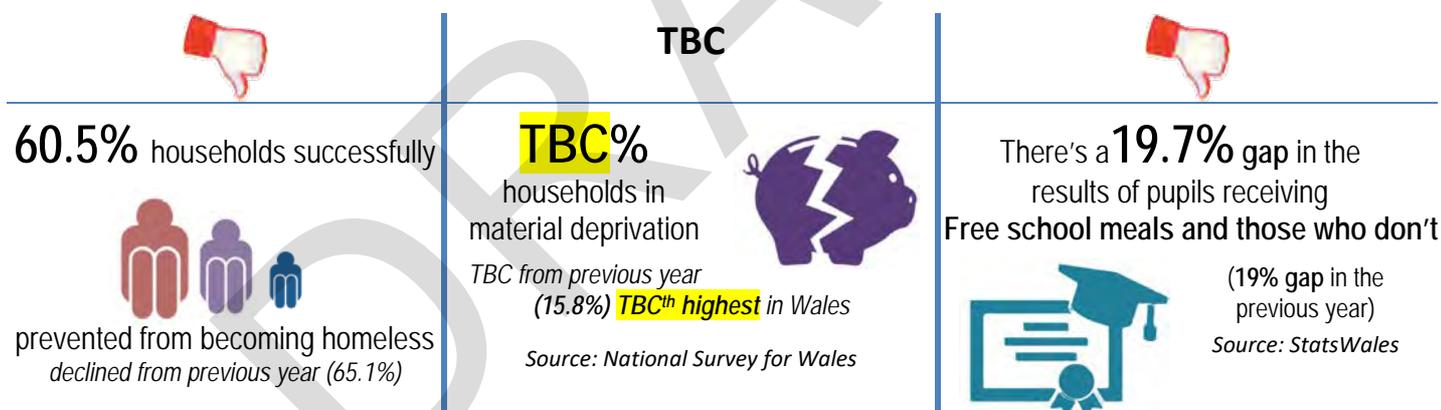
Therefore, 35.5% can be defined as living in poverty in Carmarthenshire which is above the Welsh average of 33.6% and has moved from 8<sup>th</sup> to 13<sup>th</sup> worst in Wales.

Household Income Figures Source: CACI's 'PayCheck' data										
Households Living in Poverty	2014		2015		2016		2017		2018	
	Carms	Wales	Carms	Wales	Carms	Wales	Carms	Wales	Carms	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%)	28,881 (35.5%)	456,971 (33.6%)

### 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
- Poverty can be a barrier to full participation in society and is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now and in the future
- Two Carmarthenshire wards (Tyisha and Glanymor) were in the top 20 worst wards for childhood poverty in Wales (both at 41.3%) Source: End Child Poverty, Loughborough University, 2019 - commissioned by the End Child Poverty Network

### Success Measures



### Explaining the Results

- Of the 413 households **threatened with homelessness** during 2018/19, **250 were successfully prevented from becoming homeless – 60.5%**. There were 120 unsuccessful preventions. The introduction of Universal Credit is beginning to have an impact with some private landlords being reluctant to continue with benefit claiming tenants. We have also we have identified that private sector tenants tend to approach the service at the point of eviction rather at the point of receiving notice, this then reduces the time to engage with the landlord to prevent or relieve the situation.
- According to the 2018/19 [National Survey for Wales](#) ..... **Data will be published June/July 2019**
- There's a **19.7%** gap between the average score based on the best 9 **exam results** for Year 11 pupils receiving **Free School Meals (FSM)** and **those who don't (Non-FSM)**, this has increased slightly from a 19% gap in the previous year. This is the 7<sup>th</sup> smallest gap in Wales (previously 6<sup>th</sup>). However the FSM score has increased from 307.6 to 308.1 (but the score for Non-FSM has also increased by more, from 360.8 to 375.5).

## Progress Made

- ⦿ We have developed a new homelessness action plan that will provide more focus on prevention and making people aware of the need to contact us at an earlier stage should they be experiencing housing problems.
- ⦿ A newly formed team also provides a package of advice and support to all prospective tenants to discuss their responsibilities as part of the tenancy agreement. This includes: how to pay their rent and make a benefit claim. Training sessions have been initiated where prospective tenants on our Housing Choice Register undertake a 1 day course which provides information on tenancy issues in far more detail.
- ⦿ After receiving Communities 4 Work and Communities 4 Work Plus programmes,
  - 589 adults received employability support - 100% felt more confident about seeking work.
  - 418 received digital inclusion support with 100% feeling more confident in using the computer.
  - 402 residents gained accredited qualifications in employment related courses.
- ⦿ We now pay our staff the equivalent of the Foundation Living Wage (a voluntary living wage level). This impacts the lowest paid staff who will receive the equivalent of £8.75 per hour (April 2018) which is higher than the National Living Wage (statutory requirement) of £7.83 (April 2018).
- ⦿ The Community Bureau has helped community, voluntary and charitable groups and social enterprises in Carmarthenshire to access support, advice and grants quickly. . During the year 5 enterprises have been created, 25 jobs have been created, 50 jobs safeguarded and 350 individuals have gone into training/education and we have supported, working with CAVS, 450 people into volunteering.
- ⦿ We have carried out extensive engagement in the Tyshia ward to listen to the needs and concerns of its residents. We are in the process of implementing an ambitious master plan that will address the areas needs in terms of housing mix, the environment and general community safety and facilities as well as specific issues such as antisocial behaviour, fly tipping and litter.

### Customer service Hwb in Ammanford gets the thumbs up!



**People can make payments, get job and training support, access digital facilities, find out about volunteering opportunities and more**



Executive Board Member  
For Communities and Rural Affairs  
**Cllr Cefin Campbell**



View our [detailed progress here](#)  
against this objective



## 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 2018/19.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<b>A - Preventing Poverty</b>			
We will introduce a package of support and advice designed to support new tenants maintain their tenancies. (Ref 13147)	✓	<p>We initially employed a project officer to initiate the proposals. We have since employed 3 more officers to form a new team to provide a package of advice and support to all new tenants. We meet all new tenants and discuss:</p> <ul style="list-style-type: none"> <li>• their responsibilities as part of the tenancy agreement</li> <li>• how to pay their rent</li> <li>• making a benefit claim</li> </ul> <p>Training packages have been initiated where prospective tenants on our Housing Choice Register undertake a 1 day course where tenancy issues are covered in more detail.</p>	<b>COMM</b>
We will assess the options for delivering energy efficiency improvements to Council homes. (Ref 13148)	✓	<p>We have identified a small scheme for which we will receive support for the cost of technologies from the SPECIFIC 2 LCBE project which is part-funded by the European Regional Development Fund through the Wales European Funding Office.</p> <p>The 'systems-based approach' combines renewable energy supply, energy storage and energy demand reduction technologies creating a holistic approach to retrofitting. The solutions proposed are:</p> <ul style="list-style-type: none"> <li>• External wall insulation (EWI);</li> <li>• Loft insulation;</li> <li>• LED lighting;</li> <li>• Mechanical ventilation with heat recovery (MVHR);</li> <li>• High efficiency gas boilers;</li> <li>• Solar PV (location dependent on the orientation of each house); and</li> <li>• Lithium ion batteries.</li> </ul> <p>The Specification has been agreed and a Principle Contractor appointed. Upon completion of the works we shall be analysing the results of the installation of low carbon technology in terms of costs, benefits to tenants and ease of use. This will enable us to better understand the potential for helping tenants to reduce their energy bills,</p>	<b>COMM</b>

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		improve the comfort of their homes and reduce carbon emissions to levels set by Welsh Government.	
<p>We shall develop a new Homelessness Strategy to ensure vulnerable residents are supported appropriately to include:</p> <ul style="list-style-type: none"> <li>- Develop housing options for single people</li> <li>- Develop a plan to ensure homeless people have access to health services</li> <li>- Review our approach to how we manage temporary accommodation</li> </ul> <p><i>(Ref 13149) MF5-50</i></p>	✓	<p>A new Regional Homelessness Strategy has been produced and was agreed by full Council in January 2019. The resulting key actions will form part of Departmental actions for 2019/20.</p> <p>The strategy identifies seven key priorities that are supported by a range of high level actions. These priorities are:</p> <ol style="list-style-type: none"> <li>1. Continuing to evolve and harness community-based services to assist in the prevention of homelessness;</li> <li>2. By utilising intelligence, exploring how we can focus support to households in those localities which are producing the highest proportion of homelessness cases in order to prevent it;</li> <li>3. Utilising IT systems and technology to prevent homelessness by ensuring systems are in place which flag up issues early to trigger help and advice as early as possible;</li> <li>4. In partnership with key agencies, exploring how a multi-agency case management approach can evolve to meet the needs of households who revolve around the homeless system and place demands on a variety of services;</li> <li>5. In partnership with local stakeholders and other statutory services, exploring whether a 'Housing First' approach can be developed to support those with the most complex needs;</li> <li>6. Each authority, with their Housing Association and private landlord partners, developing affordable and sustainable housing options for single people; and</li> <li>7. Each authority developing close partnership working with DWP/Job Centre+ to mitigate any impact the introduction of Universal Credit may have on household's ability to retain their tenancies.</li> </ol>	COMM
<p>We shall increase the percentage of households successfully prevented from becoming homeless <i>(PAM/012)</i> <i>(2017/18 Result - 65.1% / 2018/19 Target - 68%)</i></p>	x	<p><b>2018/19 result - 60.5% (250/413).</b></p> <p>While we have missed our target this year, to put it into context we have only prevented 19 less cases than last year.</p> <p>Further to this, 14 cases either lost contact /failed to engage with us, therefore could not be logged as a prevention case.</p> <p>With the introduction of Universal credit we have noticed a knock on impact with private</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		landlords being unwilling to continue with benefit claiming tenants. Coupled with private sector tenants approaching the service at the point of eviction rather than at the point of receiving notice. As a result there is limited time to engage with the landlord to prevent or relieve the situation. This is an issue we have identified as part of our recent homelessness review and development of a new strategic approach.	
We will continue to work towards addressing the childcare gaps identified in our most recent Childcare Sufficiency Assessment (2017-2022) in order to ensure that the Local Authority fulfils its statutory childcare sufficiency duty, and local parents/carers are supported to balance their working and caring responsibilities. (Ref 13150)	✓	Drop in sessions at the Integrated Family Centres (ICC's) plus monthly childminder briefing sessions in targeted areas have been held throughout the year. Application, and post registration support is provided individually and via small group sessions. During 2018/19 12 new childminders have been registered; 9 childminder briefing sessions held; 7 drop-in sessions; 24 candidates attended childminder CYPOP5 course (9 from targeted areas). <b>107 childminders</b> are currently registered within Carmarthenshire with a total of <b>767 registered childcare places</b> . Promotion work continues.	E&CS
We will improve Average Capped 9 score for pupils in year 11 of pupils eligible for Free School Meals (4.1.2.4) (2017/18 Result - 307.6 2016/17 Academic Year/ 2018/19 Target-308.5 2017/18 Academic Year)	x	An average Capped 9 score of <b>308.1</b> was achieved by year 11 of pupils eligible for Free School Meals during 2017/18 Academic Year. Despite being off target, the result has improved on the previous year. We continue to have the 6th best result in Wales and well above the Welsh average of 291.1. This is still a very good result for the Authority and reflects the impact of collaborative working between our School Improvement Team and senior school leaders and staff.	E&CS
<b>B - Helping people into work</b>			
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) (2017/18 Result - 100%/2018/19 Target – 100%)	✓	All <b>589 (100%)</b> of adults that received employability support through Communities 4 Work and Communities 4 Work Plus programmes felt more positive with improved confidence about seeking work.	COMM
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) (2017/18 Result - 100%/2018/19 Target – 100%)	✓	All <b>418 (100%)</b> of adults that received employability support through Communities 4 Work and Communities 4 Work Plus programmes felt more positive with improved confidence about seeking work.	COMM
We shall increase the number of accredited qualifications achieved by residents attending Employment related courses within the	✓	<b>402 accredited qualifications</b> were achieved by residents attending Employment related courses within the Communities 4 Work and	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
Communities 4 Work and Communities 4 Work Plus programmes. <i>(EconD/022)</i> <i>(2017/18 Result - 327 / 2018/19 Target - 330)</i>		Communities 4 Work Plus programmes during 2018/19, this is an increase on the previous year and well on target.	
<b>C - Improving the lives of those living in poverty</b>			
We will develop a pilot project in the Tyisha ward to develop ways of addressing poverty in the area. <i>(Ref 13151) MF5-75</i>	✓	Initial phase of community engagement undertaken with the Consultants Arcadis. We are now undertaking development work based on consultation and further discussion with key stakeholders in order to develop a Masterplan for the community going forward. Draft Masterplan is expected by June 2019	P&R
We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County. <i>(Ref 13152) MF5-80</i>	✓	The Community Bureau has helped community, voluntary and charitable groups and social enterprises in Carmarthenshire to access support, advice and grants quickly. During the year 5 enterprises have been created, 25 jobs have been created, 50 jobs safeguarded and 350 individuals have gone into training/education. The Bureau has a close working relationship with CAVS and we have supported 450 people into volunteering.	P&R
We will extend the Hwb model developed in Llanelli to Ammanford and Carmarthen, making front line support services more accessible to residents. <i>(Ref 12560) MF5-83</i>	x	The Hwb in Quay Street, Ammanford was opened on 10th December 2018 bringing the service to the Town Centre. The Hwb Ammanford deals with on average 1100 appointments per month. A Cash Desk is co-located at each Hwb location which brings its own footfall to the centres. In addition we have partners, Workways +, Communities for Work+, Communities for Work employability projects based at Ammanford and Llanelli permanently	P&R
We will develop further partnership arrangements in respect to financial exploitation. <i>(Ref 13154)</i>	✓	We continue to make progress with the initiative and to develop relationships with partner organisations. We have met with local floating support services National Association for the Care and Resettlement of Offenders (NACRO) who have agreed to participate in the initiative. We have agreed a service level agreement (SLA) with Delta Wellbeing to provide installation services for the truecall nuisance call blocker project. Officers are currently training Delta Installers with them taking over installations fully from	E&PP
We will promote financial literacy and protecting vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS). <i>(Ref 13155)</i>	✓	April 2019 address issues of Police engagement, an officer has been appointed to the Tactical Serious Organised Crime Group and meetings have been arranged with the local Police intelligence officers to	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		discuss information sharing arrangements. Interestingly we have seen a return of referrals from Bank members during this quarter. In terms of financial education, we're continuing to develop the existing resources and adding to them with a view of developing a county-wide "Money Wise Week" and inter-school competition to increase engagement.	
We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support. <i>(Ref 13156)</i>			P&R
We will ensure the Council provides support to current benefit claimants migrating to Universal Credit from March 2018 onwards. <i>(Ref 13157) MF5-94</i>	✓	The provision of technical/specialist advice and support to the DWP's Universal Credit delivery service is now an established process within the Benefits Section. The personal Budgeting Support Service is proactively providing face to face personal budgeting and financial support to customers identified as requiring financial assistance. Develops personal budgeting support plans for individual clients based on the findings of the financial vulnerability assessment conducted. Also works collaboratively with advice and support providers across Carmarthenshire to ensure that effective referrals are made to partner organisations.	P&R
We will retain the reduced average number of days taken to process new Housing/Council Tax Benefit claims <i>(6.6.1.2)</i> <i>(2017/18 Result-22.77 days /2017/18 Target - 21 days)</i>	x	<b>2018/19 result 22.55 days.</b> This result is slightly down on the previous year and off target. New staff have been through an intense training programme and continue to be closely mentored. Due to the complexity of the benefits system it will take time for new assessors to get to the performance level of experienced officers, however, they are dealing very satisfactorily with the less complex cases. Universal Credit has affected authorities' performance generally and we will continue to monitor performance and output.	P&R
We will retain the low average number of days taken to process notifications of changes of circumstances in Housing/Council Tax claims <i>(6.6.1.3)</i> <i>(2017/18 Result- 5.27 days / 2018/19 Target - 5.5)</i>	✓	<b>2018/19 result - 4.26 days.</b> This is an improvement on the previous year's result and on target.	P&R
We will retain the high % of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on check <i>(6.6.1.9)</i> <i>(2017/18 Result- 98.13 % / 2018/19 Target - 96%)</i>	x	<b>2018/19 result - 94.9%.</b> This indicator is off target and showing a decline and is prone to fluctuation. Given the complexity of the Housing Benefit scheme, the introduction of Universal credit in December 2018 and the high number of new and inexperienced staff within the section, this continues to be	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		very positive result. Identified errors will continue to be analysed and any trends addressed through staff briefings and additional training where	
<p>We will continue to ensure that all staff are treated fairly and with respect whilst working towards introducing the Welsh Living Wage for those staff on lower pay bands. <i>(Ref 13158)</i> <i>MF5-97</i></p>	✓	<p>The Council was pleased to announce in March 2018 that it would pay the equivalent of the Foundation Living Wage (a voluntary living wage level) to its staff via a pay supplement which will be reviewed as part of the Pay Policy every year. This impacts the lowest paid staff who will receive the equivalent of £8.75 per hour (April 2018) which is higher than the National Living Wage (statutory requirement) of £7.83 (April 2018).</p>	P&R
<p>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. <i>(Ref 13159)</i></p>	✓	<p>SHEP successfully operated in the 4 selected schools as planned over summer 2018. We continue to gather information for WLGA, including, lessons learnt, questionnaires from pupils, parents, staff etc. to improve in moving forward for the coming year. A new SHEP coordinator is now in post.</p>	E&CS

