

Scrutiny measures & actions full monitoring report

Policy and Resources scrutiny - Quarter 1 2019/20

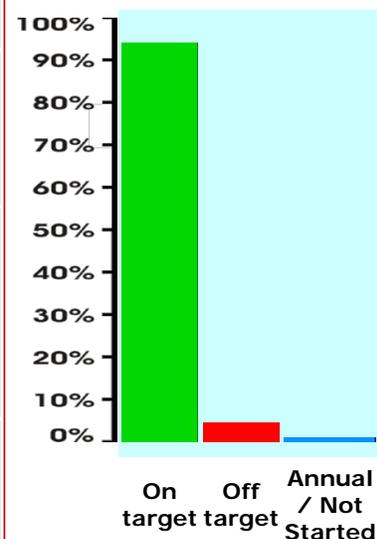
Filtered by:

Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2019/20

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

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
3. Support and improve progress and achievement for all learners	Actions	1	1	0	0	N/A	0	100%	100%
5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of	Actions	4	4	0	0	N/A	0	100%	100%
	Measures	3	3	0	0	0	0	100%	
6. Create more jobs and growth throughout the county	Actions	3	3	0	0	N/A	0	100%	100%
	Measures	1	1	0	0	0	0	100%	
9. Support good connections with friends, family and safer communities	Actions	1	1	0	0	N/A	0	100%	100%
14. Promote Welsh Language & Culture	Actions	8	8	0	0	N/A	0	100%	100%
15. Building a Better Council and Making Better Use of Resources	Actions	56	55	1	0	N/A	0	98%	93%
	Measures	11	7	3	0	0	1	64%	
Overall Performance	Actions and Measures	88	83	4	0	0	1	94%	

Performance against Target



OFF TARGET**ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources****Sub-theme: B2. Openness and engagement**

Action	13309	Target date	31/03/2020 (original target 31/03/2019)
Action promised	We will continue to deliver a training programme for all staff and managers on Data Protection taking into account any changes in legislation arising from the new Data Protection Act 2018		
Comment	By the end of Q1 2019/20 a total of 1,454 (31%) employees had completed the e-learning module or attended a training session.		
Remedial Action	Following a report to CMT on 29th May 2019 highlighting the lack of progress in completing the training and email was sent to all Directors providing data on completions and a revised deadline of 30th September 2019. This is being monitored and further reminders will be issued.		
Service Head: Noelwyn Daniel	Performance status: Off target		

Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B5. Valuing our people; engaging, leading and supporting**

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days lost to sickness absence per employee PAM/001	9.5	10.3	Q1: 2.2 End Of Year: 9.8	Target: 2.0 Result: 2.3 Calculation: 14010.7 ÷ 6067.2	Target: 4.0	Target: 6.8	Target: 9.6
Comment	The result is slightly off target, with a similar outturn to last year.						
Remedial Action	The drive to reduce absence is led by Corporate Management Team (CMT) and Department Management Teams (DMTs) supported by People Management, and challenged via the Challenge and Review forum. Data is provided to each Head of Service. This alongside professional advice from Human Resources and Occupational Health to monitor trends, manage individual cases and provide the relevant support. There is policy, guidance, online training and workshops in addition for managers, to assist the attendance management process.						
Service Head: Paul R Thomas	Performance status: Off target						

Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B6. Managing risks, performance and finance**

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage performance against target to generate capital receipts to support the capital program 2.1.2.12	Not applicable		Q1: 3.39 End Of Year: 68.27	Target: 20.00 Result: 1.63 Calculation: (51351 ÷ 3141450) × 100	Target: 30.00	Target: 40.00	Target: 100.00
Comment	The first quarter has been relatively quiet in terms of actual receipts generated however legal formalities are progressing on a number of transactions.						
Remedial Action	A number of transactions with significant receipts are progressing which will hopefully meet the capital receipt target for 2019/20						
Service Head: Jason Jones			Performance status: Off target				

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority CFH/007	97.73	97.34	Q1: 30.16 End Of Year: 97.64	Target: 31.00 Result: 30.23 Calculation: (30870333 ÷ 102105876.93) × 100	Target: 56.00	Target: 84.00	Target: 97.50
Comment	There is no obvious reason for the result falling below target, however, the result is above the quarter 1 result for last year of 30.16%. Recovery action has been taken in accordance with the revised procedures which proved very successful during 2017/18 and in fact more cases have been subject to action than during the same period last year. It is therefore anticipated that results will be back on track as the year progresses.						
Remedial Action	No changes proposed to the revised recovery processes that were successfully introduced during 2017/18 and produced successful results in 2018/19.						
Service Head: Helen Pugh			Performance status: Off target				