DRAFT



## Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

### Regeneration is the Councils' number one priority - during 2018/19 we created 419 jobs

These jobs were created through:-

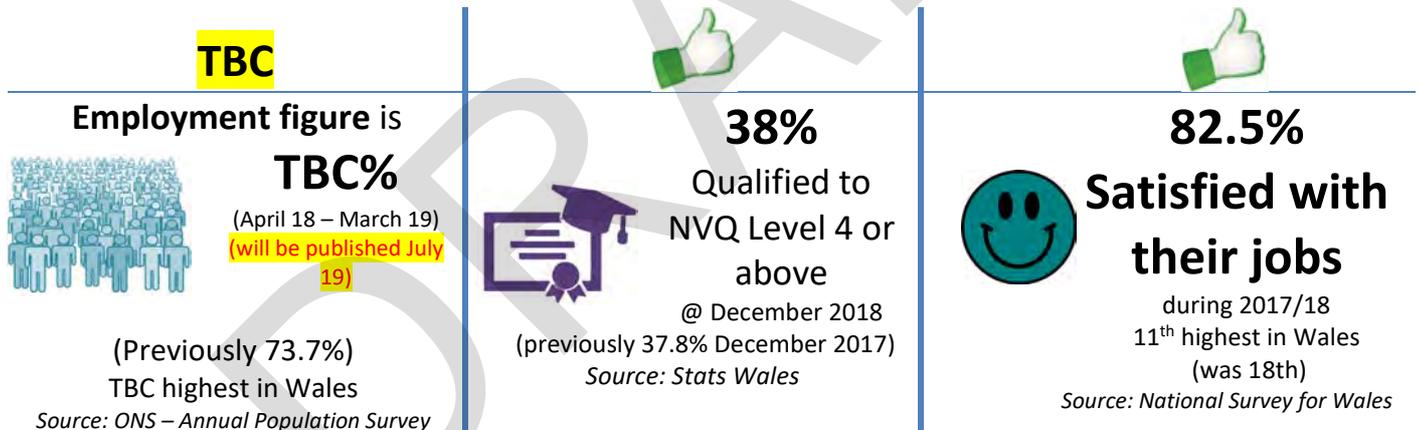
**Business Development and Engagement; Beacon Bursary and Incubation; Llanelli Town Centre Schemes; Carmarthenshire Rural Enterprise Fund and Community Bureau**

In addition through specific world of work schemes, **951** people were supported to volunteer and **137** were supported into jobs. We secured **£16.2m** private sector and external funding investment. We accommodated **111** Jobs as a result of 5 Transformational Commercial property development fund projects.

### Why it is important

- Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.
- We must tackle a GVA (gross value added) gap that is widening between UK GVA & Wales GVA; *GVA is the measure of the value of the wages and profits from goods and services produced in an area.*

### Success Measures



### Explaining the Results

- **....Comment to follow when employment figure is published in July 19.**
- **38%** of working age adults living in Carmarthenshire are **qualified to NVQ Level 4 or above** in 2018, this is up slightly on the previous year of 37.8% and just above the Welsh average of 37.8%. We are 9<sup>th</sup> highest in Wales moving up from 10<sup>th</sup> the previous year.
- According to the [National Survey for Wales](#), **82.5%** of those participated were moderately or very **satisfied with their jobs**, this is above previous year's result of 80%. We have moved up from 18<sup>th</sup> to 11<sup>th</sup> position in Wales
- Median Gross Weekly Pay has reduced by 1.2% (from £517.8 to £511.4) Carmarthenshire has gone down from 5<sup>th</sup> highest wage in Wales for 2017, to the 11<sup>th</sup> highest in 2018. This is below the Welsh average of £518.6

## Progress Made

- ⦿ Delivery of the project plan for the **Llanelli Wellness and Life Science Village**:-
  - Continued with the development of the detail for phase 1 plus energy and infrastructure. Works are now completed to the end of the Royal Institute of British Architects (RIBA) Stage 2 requirements and a tender for ground investigation works has also been undertaken.
  - The Outline Planning application for the Wellness Village has been approved and the Natural Resources Wales flood risk requirements have been met.
- ⦿ **Carmarthenshire Business Fund** was launched in July 2018, to support the set-up of local businesses. It has proved popular with the business community.
- ⦿ Development continues for many of the initiatives and projects which are helping to deliver and support the **Carmarthen, Ammanford & Rural transformational plan**, for example :-
  - The third party led Yr Egin project successfully opened its doors in late summer which has facilitated the relocation of S4C's headquarters in Carmarthen along with a number of related businesses
  - Pendine Attractor Project - work has commenced on the £7m Pendine Attractor project which will see on completion in summer 2020 a new sands of speed museum, 42 eco hostel, external exhibition area, events area, beach sports area, adventure playground, museum gardens and improved parking facilities.
- ⦿ To date, from the initial £2m allocation from the **Rural Enterprise Fund**, 16 businesses have benefited and fourteen of those businesses are now operating in their new or improved premises. This has resulted in an investment in excess of £3m and the creation of 64 jobs in rural Carmarthenshire.
- ⦿ We have continued to deliver the Countywide **Tourism** Destination Management Plan 2015-2020 to support the promotion of Carmarthenshire as an attractive and quality place to visit and stay.
  - 41 major articles on Carmarthenshire were generated by the Council in the media with an equivalent advertising value of £186,000
  - New campaigns of 'Set Jetters' taking advantage of the TV series Keeping Faith and 'Antiques and Brocante' Trail have both gained significant media traction.

## Film Set – Carmarthenshire *Country File* being filmed in Llansteffan



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



View our [detailed progress here](#)  
against this objective



## Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<b>A - Regionally, by coordinating and delivering the Swansea Bay City Deal</b>			
As part of the City Deal we will deliver the project plan for the Life Science and Wellness Village. Including the development of detailed planning and space specifications; commencement of design and build phase ensuring community and public engagement. (Ref 12985) MF5-72a	✓	Work has continued on the development of detail for phase 1 public sector buildings (Wellness Hub and Community Health Hub) plus energy and infrastructure. Works now completed to end of RIBA Stage 2. A tender exercise for ground investigation works has been undertaken with works to commence in May. An outline planning application for the Wellness Village components was unanimously approved at planning committee on January 10th 2019. Resolution of NRW flood risk requirements have been addressed.	COMM
We will support the delivery of the £24million Yr Egin; to ensure the County fully benefits from the opportunities that will be created through the £1.3 billion investment through the Swansea Bay City Deal. (Ref 13160) MF5-72C	✓	We have continued support for Trinity Saint David via the development of the City Deal 5 case business case for phase 1 and phase 2 of Yr Egin and also the project under the EU LEADER Programme, which focuses upon business development for the creative sector and continues to roll out innovative projects.	COMM
We will maintain the Swansea Bay City Deal Regional Office. (Ref 13161) MF5-72d	✓	The Regional office continues working with both the UK and Welsh Government to develop an annual implementation plan which will outline the work programme for the Regional Office.	COMM
<b>B - Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal and rural Carmarthenshire.</b>			
We will deliver the Carmarthen, Ammanford & Rural transformational plan and deliver initiatives and projects including Pendine attractor; Margaret Street road widening; Carmarthen wetlands and Jacksons Lane development; Business Account Management, Start Ups and Incubation. (Ref 13162)	✓	<p>This year progress on the initiatives and projects contained in the Transformation Plans is:-</p> <ul style="list-style-type: none"> <li>• Pendine Attractor Project - main contractor appointed, planning permission secured and contractor started on site January 2019.</li> <li>• Margaret St Road Junction - BT Works completed, Road widening works due to commence in summer holidays 2019.</li> <li>• Carmarthen Wetlands and Gateway project, signage consent secured, tender information being finalised with a view to commencing construction late spring.</li> <li>• Jackson`s Lane - currently finalising legal agreement with developer who will then</li> </ul>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>attempt to secure appropriate consents for project delivery.</p> <ul style="list-style-type: none"> <li>• Carmarthen Town business awards were held November 18, business growth &amp; start-up funds launched and applications being processed. Ongoing business support being provided to area businesses which has resulted in 115 jobs being created in 18/19.</li> </ul>	
<p>We will deliver a Property Development Fund worth £8.6million (£3million from the Council and circa £5.6million private sector investment). <i>(Ref 13163) MF5-73f</i></p>	✓	<p>Construction completed on first five projects approved under the scheme which include: Dolawen(Coaltown); Aspect Developments (Former Courthouse Ammanford); BMA SSAS (Jolly Tar Carmarthen); Dolawen (Mid Tec Capel Hendre) and Elliston Lettings (Elliston Terrace Carmarthen. The five projects supported to date have resulted in the following outputs: 27,304 sq ft of commercial floor space being provided; 111 jobs accommodated and £2m+ Private Sector Investment being secured. The remaining three projects approved under the initial £3m allocation are making progress towards submission of detailed applications with a view to commencing construction later this year. A further 6 projects have been recently invited to proceed to detailed application stage for the additional £1.5m.</p>	COMM
<p>We will deliver the Cross Hands Growth Zone, Llanelli and the Coastal Belt Transformational Plan and deliver initiatives and projects including Opportunity St, Llanelli; Cross Hands East Phase 2; Strategic Employment Site; Workways + Buccaneer and Beacon Bursary. <i>(Ref 13164) MF5-73d</i></p>	✓	<p>The design of Phase 2 infrastructure at Cross Hands East Strategic Employment Site has been advancing via in-house engineering design services. Regeneration proposals continue within Llanelli town centre, with development opportunities being marketed. Three strategic sites, YMCA building, Stepney Street/Market Street North and Market Street South) have been marketed with a shortlist of interested developers. A public engagement day at the FFwrnes Theatre was held on the 4th October in order to communicate the Council's Regeneration Plan for the town centre. We continue to engage with Welsh Government regarding the Targeted Regeneration Investment programme with formal approval of the regional thematic projects now received. The Workways + and Buccaneer projects are progressing well with support for both long term unemployed and businesses continuing under the objectives of respective projects.</p>	COMM
<p>We will develop Local Employment Sites across the County as part Transformations:</p>	✓	<p>An update of the Transformations document is ongoing which acknowledges the progress already made since its launch in 2015. The</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
strategic regeneration plan for Carmarthenshire. <i>(Ref 13165) MF5-73e</i>		development of local employment sites is a key consideration. Initial proposals have already being formed within 29 commercial 'candidate site' applications submitted to the planning department for consideration under its review of the Carmarthenshire Local Development Plan. Phase 2 infrastructure works to the Cross Hands East Strategic employment Site have been tendered via the County Council's engineering contractor framework.	
We will develop a programme to support small business across the County. <i>(Ref 13166) MF5-78</i>	✓	Case officers continue to meet with potential businesses and are working with applicants. There have been 18 Business Start-up Grants considered and approved by the panel. A further 38 Business Growth grants have also been approved. Total grant allocation awarded to date equals £ 373,771	<b>COMM</b>
We will Deliver Transformational town centre developments in Llanelli. <i>(Ref 13167) MF5-73a</i>	✓	Town centre development sites being considered under the regionally delivered Targeted Regeneration Investment programme (TRI) included the YMCA building, Stepney Street/Market Street North and Market Street South. An open marketing exercise found no viable private sector schemes were received. Therefore directly delivered projects by the Council, incorporating Welsh Government Grant and CCC match capital funding, are being developed for both the former YMCA building and Market Street North. WG approval for some projects has also now been received.	<b>COMM</b>
We will further develop the Carmarthenshire Coastal Belt at Pembrey. <i>(Ref 13168) MF5-73C</i>	✓	A master-plan covering the Pembrey Peninsular is to be considered linking in with Leisure Services to develop and deliver proposals. Development Initiatives within the Country Park are being progressed with Leisure Services and a new amenity block opened earlier 2018.	<b>COMM</b>
We will further develop the Carmarthenshire Coastal Belt at Pendine. <i>(Ref 13169)</i>	✓	The main contractor for the Pendine Attractor development has been appointed, planning permission secured and land appropriated. Initial and main contract works have now commenced with contract completion now anticipated summer 2020.	<b>COMM</b>
We will deliver phase 2 of the development of Glanaman Workshops to provide improved workshop availability. <i>(Ref 13170) MF5-10</i>	✓	Asbestos surveys and existing data collated. Options report has been finalised and presented. Instructions have now been received with regards the preferred options and design work is progressing with the view that tenders will be invited during the summer and a start on site during 2019	<b>P&amp;R</b>

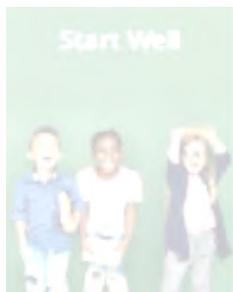
Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<b>C - By identifying and addressing the issues facing rural communities</b>			
We will deliver the Rural Enterprise Fund worth £4.3million (£2million from the Council and circa £2.3million private sector investment). <i>(Ref 13171) MF5-73g</i>	✓	To date from the initial £2m allocation, 16 businesses have benefited from the fund and fourteen of those businesses are now operating in their new or improved premises, having completed their projects. This has resulted in an investment in excess of £3m and the creation of 64 jobs in rural Carmarthenshire. A further 20 projects are aiming to secure funding from both the remaining initial allocation and additional £1m 19/20 allocation and have been approved at stage 1 of the application process.	<b>COMM</b>
We will consider opportunities to work with other local authorities and partners to establish a Rural Deal to focus on rural regeneration. <i>(Ref 13172) MF5-77</i>	✓	We have continued to engage with rural local authorities on the development of a potential rural deal for Carmarthenshire. Funding grants have been awarded under the Carmarthenshire Rural Enterprise Fund, with private sector investment being used to match fund Council resources. Work has also commenced on the Welsh Government ARFOR Programme with Ceredigion, Ynys Mon and Gwynedd County Councils, to create jobs whilst promoting the Welsh language	<b>COMM</b>
We will establish a Task Group to consider the issues affecting the rural communities in Carmarthenshire & identify actions the Council, in partnership with other public bodies and organisations, can take to address those issues. <i>(Ref 13173) MF5-76</i>	✓	Work has continued during the year to take evidence on the issues affecting rural communities. A stakeholder conference took place in Sept 2018. The final report and recommendations will be published in July 2019	<b>P&amp;R</b>
We will consider options for ensuring the most effective use of the Council farm estate to support affordable farming initiatives. <i>(Ref 13174) MF5-14.</i>	✓	We are on target to review the current Rural Estate Policy during 2019/20, in the light of the findings of the Rural Task Force and in line with the Executive Board's strategic aim of supporting affordable farming initiatives by 31/3/2020	<b>COMM</b>
We will establish regeneration initiatives to focus on the development of the rural market towns in the County. <i>(Ref 13175) MF5-73b</i>	✓	External funding has been secured from Welsh Government to assist in the delivery of plans for the development of rural market towns in Carmarthenshire including St. Clears, Whitland, Laugharne, Cwmamman (Amman Valley), Llandeilo and Llandovery. Work has commenced in Llandovery with a number consultation sessions having been conducted and a draft baseline and plan document being produced.	<b>COMM</b>
<b>D - By developing learning, skills, employability and encouraging a spirit of entrepreneurship throughout the county to support new businesses in the county.</b>			
We will deliver the £30million Skills and Talent Initiative to ensure the County fully benefits from the opportunities that will be	✓	The Regional Skills Partnership (RLSP) submitted an updated business plan to Welsh Government for the Skills and Talent	<b>COMM</b>

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
created through the £1.3 billion investment through the Swansea Bay City Deal. <i>(Ref 13176) MF5-72b</i>		Initiative. In preparation for the approval of the project, the RLSP has been working with schools and partners to develop ideas on how we can raise the interest of young people in what is happening in the City Deal projects.	
<b>E - Developing Carmarthenshire as a dynamic economy</b>			
We will investigate and monitor the impact of BREXIT on the economy of Carmarthenshire. <i>(Ref 13177) MF5-84</i>	✓	We have established a Member and Officer Brexit Steering Group which receives regular Reports on the progress of the multi-agency Local Resilience Forum (LRF) for Brexit preparedness. The LFF is chaired by Dyfed Powys Police. We are also working closely with the Welsh Local Government Association and the UK and Welsh Government to follow guidance and recommendations. This is helping as part of an overall programme of preparation for the Council that is aimed at minimising the potential impact of Brexit on Council services, businesses and residents across the county	<b>COMM</b>
We will maximise external funding in order to realise county wide economic activities and to support the growth of the third sector. <i>(Ref 13178)</i>	✓	We have continued to work with external funders in order to maximise the amount of European and lottery funding into the County. The LEADER EU Programme has continued to roll out innovative projects.	<b>COMM</b>
Work with partners to address issues in terms of superfast broadband access and mobile phone signal across the County and in particular in rural areas. <i>(Ref 13179) MF5-74</i>	✓	This matter has been considered through the Rural Affairs Task Group and recommendations on ways to take the matter forward will be developed through IT services.	<b>P&amp;R</b>
We will ensure the Council uses its stock and assets to facilitate economic development within the County. <i>(Ref 13180) MF5-79 &amp; MF5-92</i>	✓	The Council has transferred management and control of Burry Port Harbour to the private sector. This will enable the asset to benefit from significant investment for the benefit of the local economy. Works on the Guildhall Development are scheduled to start on site May 2019, with late summer 2019 opening. The Lease on Discovery centre for a private sector operator has been completed and will enable significant private sector investment in the property, to create an enhanced offer for this location.	<b>COMM</b>
We will lead on and complete all land acquisitions required to facilitate strategic highway schemes such as Cross Hands Economic Link Road and Towy Valley Cycleway. <i>(Ref 13181)</i>	✓	Crosshands Economic Link Road - One further landowner has agreed terms, most remaining interests are minor. Statement of Reasons finalised, Side Roads Order being prepared for the closure of existing roads before Welsh Government are consulted. Tirydail Lane - All land acquisitions completed, road new roundabout opened. Towy Valley Cycle Path - terms offered to all	<b>COMM</b>

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		landowners on western section, awaiting responses. Five acquisitions completed.	
We will develop and deliver the Countywide Tourism Destination Management Plan 2015-2020 and support the promotion of Carmarthenshire as an attractive and quality place to visit and stay. (Ref 13182)	✓	<p>We have continued to deliver the Countywide Tourism Destination Management Plan 2015-2020 to support the promotion of Carmarthenshire as an attractive and quality place to visit and stay.</p> <ul style="list-style-type: none"> <li>41 major articles on Carmarthenshire were generated by the Council in the media with an equivalent advertising value of £186,000</li> <li>New campaigns of 'Set Jetters' taking advantage of the TV series Keeping Faith and 'Antiques and Brocante' Trail have both gained significant media traction.</li> <li>We have represented the Council/County at the quarterly South West Wales Regional Tourism Forum, the National Tourism Summit and the Welsh Government's Major Events seminar.</li> <li>A spring 2019 edition Carmarthenshire day visitor guide was written, designed, printed and distributed at a level of 45,000.</li> </ul>	COMM
We will review third party grant aid in relation to Welsh Language requirements. (Ref 13183)	✓	We have reviewed and aligned the third party Grant Aid Programme guidelines and processes in relation to Welsh language requirements.	COMM
<b>D – Overarching Performance Measures</b>			
We will aim to create <b>263</b> more jobs. (EconD/001) (2017/18 Result - 352.5 / 2018/19 Target 263)	✓	<b>419 jobs were created</b> with Regeneration assistance during 2018/19 which exceeded the target. These were created through business development & engagement; Beacon Bursary & Incubation; Llanelli Town Centre Schemes; Carmarthenshire Rural Enterprise Fund and Community Bureau.	COMM
We will aim to accommodate <b>97</b> jobs. (EconD/002) (2017/18 Result - 195 / 2018/19 Target - 97)	✓	<b>111 Jobs were accommodated</b> during 2018/19 as a result of five completed Transformational Commercial property development Fund Projects.	COMM
We will aim to place <b>116</b> people into jobs. (EconD/003) (2017/18 Result - 250.5 / 2018/19 Target - 116)	✓	<b>137 individuals have been placed into jobs</b> via Communities for work; communities for work +; and Workways.	COMM
We will aim to place <b>1,132</b> people into volunteering. (EconD/005) (2017/18 Result - 1,141 / 2018/19 Target - 935)	✓	<b>960 individuals were helped into volunteering</b> during 2018/19 via Workways; Communities4Work (C4W) / C4W+/ Legacy / fusion; and Community Bureau	COMM
Level of Private Sector Investment / external funding secured <b>£11,303,361</b> (EconD/008) (2017/18 Result -£16,721,475 / 2018/19 Target - £13,373,763)	✓	<b>£16,205,882 of Private Sector Investment</b> was secured during 2018/19 via: Carmarthenshire rural Enterprise Fund; Transformational Commercial Property development Fund; Business development & Engagement; Communities4Work (C4W) /	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		C4W+/ Legacy/Fusion; Bureau; Cross hands east Phase 2; North Dock Pontrillas; Town Centre Loan Scheme; Bucanier; Targeted Regeneration Investment.	
We will ensure that a high percentage of undisputed invoices are paid within 30 days to help local businesses cash-flow. (CFH/006) (2017/18 Result - 92.8% /2018/19 Target - 93.5%)	✓	<b>2018/19 Result - 94%.</b> This is on target and showing an improvement.	<b>COMM</b>
We will ensure that we conduct trading standards inspections for all businesses (PPN/001i) 2017/18 Result - 100% / 2018/19 Target -100%)	✓	<b>2018/19 Result - 100%</b> All 115 Trading Standards high risk businesses that were liable to a programme inspection during the year	<b>EPP</b>
We will ensure that we conduct animal health inspections for all high risk (PPN/001iii) (2017/18 Result - 100% / 2018/19 Target -100%)	✓	<del>2018/19 Result - 100%</del> All 198 Animal Health high risk businesses that were liable to a programme inspection during the year were inspected.	<b>EPP</b>

DRAFT



DRYFET



## 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 650 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

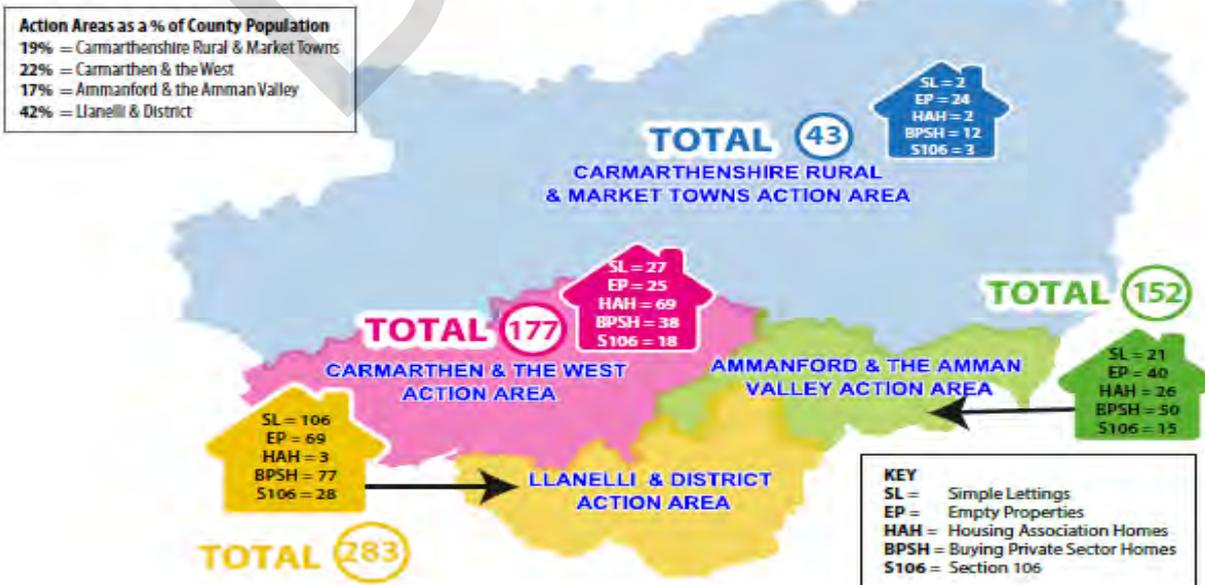
**+ 247**

Additional Affordable Homes during 2018/19



### Explaining the Results

**Affordable Homes Performance – Overall Performance from April 2016**  
**655 Affordable Homes Delivered**



## Progress Made

- As part of the 2016 - 2021 Affordable Homes Plan to date we have provided **655** additional affordable homes made up of the following:-

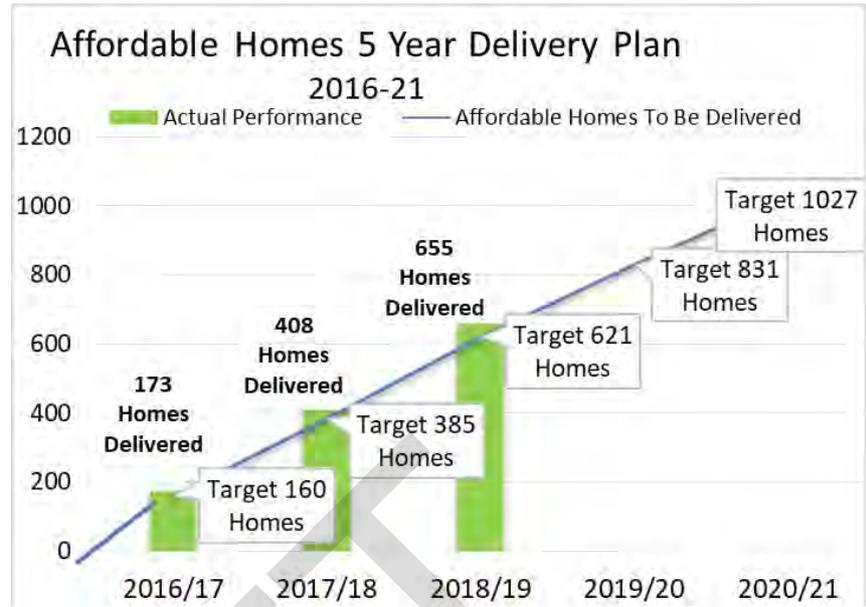
**156:** Simple lettings agency  
(32: 16/17; 63: 17/18; 61: 18/19)

**158:** Empty homes brought back into use  
(28: 16/17; 63: 17/18; 67: 18/19)

**195:** Buying private sector homes  
(45: 16/17; 69: 17/18; 81: 18/19)

**82:** Housing Association new build development (45: 16/17; 20: 17/18; 17: 18/19)

**64:** Contribution by development (section 106) (23: 16/17; 20: 17/18; 21: 18/19)



- We have bought **173** private sector homes to increase the council's own housing stock. **22** homes have also been bought directly by Bro Myrddin Housing Association.
- Both our first two Council new build developments at Dylan and Garreglwyd are now on site building 48 new homes.
- Through the planning system (Section 106) **64** 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 excellent progress on its promises to deliver 1,000 more affordable homes by 2021 and further plans are in place to build nearly 1,000 additional Council homes.



Mrs Evans said "the home is perfect for our needs and already feels like their family home", after they moved into one of our recently bought homes in Tirwaun Burry Port.



Executive Board Member  
For Housing  
Cllr Linda Evans



View our [detailed progress here](#) against this objective



## Well-being Objective 7

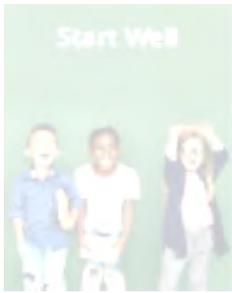
Live Well - Increase the availability of rented and affordable homes

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<b>A - Affordable Homes Delivery Plan</b>			
We shall increase the number of affordable homes in the County by delivering the affordable homes plan (7.3.2.24) (2017/18 Result - 235 /2018/19 Target - 236 ) (Future Targets - 19/20 – 210, 20/21 – 196).	✓	<b>247 additional affordable</b> homes were delivered during 2018/19.	<b>COMM</b>
We will deliver additional affordable housing units per 10,000 households. (PAM/036) (2017/18 Result - 14.1 / 2018/19 Target - 9.5)	✓	During 2018/19 we delivered <b>15.4</b> additional affordable housing units per 10,000 households. This has exceeded our target and increased on the previous year.	<b>COMM</b>
We shall increase the number of new additional properties managed by our internal social lettings agency. (7.3.2.25) (2017/18 Result - 63 /2018/19 Target - 60)	✓	During 2018/19 we added <b>61 new additional properties</b> to be managed by our internal social lettings agency.	<b>COMM</b>
We will deliver a clear affordable homes commissioning plan which will inform the newly established Local Housing Trading Company's Business Plan. (Ref 13184) MF5-45	✓	We have developed a detailed list of developments for the Local Housing Company in line with housing need.	<b>COMM</b>
We will deliver the Swansea Bay City Deal programme to develop 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents. (Ref 13185) MF5-46	✓	A detailed business case has now been developed for the "Homes as Power Stations" project as part of the Swansea Bay City Deal. This will result in additional energy efficient measures being invested in new homes as well as retrofitting to existing ones. Work has now commenced on developing innovative proposals for Carmarthenshire.	<b>COMM</b>
We will engage with tenants and key partners to maintain the Carmarthenshire Home Standard for all Council owned properties. (Ref 13186) MF5 48	✓	Over the last 12 months we have focussed on developing our plans on future tenant engagement in shaping services, and carrying out a tenant satisfaction survey with the results feeding into the Business Plan. Information from face to face contact through our home checker visits and Health Impact Study report (which gave a clear indication on the health impact the Carmarthenshire Homes Standard has had on tenants) helped shape the business plan on further improvements and investment.	<b>COMM</b>

<p>We will support all Council tenants through Welfare Reform as changes are implemented and deliver Universal Credit action plan in order to maximise income and develop new training and employment opportunities. <i>(Ref 12545) MF5-49</i></p>	<p>✓</p>	<p>We have a comprehensive action plan in place which involves targeting support and advice to those most effected by the welfare reform changes. Roll out in Carmarthenshire commenced in December. We have protocols in place with the Department of Works and Pension which involve us being alerted when one of our tenants transfers on to Universal Credit. Housing officers contact the tenant immediately 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.</p>	<p><b>COMM</b></p>
<p>We will develop actions to deliver a sustainable future for the Station Road area in Llanelli by engaging with the community. <i>(Ref 13187) MF5 51</i></p>	<p>✓</p>	<p>A total of 1788 individual suggestions were placed on the 3D model of the Tyisha Ward with a further 14 issues raised through the “rainbow” activity. The top 4 Themes – Community Safety, Environment, Leisure &amp; Recreation, and Housing – representing 1239 individual suggestions representing 69% of the total. The Themes receiving the lowest number of suggestions were Work &amp; Training (58 individual suggestions, 3%) and Education (57 individual suggestions, again 3% to total number of suggestions). Information from the resident’s consultation has been passed to Arcadis, who have been commissioned to work with the steering group in producing an overarching master plan for the ward. Arcadis masterplan approach is developing into three elements of Design, Delivery and Viability together, informing and shaping the masterplan to find the ideal balance and to optimise proposals for delivery.</p>	<p><b>COMM</b></p>
<p>We will develop actions to deliver a sustainable future for the Station Road area in Llanelli by creating an ambitious but sustainable master plan. <i>(Ref 13188) MF5 51</i></p>	<p>✓</p>	<p>The final Planning for Real report was presented to Grŵp Llywio Tyisha’s Steering Group in November 2018. These findings now provide the foundation for the development of a detailed master-plan. Experts have been engaged to work with us and the community to develop this plan.</p>	<p><b>COMM</b></p>
<p>We will develop actions to deliver a sustainable future for the Station Road area in Llanelli with</p>	<p>✓</p>	<p>The final Planning for Real report was presented to Grŵp Llywio Tyisha’s Steering Group in November 2018. These</p>	<p><b>COMM</b></p>

<p>development of a costed delivery plan. (Ref 13189) MF5-47</p>		<p>findings now provide the foundation for the development of a detailed master-plan. Experts have been engaged to work with us and the community to develop this plan.</p>	
<p>We shall increase the % of empty private properties brought back into use (PAM/013) (2017/18 Result - 6.90% - 184 dwellings / 2018/19 Target - 7.24% - 185 dwellings) This measures include all previously empty properties and not only affordable homes.</p>	✓	<p>189 properties (<b>7.4%</b>) of empty private properties were brought back into use during 2018/19, this is above target and an improvement on the previous year.</p>	COMM
<p>We shall increase the number of new homes created as a result of bringing empty properties back into use (PAM/014) (2017/18 Result - 5 additional dwellings / 2018/19 Target - 6 additional dwellings) This measures include <u>all</u> previously empty properties and <u>not only</u> affordable homes.</p>	✓	<p><b>7 new homes were created</b> as a result of bringing empty properties back into use during 2018/19.</p>	COMM
<p>We will maintain the average number of days taken to complete council house repairs. (PAM/037) (2017/18 Result - 16.6 days / 2018/19 Target - 16.6 days)</p>	✓	<p><b>2018/19 Result 14.6 days.</b> This is an improvement on the previous year and on target.</p>	COMM
<p>We will continue to ensure that all council houses meet the Welsh Housing Quality Standard (WHQS) (PAM/038) (2017/18 Result - 100% / 2018/19 Target -100%)</p>	✓	<p>All (100%) of our council</p>	COMM
<p>We will maintain the % of rent lost due to properties being empty. (PAM/039) (2017/18 Result - 2.3% / 2018/19 Target -2.3%)</p>	✘	<p><b>2018/19 Result is 2.9%.</b> This is off target and showing a decline on the previous year. Of the 2.9%, 0.56% is attributable to homes being held vacant by Housing pending Asset management decisions. It can be noted that the total delivery for this function has now been moved from Property Services into the Homes and Safer Communities Division.</p>	COMM



DRAFT



## Well-being Objective 8

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

**Almost 1.6 million visits to our Sport & Leisure Facilities, generating a Social Value Return of £5.9 million during 2018/19**

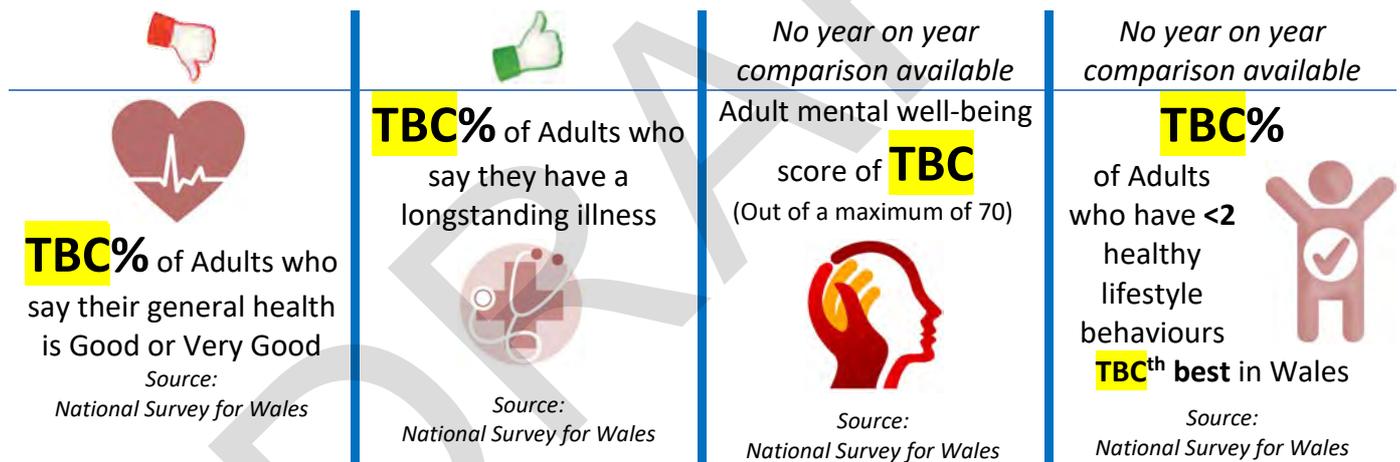
We want Carmarthenshire to be a place:

- 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



### Explaining the Results

The following [National Survey for Wales](#) shows that:-

- Comment on **general health is Good or Very Good** will follow once the results are received June/July 2019.
- Comment on participating adults with **longstanding illness** will follow once the results are received June/July 2019.
- **Mental well-being score** is based on 14 positively worded statements asked as part of the survey 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. **Comments will follow once the results are received June/July 2019.**
- Comments on **fewer than two healthy lifestyle behaviours** will follow once the results are received June/July 2019.

## Progress Made

- ⦿ In September 2018 Carmarthenshire played host to the start of the OVO Energy Tour of Britain. It was the first time that the Tour had started in South Wales and Pembrey Country Park was the fantastic start venue for the race. Pembrey Country Park and town and villages throughout the county welcomed 120 of the world's top professional cyclists in what is considered Britain's biggest professional cycle race. The Tour provided the county with a fantastic opportunity to showcase its unique and beautiful landscape both nationally and internationally with the race being broadcast live to 125 countries. Many communities held fun-filled days of activities with refreshments, and opportunities for children and adults alike to get involved and come together as a community to help celebrate this fantastic event as it made its way through the county. Kidwelly leg of stage: - <https://www.youtube.com/watch?v=ltm6aTl0Kd4>
- ⦿ 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 over £1m of investment in 2016/17 to enhance the fitness facilities at our leisure centres, creating more space and bringing in brand new state of the art fitness equipment, the number of visits has increased by 23% (from almost 1.3 million prior to the investment, to almost 1.6 million in 2018/19). This has also resulted in an increase in fitness income of 33%/£320k (from £975k prior to almost £1.3m in 2018/19).
- ⦿ A further 1,446 people were referred to the *National Exercise Referrals* (NERS) scheme during 2018/19, with 58.7% engaging with the scheme, an increase on 53.8% in 2017/18. Over 55% completed the 16 week programme, far exceeding the 50% target set.
- ⦿ Our mental health teams, leisure colleagues and Run Wales collaborated to pilot a project that trained a group of individuals with mental health issues from Llanelli to compete in the Swansea half marathon and also in local park runs. This innovative project saw the average wellbeing score of participants rise from 36 to 51 (an increase of 41%). The successful collaboration has since been extended to include the Homes & Safer Communities Division and additional sport national governing bodies, drawing in £22k to offer a programme to Ammanford and Carmarthen areas in 2019/20.
- ⦿ Pembrey Country Park has a new all-inclusive cycle hire scheme, namely 'Cycle For All'. There are 38 new cycles ranging from hybrid bicycles, wheelchair transporters, twin bikes, adult and child size tricycles, 4 seater family bikes and recliner bikes.



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



View our [detailed progress here](#)  
against this objective



## Well-being Objective 8

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

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<b>A - Eat and breathe healthily</b>			
We will review catering provision across the Leisure Division. <i>(Ref 13190)</i>	✓	A catering plan for the division is in place, with focus on bringing services `in-house`. Catering manual developed. Branding guidance drafted with key themes underpinning brand e.g. locally sourced; healthy slant; quality service. Site specific plans drafted for further development and implementation.	COMM
We will continue to monitor air quality (nitrogen dioxide) for the residents of and visitors to the County. This will be carried out by regular assessments and, where necessary, sampling programmes. <i>(Ref 13191)</i>	✓	Action plans for the Air Quality Management Areas in Llanelli, Carmarthen and Llandeilo and the relevant phases have been implemented. We have continued to monitor air quality (nitrogen dioxide) for the residents of and visitors to the County throughout the year. This will be carried out by regular assessments and, where necessary, sampling programmes. Annual reports of this work have been submitted to Welsh Government. In addition to this, we have worked with a school in one of the AQMA's engaging with pupils to raise awareness of poor air quality and to instigate change in school journey	E&PP
We will monitor private water supplies to ensure safety for the residents in Carmarthenshire. The service will explore the possibility of extending the programme to testing for the presence of radon and remediation as necessary. <i>(Ref 13192)</i>	✓	The private drinking water programme falls between the months of October and December and was completed. A return detailing this work was sent to the Drinking Inspectorate in January as required. In regards to monitoring radon in water, officers are awaiting further clarification from Welsh Government on sampling details such as methods and costs. It is anticipated that this information will be available on an all Wales basis in preparation to implement for next year.	E&PP
We shall ensure that a very high percentage of food establishments meet food hygiene standards <i>(PAM/023)</i> <i>(2017/18 Result - 97.91%/2018/19 Target -</i>	✓	<b>2018/19 Result – 95.77%</b> 1,833 out of 1,914 food establishments in Carmarthenshire met the food hygiene standard during the year.	E&PP
We shall ensure that all high risk Food businesses that are liable to a programmed	✓	<b>2018/19 Result – 100%</b>	E&PP

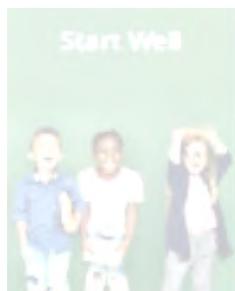
Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
inspections are inspected. <i>(PPN/001ii)</i> <i>(2017/18 Result - 100% / 2018/19 Target 100%)</i>		All 484 Food Hygiene high risk businesses that were liable to a programme inspection during the year were inspected.	
We will utilise information from the population needs assessment to plan the service at the 3 Locality area levels, which incorporate the GP clusters. This will provide a more detailed understanding of what's needed and allow planning of health and social care services at Locality Level. <i>(Ref 13193)</i>	✓	Locality Plans continue to be updated on quarterly basis to reflect local needs and inform place based commissioning.	SCH
We will work with community organisations to improve access to the network of footpaths and bridleways across the County. <i>(Ref 13194) MF5-68</i>	✓	Seven Community Council's and 1 Community Organisation continue exercising their powers to maintain and improve the network on behalf of Carmarthenshire County Council. We continue to negotiate agreements with the outstanding town/community councils so that they can maintain and improve routes in their areas, this is an on-going process.	COMM
<b>B - Physical Activity</b>			
We will manage a Workplace Health & Well-being Co-ordinator & team of champions to effect change in physical & mental well-being activity levels of staff and adults on a sustainable basis for the department. <i>(Ref 12601)</i>	✓	The Health and Wellbeing programme seeks to encourage and support employees to make positive lifestyle changes and take responsibility for their health, through provision of advice, support, events and activities. The programme is led by the Health and Wellbeing Co-ordinator, supported by a network of 'Health & Wellbeing Champions'. The Champions are authority employees volunteering for this role in addition to their current duties throughout the organisation who provide support and advice to colleagues. The Coordinators will focus on working with employees to develop achievable programs of health and wellbeing interventions. To date a number of health and wellbeing events have been held across the Authority ranging from employee lung function tests to a Health and Wellbeing Fair which consisted of a variety of stalls all focused on informing and improving the health and wellbeing of the workforce.	COMM
We shall invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village. <i>(Ref 12602) MF5-61</i>	✓	The Wellness hub group has continued to meet regularly and feed into project board. Design development for building well advanced with updated capital costs due in April `19. Draft revenue modelling and business plan completed. Revenue and capital costs linked. Design	COMM

Last Year's Commitments	✓ ✘	Progress Comment	Scrutiny
		development linked to wider health village objectives with strong links to health.	
<p>We will implement the Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes. 1- Education, Development &amp; Training; 2-Infrastructure and Facilities; 3-Marketing &amp; Branding; 4-Tourism and 5 – Events. (Ref 13195). <i>(Part of MF5-1- Carmarthen Velodrome)</i></p>	✓	<p>The Carmarthenshire Cycling strategy has been signed off by members. Investment continues in facilities: Carmarthen Velodrome fully re-furbished; new closed road circuit in Pembrey; Tywi Valley path works initiated; Active travel schemes delivered e.g. cycle path from Hendy to Llanelli; with further projects in the pipeline.</p> <p>County hosted the Grand depart of the 2018 Men`s Tour of Britain, with plans for further high profile events in 2019 and future years.</p> <p>Development work with clubs, schools and local businesses ongoing.</p>	<b>COMM</b>
<p>We will review and implement an improved pathway of aquatics provision that enables participants to reach their full potential. (Ref 13196)</p>	✓	<p>There is a new aquatics staffing structure in place. Further approved amends to be implemented shortly to improve quality through mentoring and workforce progression pathways. Aquatics pathway mapped and displays to be at all sites imminently. Best model not in place at all stages, so work remaining at Swim Club level in particular.</p>	<b>COMM</b>
<p>We will ensure best use is made of school facilities to support wider community activity. (Ref 13197) MF5-30</p>			E&CS
<p>We will develop a new 3G pitch and improved parking facilities in Ammanford and track improvements at Carmarthen leisure centre. (Ref 13198) MF5-62</p>	✓	<p>Capital funding has been allocated but scope of works and indicative costs are being developed; potential shortfall with subsequent financial planning to take place shortly. Consultants appointed to both projects. Specification being finalised. Decision to form and feed into broader masterplan at Ammanford (including school transport and regeneration plans). Projecting completion summer 2020.</p>	<b>COMM</b>
<p>We shall increase the number of visits to leisure centres per 1,000 population (PAM 017) (2017/18 Result -8,522 /2018/19 Target - 8,735)</p>	✘	<p>There were <b>8,401</b> visits to our leisure centres during 2018/19 per 1,000 population. This is below our target and a reduction on last year. Whilst significant increases in attendances have occurred in quarter 4 (up 24% on Q4 from previous year) at all main facilities through completion of developments such as the spin studio and play centre at Carmarthen Leisure Centre plus increased interventions, the lower attendances in quarters 1-3 have resulted in an overall decline and being short of the target set.</p>	<b>COMM</b>

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
		These were largely due to delayed delivery of capital projects and staff shortages. The rate per 1,000 people still equates to over 1.56million visits despite being 1% lower last year at 1.58m.	
We shall increase the percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme (3.4.2.6) (2017/18 Result 53.8% /2018/19 Target - 58%)	✓	58.7% of people referred to the National Exercise Referral scheme attend the initial consultation of the programme during 2018/19. Despite achieving our target and increase on the previous year, there's still significant work to do to further improve attendance. We are currently reviewing the process in which we book initial assessments which will ease booking and monitoring.	SCH
We shall increase the percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041) (2017/18 Result 45.6% /2018/19 Target - 50%)	✓	55.1% of people referred to the National Exercise Referral scheme completed the 16 week programme, this is a good improvement on the previous year and above our target. We will continue to work with the NERS team to improve service and increase the number and range of exit route options available to referrals in order to increase the number that remain active long term.	SCH
The percentage of National Exercise Referral clients whose health had improved on completion of the exercise programme (PAM/042) (No Baseline data available)	!	The 2018/19 result is not available as the data has only been collected from April 2019 due to a change in the evidence.	SCH
<b>C - Mental Health</b>			
We will contribute to health led transformation programmes in mental health and redesign of services within learning disability. (Ref 13199)	✓	The Learning Disability programme group is progressing a number of projects which are focussing on service improvement. These include collaborating to review and enhance a learning disability respite service, number of accommodation projects utilising Integrated Care Fund (ICF) capital funding , undertaking a review of the regional Shared Lives Scheme and ensuring service user engagement. The Regional Partnership has engaged the Housing Learning Improvement Network to map the accommodation needs of people with a learning disability across the region and this work ( now published) will be used to inform an accommodation strategy and detailed accommodation plan for Carmarthenshire. This will include progressing a number of housing projects utilising ICF (Integrated Care Fund) funding and Carmarthenshire's housing stock.	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>We shall improve and develop the infrastructure and facilities at Pembrey Country Park to enable it to become a first class facility for residents and visitors. (Ref 13200) MF5-67</p>	✓	<ul style="list-style-type: none"> <li>• New electric and fully serviced pitches were installed in the campsite</li> <li>• After being successful for a Tourism amenity Grant we have installed new Bilingual branded directional signage and maps 60% of this was completed in 2018/19 and the rest will be completed in 19/20.</li> <li>• March 31st 2019 in partnership with the project development team an ISF Grant was obtained and work was completed on a new Changing places facility within the ski centre as part of the same grant monies were obtained to buy bikes which are accessible for all and this now part of the Cycle for all scheme.</li> <li>• Automatic number plate recognition parking system has been installed and introduced which will improve the customer journey when entering the park by decreasing the timeframe when entering and exiting the park.</li> <li>• National Closed Road Circuit was completed and has been used for both National and local events as well as by the general public and governing bodies as part of their training regime.</li> <li>• Nature trails were completed for visitors there are 3 different Pond, plant and woodland identifying different natural interests with the park.</li> <li>• Work commenced on refurbishing the derelict restaurant facility due to open June 2019.</li> </ul>	COMM
<p>We will deliver a £2million programme to re-develop Burry Port Harbour. (Ref 13201) MF5-69</p>	✓	<p>The site investigation works have been completed and works to be tendered in Autumn 2019.</p>	COMM
<p>We will celebrate and promote Carmarthenshire's rich cultural and sporting achievements and diversity. (Ref 13202) MF5 70</p>	✓	<p>The 2018 Celebration of Culture awards took place on 6th April 2018 with 2019's event scheduled for Friday 5th April. 8 awards were presented for excellence in categories such as Music &amp; Literature with the lifetime achievement award presented to John Hywel in 2018. The 2018 Town of Culture (Ammanford) handed over the honour to Whitland in January 2019 where a launch event was supported by Lord Dafydd Elis-Thomas. Likewise Llansteffan handed the honours to Drefach Felindre as the Village of Culture 2019 with both locations holding events to celebrate local culture planned throughout the forthcoming year.</p>	COMM

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<p>We shall increase the number of library visits per 1,000 population <i>(LCL/001)</i>  <i>(2017/18 Result - 7,689/ 2018/19 Target - 7,727)</i></p>	✓	<p>We received over <b>1.5 million visitors</b> to our libraries during 2018/19 this equates to 8,151 per 1,000 population, this is an improvement on the previous year and well above our target. Continued interest in the Makerspace areas in Ammanford has resulted in an increase in school &amp; young person's engagement. Virtual visits to a range of exciting online resources continue to rise where digital newspapers, magazines, e-books are available 24/7. Library members can also access digital courses covering a wide range of subjects such as Languages, IT, Music Lessons, Theory Test &amp; many more. Through working partnerships with a multitude of organisations, a number of popular events &amp; training courses have been held within our libraries.</p>	COMM
<p><i>Percentage of Quality Indicators (with targets) achieved by the library service. (PAM/040)</i>  <i>(2016/17 Baseline - 86% /2018/19 Target - 86%)</i></p>	✓	<p>Based on actual results of 2017/18, <b>97.5%</b> of our Quality Indicators were achieved. Final confirmed results for 2018/19 will be available September/ October 2019. Nine quality indicators achieved in full, 1 partially met as we do not fulfil the full criteria for the number of staff expected for the population of Carmarthenshire.</p>	COMM



DRY-FIT

# Age Well





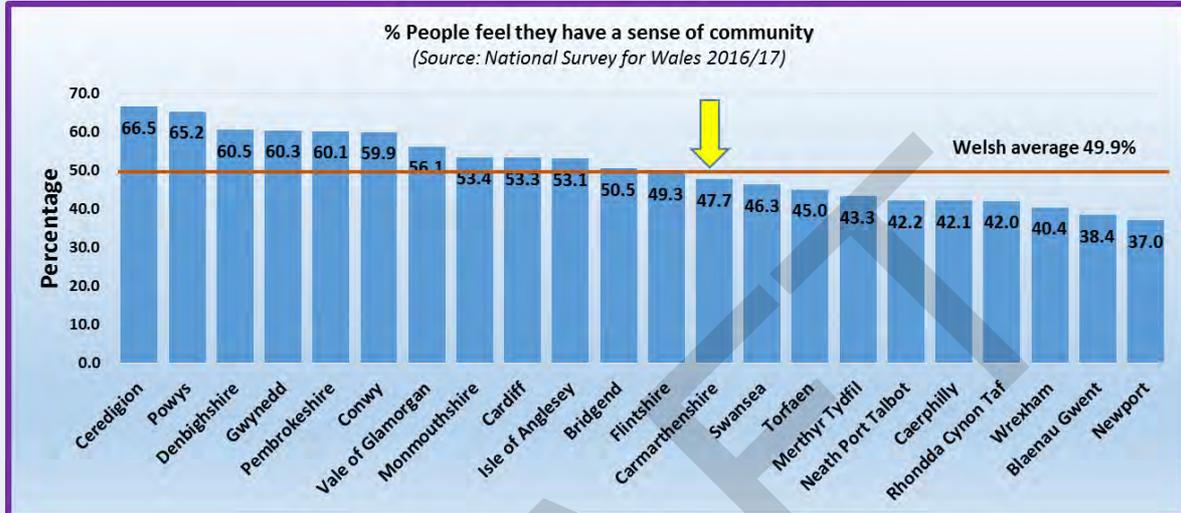
## Well-being Objective 9

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*.

**Updated data will become available June/July 2019**



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

- Social isolation puts individuals at greater risk of cognitive decline with one study concluding that lonely people have a 64% increased chance of developing clinical dementia
- Loneliness amongst young people has been shown to increase the likelihood of poor physical & mental health, the risk of becoming involved in criminal activity and reduce future employment opportunities
- 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

**Updated data will become available June/July 2019**

**79%** People who feel safe

7<sup>th</sup> Highest in Wales

Source: National Survey for Wales



### Explaining the Results

- Comment to follow once the updated result has been received June/July 2019.

## Progress Made

- ⦿ We have continued to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, such as the new [Family Information Service \(FIS\)](#) website and the Dewis Directory of services which continues to be promoted.
- ⦿ We have supported the Community Cohesion National Delivery Plans principles:-
  - Supported Llanelli Tenants Network with organising a multi-cultural event
  - Supported migrants, refugees, asylum seekers and settled communities in the integration process
  - Supporting communities in preventing hostility and extremism
- ⦿ Safeguarding arrangements in Carmarthenshire have been further developed to ensure meaningful conversations with adults at risk take place at the earliest opportunity and continue until the appropriate outcomes have been achieved.
- ⦿ In support of the Police Force's Rural Crime Strategy, a new Rural Crime Board was established. which encouraged improved information sharing and awareness between rural communities and partners
- ⦿ A new initiative "Ask for Angela" was launched in partnership with the Police and licensing department, which allows customers in licensed premises, who could be feeling threatened or unsafe on a date, to get help by approaching the bar and "Asking for Angela."
- ⦿ We continue to fund our proactive Financial Exploitation Safeguarding Scheme (FESS) projects through proceeds of crime (POCA) confiscations resulting from their enforcement activity. This money has funded new No Cold Calling Zones, the installation of True Call units to vulnerable consumers and the launch of the Buy With Confidence Approved Trader scheme, ensuring the public feel safer in their homes and communities



***The Financial Exploitation Safeguarding Scheme (FESS) project helps to refund some of the losses incurred by consumers***



Executive Board Member  
For Community Safety  
Cllr Cefin Campbell



View our [detailed progress here](#)  
against this objective



## Well-being Objective 10

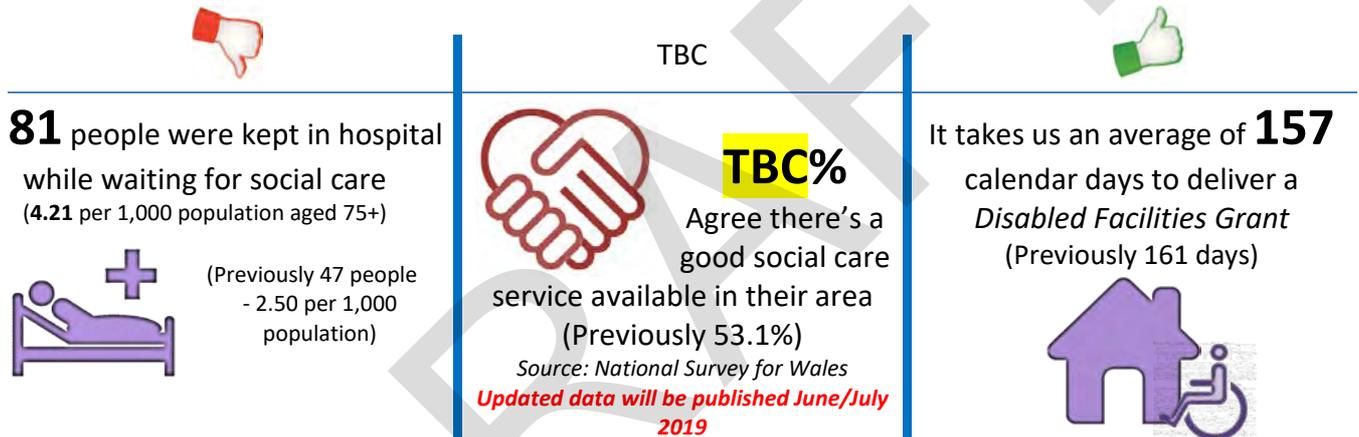
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

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



### Explaining the Results

- 81 clients (75+) were **kept in hospital** during 2018/19 while waiting for social care, this is quite an increase on the previous year of 47. We have been developing new services to support hospital discharges and ensure that our citizens have the right care at the right time. Coupled with our therapy led reablement service, we have developed an Outcome Assessment Service ensuring that all people who require statutory delivered care have an opportunity for further assessment in their home environment to promote their independence. With increased numbers of people having co-morbidities resulting in complex needs and higher levels of care we are constantly monitoring and reviewing our services to meet this increasing demand.
- According to the 2018/19 [National Survey for Wales](#) .... **Data will be published June/July 2019**
- The average number of days taken to deliver a *Disabled Facilities Grant* adaptation continues to reduce year on year and are currently TBC best in Wales. **Chart to follow once the comparative data is published, to show significant improvement over last few years.**

## 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. These Time Credits can be spent accessing an hour of activity provided by health & wellbeing venues such as leisure centres, gyms, yoga, theatres, craft groups and walking groups. Last year across the whole of the county there 1,941 members of the Carmarthenshire Time Bank.
- ⦿ According to the 2018/19 Social Care survey **84.6%** of clients were satisfied with their care and support.
- ⦿ The preventative work in Carmarthenshire based on the PEIPIL strategy (Prevention, Early Intervention and Promoting Independent Living) identified as good practice in Wales through the Bevan Exemplar scheme.
- ⦿ 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.



Executive Board Member  
For Social Care and Health  
Cllr Jane Tremlett



View our [detailed progress here](#)  
against this objective



# Well-being Objective 11

## Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

**60% agree we live in an age friendly community**

However, our 50+ Forum Survey shows a 5% fall from 65% to 60% for last year

### Why it is important

- Ageing well – ‘adding life to years, not just years to life’ – is important for each of us, and for our country as a whole. Older people should be seen as a vital part of society and should be able to have more opportunities to participate in and contribute to our economy and our communities. Older people are a significant asset to our community and economy.
- 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.

### Success Measure

**16.6%** of people  
are lonely

Source: National Survey for Wales  
Was 17.1%



### 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 10<sup>th</sup> position.

In our 50+ Forum Survey 70% of respondents felt that we were doing sufficient work to address loneliness and isolation and made some suggestions for improvement.

### Progress Made – to take forward the 5 aims of the national and local Ageing Well Plan

#### 1. AGE FRIENDLY COMMUNITIES

- ⊙ Our links with the 50+ Forum have been strengthened during the year and a bi-monthly email to all 50+ Forum members is now issued through Dotmailer, which has received a positive response from those receiving the message.
- ⊙ The Carmarthenshire 50+ Forum have now established their own communications group in response to last year's 50+ Forum survey, where older people did not feel enough information is provided regarding services available, events and important information which impacts them.

#### 2. DEMENTIA SUPPORTIVE COMMUNITIES

- ⊙ Our 50+ Survey, undertaken during 2018, showed a very small increase in agreement that we have Dementia Supportive Communities
- ⊙ In June 2018 the Council resolved a Notice of Motion to explore the feasibility of making Carmarthenshire a dementia friendly county.
- ⊙ We now have over 6,000 (4,847 17/18) [dementia friends](#) across the county.



### 3. FALLS PREVENTION

- ⦿ Excellent progress has been made during the year to deliver staff training through the Making Every Contact Count (MECC) initiative. The initiative recognises that staff across health, local authority and voluntary sectors, have thousands of contacts every day, and staff are trained to give them the competence and confidence to deliver healthy lifestyle messages and to help encourage people to change their behaviour and to direct them to further support.

### 4. OPPORTUNITIES FOR EMPLOYMENT AND NEW SKILLS

- ⦿ The availability of various Digital training resources for older clients has been complied and contact details distributed via partner organisations. Promotion events for the 50+ Forum have been held in Carmarthen, Pontyberem, Ammanford and Llanelli.

### 5. LONELINESS AND ISOLATION

- ⦿ We also organised the 50+ annual event held at the Botanic Garden with 600+ attendees. Carmarthenshire is Kind was the focus the event, which gave key messages and evidence about the positive effects of kindness on health and wellbeing.

## Strengthening local communities and alleviating the pressures on health & social care services.

Once again an example of how older people are a significant asset to Carmarthenshire



A Llanelli pensioner is honoured with British Empire Medal - William Henry Gerwyn Jenkins was recognised in Queen's Birthday Honours for services to the Samaritans

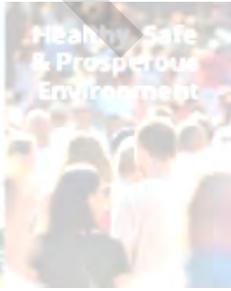
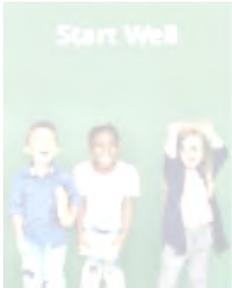


Executive Board Members For  
Housing: Cllr Linda Evans &  
Social Care & Health:  
Cllr Jane Tremlett



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

DRAFT



# Healthy, Safe & Prosperous Environment





## 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, with the Authority aim to be 'Carbon Neutral' by 2030. Our Flood Management and Shoreline Management Plans will 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*. However, meeting recycling targets has been extremely challenging this year.

#### 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 & enhance biodiversity and promote ecosystem resilience*.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – tourism, farming, forestry, and renewable energy. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- The 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.

#### Success Measures



We generated **979,071**  
**kWh** (provisional) of  
renewable energy during  
2018/19  
(increased from 937,330 kWh  
in the previous year)



Our recycle rate is  
**58.94%**  
(This is less than the  
previous year's figure of  
63.64%, 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 979,071 kWh (provisional) of Electricity during 2018/19, a 4.5% increase on the previous year of 937,330 kWh.
- **Recycling** declined in 2018/19 to 58.94% from 63.64% the previous year. The decline is predominantly as a result of the difficulties with export markets for residual waste (refuse derived fuel outlets). However we have met the statutory target of 58%.

## Progress Made

- ⦿ The project continues to manage 24 sites that provide 40.46ha of habitat in suitable condition for the marsh fritillary butterfly. Surveys results in summer 2018 show that numbers of larval webs recorded were exceptionally high this year with 86 webs recorded on one site. Habitat surveys found new records of marsh fritillaries in 31 fields, across the area, expanding our knowledge of the butterfly in this part of the county, and this work will inform the new Local Development Plan and the revision of the Caeau Mynydd Mawr SPG. The project continues to ensure the appropriate grazing of the land in management's agreements, often assisting landowners in finding suitable grazing animals. It has also been making use of the Glas Tir small grants scheme, when it can, for hedgerow management.
- ⦿ The Council has a significant new build programme. All major new build projects incorporate renewable energy technologies where appropriate with solar PV installations incorporated into many recent Modernising Education Provision 21st Century school projects.
- ⦿ In addition, all non-domestic projects receiving an element of Welsh Government funding are required to achieve a BREEAM (Building Research Establishment's Environmental Assessment Method) rating of 'Excellent', a part of which is linked to designing buildings to achieve reductions in energy use and carbon emissions.
- ⦿ We have completed our Flood Risk Management Plans to protect homes & properties in Carmarthenshire.

The **Caeau Mynydd Mawr Marsh Fritillary Project** received an award for '*Planning in the Natural Environment*' category at the National RTPi Awards for Planning Excellence.



Executive Board Member  
For Public Protection:  
Cllr Philip Hughes



View our [detailed progress here](#)  
against this objective



## 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 active travel

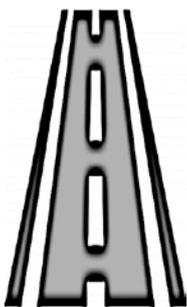
Our Transportation and Highway related services facilitate the safe movement of goods and People. Enabling access to raw commodities and markets as well as providing opportunities for People to gain access to employment, education, health, leisure and social activities. We have continued to develop Active 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 through Active Travel plans 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:



**5.2%** of our A Class  
(A decline on 4.1% in 17/18)

**4.2%** of our B Class  
(A decline on 3.1% in 17/18)

**12.5%** of our C Class  
(A decline on 11.9% in 17/18)



Our road casualty numbers **have reduced** with **TBC** people being killed or seriously injured on the roads (83 in 2017)



Source: Stats Wales

Data will be published June/July 2019

#### Explaining the Results

- **Road conditions in Carmarthenshire have deteriorated during 2018/19.** Carmarthenshire has the second largest highway network in Wales. The % of A class, B and C class roads in Carmarthenshire in a poor condition (red zone) has increased; with A class roads increasing from 4.1% to 5.2%, B roads from 3.1% to 4.2% and C roads from 11.9% to 12.5%. The overall increase of poor condition (red zone) during last year equates to some 180km of road, this is a significant length of the network. Current levels of investment are not keeping pace with the rate of deterioration. Additional Road Refurbishment funding provided in 2018/19 and 2019/20 has included priority sections on our 'A' class roads and this will help to slow the deterioration in the network.
- **A total of TBC people were killed or seriously injured on Carmarthenshire's roads in 2018, Data to follow when published in June/July 2019**

## Progress Made

- ⦿ We have completed two of our three strategic transport infrastructure links at Carmarthen West and Ammanford
- ⦿ We continued with the construction of the *Tywi Valley Cycle way* and continue to develop the full scheme. We have built approximately 3.94 Km of cycling/ shared use paths this year throughout the county to support sustainable and active travel.
- ⦿ We have continued investment into *vehicle replacements* during the year in accordance with our strategic fleet replacement programme.
- ⦿ We have secured funding from the Welsh Government to install public charges units for electric vehicles that are now live.

## Carmarthen West opening



Executive Board Member  
For Environment:  
Cllr Hazel Evans



View our [detailed progress here](#)  
against this objective



# Well-being Objective 14

## Healthy & Safe Environment - Promote Welsh Language and Culture

### Promotion of the Welsh Language and Culture continues to progress well

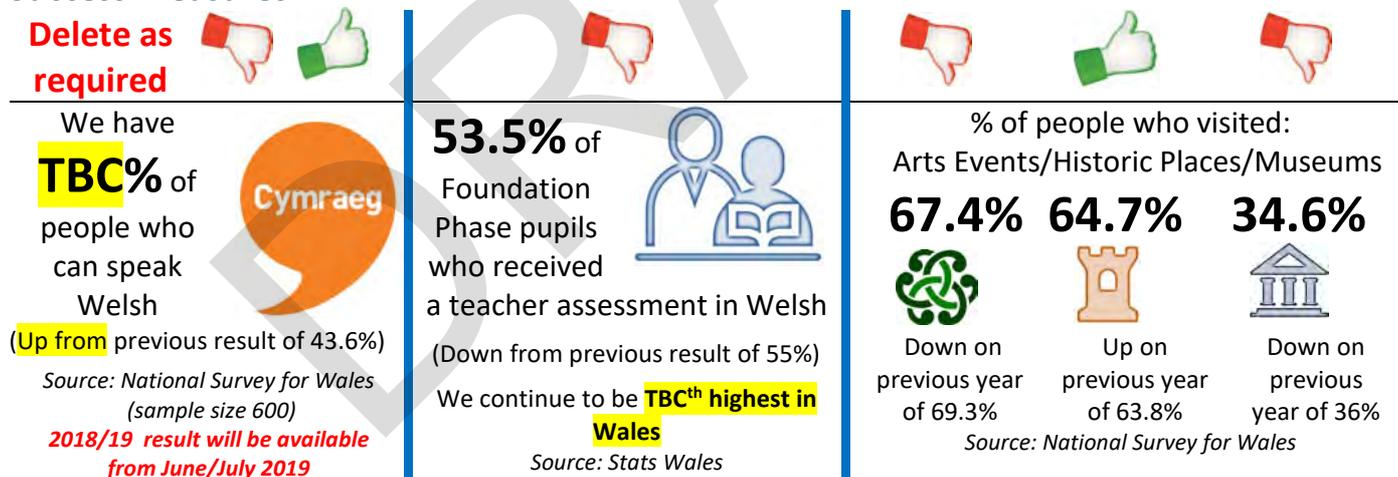
Our campaign to promote Welsh language services has been highlighted as *successful practice* by the Welsh Language Commissioner.

We have developed the 'Stordy Digidol' a 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.

### Why it is important

- Support and development in the use of the Welsh language has been identified as a key element in developing the distinctiveness and attractiveness of the area in terms of tourism, business investment and addressing rural poverty.
- The decision by S4C to re-locate to Carmarthen will catapult the county into one of significance for the Creative Industries sector in Wales. 'Yr Egin – The Creative Exchange', a new media and culture hub at the University of Wales Trinity Saint David's Carmarthen campus will be developed with the Welsh broadcaster as the anchor tenant for the site. Yr Egin will also excel in promoting Carmarthen as a gateway to 'Y Fro Gymraeg', the Welsh-speaking heartland.
- We have a good track record of supporting the arts, and have been leading the way as one of the most culturally-committed local authorities in Wales, as we continue to value and invest in the arts despite the challenge of austerity and public funding cuts.

### Success Measures



### Explaining the Results

- Comments on the 2018/19 [National Survey for Wales results will be available in June/July 2019](#).
- All learners in their final year of Foundation Phase must be assessed through teacher assessments. 53.5% of our Foundation Phase pupils received a teacher's assessment in Welsh which is slightly down on the previous year. **Comparative data to follow.**
- 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

- ⦿ Our action to promote the Strategy for Welsh Language is linked closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. We have prepared resources to explain the benefits of a bilingual education and will continue to support the implementation of the WESP across the county.
- ⦿ In July 2018 we published a [Carmarthenshire Arts Strategy](#) which sets out 4 Strategic Priorities with detailed action plans and Key Milestones to support it.
- ⦿ Carmarthenshire Theatres have seen a 39% increase in tickets sales and a 42% increase in income during 2018/19.
- ⦿ We have been invited to support Arts Council Wales in developing a new strategic initiative to address the lack of Welsh language theatre being developed, and address the disconnection between the Welsh language work that's been created and what audiences want to see.
- ⦿ To improve the Welsh language of staff, during 2018/19 - 223 staff undertook training courses, 91 completed e-learning courses. In the Annual Language Skills Audit, an improvement was seen at all levels – e.g. staff with no Welsh verbal skills reduced from 15% to 11%. See Welsh Language Report - (link to be added)

## Increasing our Staff CONFIDENCE to use Welsh



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



View our [detailed progress here](#)  
against this objective



## 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 2018/19.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<b>A - Implement and monitor the Welsh Language Standards</b>			
We will ensure the Council complies with the requirements of the Welsh Language Standards. <i>(Ref 13280)</i>	✓	The Policy & Partnership team has built a positive working relationships with departments and we continue to provide practical advice on implementation of the Standards. Detailed guidance notes have been prepared and circulated and we are constantly monitoring implementation. Draft guidance has been prepared on bilingual training provision / undertaking training assessments and holding bilingual / Welsh medium interviews. We also receive queries and complaints from members of the public which are closely monitored and provide valuable feedback on the services provided and any development work needed.	P&R
We will develop an integrated Welsh Language Programme for our staff. <i>(Ref 12425)</i>	✓	During the year 3 cohorts of staff, (totalling 30) have completed the first Intensive Work Welsh programme at CCC. The mentoring framework has now been implemented. Staff have attended training over the last year and we now have 82 Welsh Language mentors on the database. The Welcome Welsh, the original course, also has a follow on course Welcome Back. Rather than allocating a week for CCC staff to attend residential courses at Nant Gwrtheyrn, we have decided to give staff a range of dates at Nant Gwrtheyrn and Cardigan Castle and they will be learning with other	P&R
To facilitate good decision making, we will introduce an integrated Impact Assessment which consolidates Equality, Welsh language and Well-being of Future Generations requirements. <i>(Ref 13281)</i>	✓	An integrated Welsh Impact Assessment has been prepared, alongside detailed guidance notes for report authors. The Assessment includes questions in relation to the Well-being of Future Generations Act, Equality Act, Welsh Language Measure, UN Convention on the Rights of the Child, the Environment Act and Privacy statements.	P&R
<b>B - Welsh Language Promotion Strategy</b>			
To promote the Strategy for Welsh Language - We will increase the numbers acquiring basic and further skills in Welsh through the	✓	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.	P&R

Work

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
education system and through language transmission in the home. (Ref 12938)		will continue for 2019/20 and our next Welsh language Strategic Forum, will focus on Early Years provision and will evaluate the content of the current action plan to meet this objective. We have also prepared resources to explain the benefits of bilingual education and will support the next steps in the implementation of the WESP across the	
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. (Ref 12939) MF5-86	✓	The County 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 are supporting staff through both the Community Education based courses and also the Intensive courses provided by the National Centre for Learning Welsh. There are also a number of partnership initiatives such as Clwb Cwtsh running in the county whereby Mudiad Meithrin and the National Centre are holding specific sessions to support parents of young	P&R
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. (Ref 12940) MF5-86	✓	The County Strategic Welsh Language Forum has developed a 'Welcome Pack' for newcomers to the county. Distribution is underway through various channels such as Electoral Services, Housing Services and the Mentrau Iaith. Two members of the Strategic Forum are members of the Local Development Plan (LDP) Stakeholder Group and regular updates are received in relation to the revision of the LDP. There are also key projects underway within the Safer Homes and Communities Division which support this work, such as the rural housing needs survey.	P&R
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. (Ref 12941) MF5-86	✓	The Mentrau Iaith have been successful in a bid through LEADER in order to appoint additional resources to the Priority Areas identified across the county. Officers have been appointed and have prepared a specific work plan, using detailed guidance / templates prepared by the Welsh Government under the title of 'Gweithredu'n Lleol / Local Action'. The Welsh language Strategic Forum receive regular updates on the work within each area	P&R
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	✓	The County Strategic Forum has led on the preparation of a Welcome Pack for individuals / families moving to Carmarthenshire which provides the	P&R

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>these benefits, attracting more residents of the county to acquire the language. (Ref 12942)</p> <p>MF5-86</p>		<p>linguistic context and the opportunities for a bilingual education. This document links closely with the `Being Bilingual in Carmarthenshire` leaflet.</p> <p>As part of the next steps of implementing the Welsh in Education Strategic Plan we will further develop the `Frequently asked Questions` and the videos on the Education section of the corporate website.</p>	
<p>We will further strengthen the provision and use of the Welsh language within social care services to be able to provide services in the language of service users' choice and ensure compliance with the `Active Offer`. (Ref 13283)</p> <p>MF5-56</p>	✓	<p>Integrated Services continues to engage fully with the department's Welsh Language group to ensure it provides a high standard of service and meets its obligations to service users. Both the department Welsh Language Skills study and service user and carers survey 2018 demonstrated good linguistic levels among staff and excellent satisfaction from service users and carers on accessing services in their language of choice respectively.</p>	SCH
<p>We will develop a suite of measures to support our progress on promotion of the Welsh Language. (Ref 13284)</p>	✓	<p>Detailed mapping of potential indicators has been undertaken; however, it is recognised that the Census is the most reliable source of data re: number of Welsh speakers. We are awaiting further guidance from the Welsh Government on potential indicators to measure progress against the Cymraeg 2050: Welsh language</p>	P&R
<b>C - The development of Welsh in all our Education services</b>			
<p>We will implement the content of the `WESP` Welsh in Education Strategic Plan in partnership with school leaders for the benefit of all Carmarthenshire learners. (Ref 13285)</p>	✓	<p>The WESP has been launched and a series of workshops were held with Headteachers and Governors in order to ensure a better understanding of the importance and the significance of the WESP upon all schools regardless of the language category. Individual school based meetings have also taken place where parents have also attended. School audits of preparedness for the WESP have been completed. An implementation paper has been prepared detailing the actions all schools can take and list those which are proposed to progress to formal consultation to change the nature of provision. We are currently carrying out informal discussions with all stakeholders.</p>	E&CS
<p>We will work with the County's primary and secondary schools to move them along the Welsh language continuum and also ensure that individual pupils within relevant schools are provided with opportunities to continue with</p>	✓	<p>We are working towards our WESP targets in moving schools, both Primary and Secondary along the language continuum. An implementation/development plan has</p>	E&CS

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<p>their Welsh medium education throughout all key stages. (Ref 13286) MF5-31</p>		<p>been submitted to Welsh Government and is being expedited. We are working closely with the Modernising Education Programme team to offer a change in provision within the Foundation phase for specific schools which are in a position to do so. We are consulting informally with all stakeholders at this point. Language training in the Llanelli area for both the Primary and Secondary sector has been extended to the whole of the county but funding has now come to an end. We are however seeking to source more funding as soon as possible.</p>	
<p>We will increase the % of pupils assessed in Welsh at the end of the Foundation Phase. (PAM/033)</p> <p>(2017/18 Result - 55% - 16/17 Academic Year/ 2018/19 Target - 56% - 17/18 Academic Year)</p>	x	<p><b>53.5% of pupils were assessed in Welsh</b> at the end of the Foundation Phase during 2017/18 Academic Year, this has reduced slightly on the previous year. School pupil cohorts can vary year on year and this can affect the result. This is a long term objective within the Welsh in Education Strategic Plan (WESP), by increasing the number of welsh medium school places available. This will be a slow moving measure with 'steps' as schools change their Language provision. By following the objectives and actions within the WESP; this will include the Modernising Education Programme, where more Welsh Medium school places will be made available. All schools will be encouraged to move along the language continuum.</p>	E&CS
<p>We will increase the % of year 11 pupils studying Welsh (first language) (PAM/034)</p> <p>(2017/18 Result - 42.9% - 16/17 Academic Year / 2018/19 Target - 43.5% - 17/18 Academic Year)</p>	✓	<p><b>44.9% of year 11 pupils studied Welsh (first language)</b> during 2017/18 Academic Year, this is an increase on the previous year. As part of our Welsh in Education Strategic Plan (WESP) we are actively encouraging more students to study Welsh First Language at GCSE and hope to raise the percentage year on year.</p>	E&CS
<b>D - Promoting our Welsh Culture &amp; Heritage</b>			
<p>We will develop the 'Stordy Digidol' digital project to promote improved mental health in conjunction with show casing Carmarthenshire's heritage collections. (Ref 13287)</p>	✓	<p>The cultural services team have been successful in securing funding for "Great Places" which includes amongst its approved purposes the commitment to develop Stordy Digidol as an online hub for collecting and sharing community heritage, providing a permanent and widely accessible resource. Digital skills training will also be provided to volunteers to enable communities to develop content for the website. The initial steering group for the project took place on 6th March</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>and a decision was taken to progress with the recruitment of a project officer to deliver the scheme. A website has been built to host the content and members of staff from the museums, archives and libraries teams have so far been trained to identify and upload content. The launch is expected to take place towards the end of the project period in late 2020.</p>	
<p>We will start to implement our Libraries Development plan 2017 – 2022 and as part of that plan roll out the new mobile library service. (Ref 13288)</p>	✓	<p>The “Moving Forward – Carmarthenshire Libraries strategy” was published and launched during 2017 and runs through as an overarching, working policy document until 2022. Over the last year or so, through the gradual implementation of the strategy we have seen significant changes in the library service, focusing on 3 main themes: the Library as an enhanced gateway to reading information and wellbeing, the Digital Library – a service that is ambitious in its use of technology &amp; digital access, the Library as a vibrant community asset – rooted in and shaped by the local communities it serves; therefore aligning the service with the strategy - a strategy that is equipped to meet developing future needs.</p>	COMM
<p>We will deliver a transformation plan for the existing Museums provision at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors. (Ref 13289) MF5-64</p>	✓	<p><b>Carmarthenshire Museum</b> The Major Scheme for the building exterior will deliver improvements to the museum’s internal environment and accessibility through sensitive restoration and modification of the front porch. Works are programmed from October 2019 – November 2020.</p> <p><b>Parc Howard Museum</b> Planning Consulting Solutions Ltd have been commissioned to complete a feasibility study on the proposed modernisation scheme at Parc Howard Museum, focusing primarily on improvements to visitor facilities.</p> <p><b>Kidwelly Industrial Museum</b> The Trust’s Governance and Resilience Review was completed February 2019. A decision regarding future governance arrangements is pending.</p> <p><b>Museum of Speed</b> Headland Design has completed Interpretation Planning for the new museum to inform the fit-out of the development. Real Studio has been</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		awarded the fit out commission and has had input into the interpretive plan.	
<p>We will further develop Oriol Myrddin to improve the provision for residents and visitors. <i>(Ref 13530) MF5-64</i></p>	✓	<p>Governance review paper completed and due to be presented to members in April 2019. Similarly, capital project fully reviewed with options paper to be presented to members in early 2019/2020.</p> <p>Oriol Myrddin trust is actively recruiting a minimum of 4 additional independent trustees as part of their governance review and future decision making process.</p>	COMM
<p>We will begin the museums transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili. <i>(Ref 13290) MF5-65</i></p>	✓	<p>The partnership with Tywi Gateway Trust continues to strengthen. Phase 1 of tree works has been completed across areas leased to the Trust and areas retained by the Council, achieving an impressive improvement in safety and presentation. Progress has been made on the restoration of the walled garden, leased from the Church in Wales, which will be an attractive extension to the park bringing a range of public and educational benefits. Most work is currently being achieved by volunteers.</p> <p>The Tywi Gateway Trust is currently recruiting its Project Design Team to undertake the development of the Visitor Centre and Café in the former outbuildings next to the museum. The programme currently indicates that works will commence in December 2019.</p>	COMM
<p>We will review and re-develop the Council's Theatre Services provision. <i>(Ref 13291) MF5-66</i></p>	✓	<p>The programme has included some high profile and popular acts, balanced against a programme of diverse and high quality cultural events designed to develop audience taste, expectation, and to help support improved health and wellbeing. Initiatives developed during this quarter include:</p> <ul style="list-style-type: none"> <li>• £50k grant secured from Arts Council Wales to support the artistic programme across all theatres over 12 months between Jan-Dec 2019. Programming underway includes a focus on accessible events, additional Welsh language theatre, and a high quality programme of drama, dance, circus and theatre for families.</li> <li>• New Ambassador's Scheme launched as part of ACW grant funded project. Three recruitment events held in Carmarthen,</li> </ul>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>Llanelli, and Ammanford in Jan 2019. 13 Ambassadors recruited with a range of backgrounds. Ambassadors will volunteer to promote events in the community and to help us to engage new audiences, in return for tickets or time credits.</p>	
<p>We will deliver a new archives and storage service for Carmarthenshire. <i>(Ref 13292) MF5-63</i></p>	✓	<p>The contractor took possession of the site on 21st May 2018, utilising part of St Peters car park for a site compound. Construction work has progressed well with the repository shell complete. The contractor is currently insulating the external walls whilst the interior dries out. Renovation to the front of the library and internal works to the reference area and IT suite are nearing completion. The contractors program is being carefully monitored and it is currently anticipated that construction works will complete at the end of the 54 week contract period. Measures have been taken to accelerate the rate at which the interior of the building dries out however this remains a real risk to the contract completion date. The project remains on budget with external funding of £120k secured against this project from MALD, Welsh Government through their capital funding to museums, archives and libraries. The archive is due to re-open in the Autumn of 2019, providing satisfactory internal environmental conditions are reached. The staffing structure to support the new service is in the implementation phase.</p>	<p><b>COMM</b></p>

# Building a Better Council & Better Use of Resources





# Well-being Objective 15a - Building a Better Council

## We published a new Corporate Strategy incorporating 4 plans into 1

The New Corporate Strategy was published on the 30<sup>th</sup> June 2018. It consolidated the previous Corporate Strategy, our Improvement Plan, Well-being Objectives and the Executive Boards 5 year Plan -Moving Forward in Carmarthenshire.

### Why it is important

- It is important that our strategic plans are aligned and integrated
- In Building a Better Council we want to make every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.
- 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 <b>Building a Better Council</b>
4 Financial Planning 5 Assets 6 Procurement 7 Risk	Covered by <b>Making Better Use of Resources</b>

### Success Measures

*No year on year comparison available for these measures*

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

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

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

  
Staff sickness is at a 4 year low  
**9.8** days per year  
(with main cause of sickness being stress, mental health & fatigue)

### Explaining the Results

- According to the 2018/19 [National Survey for Wales](#)
  - **Comments will follow when the data becomes available in June/July 2019.**
- Staff Sickness within the Authority has reduced from 10.1 days in 2017/18 to 9.8 days in 2018/19 (it was last at this level in 2014/15 with 9.6 days). Sickness data is regularly monitored and analysed to ensure the focus is on reducing absence, with a Challenge and Review forum which identifies where there are gaps as well examples of good practice. The main cause of sickness continues to be stress, mental health & fatigue.

## Progress Made

### Corporate Planning

- Since publication of the Carmarthenshire Well-being Plan the Public Service Board (PSB) has approved a new partnership structure and a series of Delivery Groups have been established.
- We are further developing the Council's means of undertaking consultation and developing ways of engaging with communities such as the Disability Partnership and the 50+ Forum.

### Performance Management

- Wales Audit Office certified that our New Corporate Strategy (June 2018) and our Annual Report( October 2018) satisfied legislative requirements
- To ensure we take all reasonable steps to meet our Well-being Objectives, we reshaped our Performance Information Monitoring System (PIMS) and the business planning format

### Workforce Planning

- We have been awarded the *silver accreditation* against the Investors in People (IIP) Standard.
- In March 2018 we began paying the equivalent of the Foundation Living Wage to our staff (explained more fully in WBO5 – Tackling Poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty)
- We have signed up to the '*Time to Change pledge*' which is a public declaration that an organisation wants to step up to tackle mental health stigma and discrimination.

**As part of the National Apprenticeship week we celebrated the achievements of staff who have completed their apprenticeships**



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



View our [detailed progress here](#)  
against this objective



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

Over the last 5 years we have had to manage reductions in service budgets of around £50 million, with minimum impact on front line services.

The financial position faced by local authorities has had a consistent theme with the level of resources available to public services seeing significant reductions. We have had to manage reductions in service budgets, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations. We strive to manage this situation by reducing our spending without any significant impact on the frontline services valued by our communities.

### 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.
- The Well-being of Future Generations Act requires **7 areas** of corporate change, **4** within Making Better Use of Resources which are a key expectation of the Future Generations Commissioner in Annual Reporting.

4 Financial Planning

5 Assets

6 Procurement

7 Risk

Making Better Use of Resources

[FGC - The journey so far: May 2018](#)

### Success Measures



**14%** increase of 'Do it online' payments (From 34,494 to 39,321)



**£TBCm** current savings were made in 2018/19

No year on year comparison available

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



(previously 8%)  
(Welsh average **TBC%** and in **TBC<sup>th</sup>** place)  
*(Source: National Survey for Wales)*

### Explaining the Results

- More customers are **paying for services online** with the number of payments increasing by 5% from 34,494 in 2017/18 to **39,321 in 2018/19**.
- Addressing this 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.
- **Comments will follow when the [National Survey for Wales](#) data becomes available in June/July 2019.**

## Progress Made

### Financial Planning:

- Our Well Being Objectives identified financial commitments to each objective and the Members Budget Seminars identified our Well Being Objectives when considering budget proposals. Impact assessments also ensured the impact of our Well Being Objectives were considered.
- We have improved our financial reporting by providing sufficient information on reserves and a clear audit trail for decisions regarding reserves and have strengthened our financial planning arrangements. Business Plans are presented to Scrutiny Committees at the same time of budget proposal consultations, 3 year savings proposals are prepared and detailed monitoring is in place.

### Assets:

- Work continued on the collation of data on all community based assets with a view to making better use of facilities. Community Asset transfer discussions are ongoing with various interested parties.

### Procurement:

- In June 2018 we published our [Procurement Strategy 2018-22](#) which sets out our strategic priorities and our commitment to ensuring that the economic, social and environmental well-being of Carmarthenshire is at the heart of our activities.

### Risks:

- Our Corporate, Departmental and Service Risk Registers were all updated in 2018/19 in line with the Risk Management & Contingency Planning Strategy 2018-22 and the Well-being of Future Generations Act.

**We are committed to delivering Community Benefits, an £8.8 Million scheme for Ysgol Penrhos in Llanelli reported that for every £1 spent £1.86 was reinvested back into the Welsh Economy**



Executive Board Member  
For Resources: Cllr David Jenkins



View our [detailed progress here](#)  
against this objective

DRAFT



# APPENDICES

DRAFT

## 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. Our Well-being Plan combined both requirements and this Annual Report does the same.

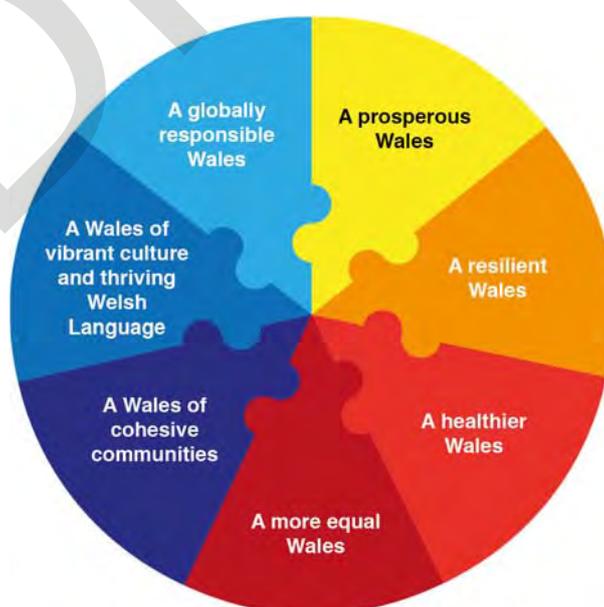
### The Local Government (Wales) Measure 2009

- 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.

## 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	Support and improve progress and achievement for all learners	✓	✓		✓		✓	✓
	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)	✓		✓	✓	✓	✓	
Age Well	9	Support good connections with friends, family & safer communities			✓	✓	✓		✓
	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	✓	✓	✓	✓	✓	✓	✓

## Success measures for our Well-being Objectives

Additional results and comparative data will become available later in the year

DRAFT

National Survey for Wales Results

Data becomes available in phases from end of June.

DRAFT

## How our 2018/19 results for Public Accountability Measures compare to other Councils in Wales

Here are the key dates for the 2018-19 data collection and publication from DataCymru:

Activity	Date
Education and Planning data published	01/07/2019
Sign off form available (collected data only)	14/06/2019
Sign off deadline (collected data only)	21/06/2019
Data pre-released (collected data only)	05/07/2019
'Collected' data published: <ul style="list-style-type: none"> <li>• Corporate Services;</li> <li>• Environmental Services;</li> <li>• Housing (including PAM/012);</li> <li>• Leisure and Culture (PAM/017);</li> <li>• Highways Services; and</li> <li>• Public Protection.</li> </ul>	29/07/2019
'Sourced' data published: <ul style="list-style-type: none"> <li>• Housing (PAM036 / PAM038);</li> <li>• Leisure and Culture (PAM/040);</li> <li>• Waste Services</li> </ul>	04/11/2019 (Tbc)
Leisure and Culture (PAM041 / PAM042) data published	02/12/2019 (Tbc)
Social care data published	Tbc

## Our Regulatory Reports

The following list of regulatory reports were issued during the last twelve months:



### LOCAL REPORTS

<a href="#">Annual Improvement Report: 2017-18 (Aug 2018)</a>
<a href="#">Evaluation of the Council's Review of People Performance Management 2017 (April 2018)</a>
<a href="#">Scrutiny: Fit for the Future? Review (June 2018)</a>
<a href="#">Audit Committee Effectiveness (July 2018)</a>
<a href="#">Local Government Services to Rural Communities (Nov 2018)</a>
<a href="#">Provision of Local Government Services to Rural Communities: Community Asset Transfer (Nov 2018)</a>
<a href="#">Local Government Use of Data (Jan 2019)</a>
<a href="#">Well-being of Future Generations examination - WBO 2 (Feb 2019)</a>

### NATIONAL REPORTS

<a href="#">Speak My language: Overcoming Language &amp; Communication Barriers in Public Services (April 2018)</a>
<a href="#">Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities (May 2018)</a>
<a href="#">National Fraud Initiative in Wales 2016-18 (Oct 2018)</a>
<a href="#">Procuring Residual and Food Waste Treatment Capacity (Oct 2018)</a>
<a href="#">Managing the Impact of Brexit on the Rural Development Programme in Wales (Nov 2018)</a>
<a href="#">Waste Management in Wales: Municipal Recycling (Nov 2018)</a>
<a href="#">The Maturity of Local Government in Use of Data (Dec 2018)</a>



To follow



To Follow





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](mailto:performance@carmarthenshire.gov.uk)**



Follow us and add your comments on the **[Council's Facebook](#)** page



Follow this plan and add your Tweets on our **[Twitter](#)** page - **#CarmsReport**