ON TARGET ETC.
ACTIONS - Theme: 14. Promote Welsh Language & Culture
Sub-theme: A. Implement and monitor the Welsh Language Standards

Action	12425	Target date	31/03/2020 (original target 31/03/2018)
Action promised	We will develop an integrated Welsh Language Programme for our staff		
Comment	<p>All staff that attended the Work Welsh Intense programmes from Nov - March 19 successfully passed their assessments and have progressed onto the next skills/attainment level. Following this, two progression groups have started until March 2020 at Foundation and Intermediate level.</p> <p>A positive uptake and interest has occurred to carry out Welsh Language Assessment.</p> <p>We have successfully negotiated a price with Say Something in Welsh as an alternative pathway for staff to become Welsh speakers. This is an online course claiming that learners will be confident speakers in 6months. This provides the potential of attaining L3 Welsh verbal skills. As part of the negotiated price deal, we will assess staff levels before, during and after the course, and share the data and feedback anonymously with SSIW.</p> <p>There continues to be a positive uptake on the 10 hour online courses, Welsh for Adult courses and residential work Welsh course at Nant Gwrtheyrn and Cardigan Castle. New pathways for staff include the SSIW, and 1-week intensive Welsh courses with UWTSD.</p> <p>Social Care Wales are funding UWTSD to deliver a series of training programmes. CCC staff have started the entry course alongside staff from HDDHB. We have a group of names from domiciliary carers ready for the next programme.</p>		
Service Head: Paul R Thomas	Performance status: On target		
Action	13280	Target date	31/03/2020 (original target 31/03/2019)
Action promised	We will ensure the Council complies with the requirements of the Welsh Language Standards		
Comment	<p>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. New guidance has been prepared on 1) bilingual training provision and undertaking training assessments and 2) 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. As part of the Members Advisory Panel in July, we will be discussing the development of a self-regulating framework, in order to monitor progress and address any areas where the requirements are currently not being met.</p>		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	13281	Target date	31/03/2020 (original target 31/03/2019)
Action promised	To facilitate good decision making, we will introduce an integrated Impact Assessment which consolidates Equality, Welsh language and Well-being of Future Generations requirements.		
Comment	<p>A draft Integrated 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 and Privacy statements. The draft assessment will be discussed by the Corporate Management Team in the coming weeks.</p>		
Service Head: Wendy S Walters	Performance status: On target		

ACTIONS - Theme: 14. Promote Welsh Language & Culture**Sub-theme: C. The Welsh Language Promotion Strategy**

Action	12938	Target date	31/03/2021
Action promised	To promote the Strategy for Welsh Language - We will increase the numbers acquiring basic and further skills in Welsh through the education system and through language transmission in the home		
Comment	This action links in closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. The Welsh language Strategic Forum held on 19 June 2019 focussed upon Early Years provision and the action plan will be updated further to this meeting. The Policy & Partnership Team have prepared resources to explain the benefits of bilingual education. The team have also supported the Education and Children`s Services Department in the consultation for change of provision for five specific schools in the county.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	12939	Target date	31/03/2021
Action promised	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		
Comment	The Council has a number of learning opportunities in place for members of staff through the internal Welsh for Adults team and the National Centre for Learning Welsh. We are supporting staff through both the Community Education based courses and also the Intensive courses provided by the National Centre for Learning Welsh. The National Centre is increasing the inline provision that is available and we are encouraging staff to complete the 10 hour e-learning modules as part of their learning journey. 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 children to learn Welsh.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	12940	Target date	31/03/2021
Action promised	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		
Comment	The County`s 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 LDP Stakeholder Group and regular updates are received in relation to the revision of the Local Development Plan. The Policy and Partnership Team will be working with the Forward Planning Team to support the impact assessment process in order to identify and mitigate any potential negative effects on the Welsh language.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	12941	Target date	31/03/2021
Action promised	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		
Comment	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.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	12942	Target date	31/03/2021
Action promised	We will market and promote the Welsh language. Raising the status of Welsh and awareness of the benefits of bilingualism and bilingual education. And by raising awareness of these benefits, attracting more residents of the county to acquire the language		
Comment	The County Strategic Forum has lead on the preparation of a Welcome Pack for individuals / families moving to Carmarthenshire which provides the linguistic context and the opportunities for a bilingual education. This document links closely with the `Being Bilingual in Carmarthenshire` leaflet. In implementing the Welsh in Education Strategic Plan, further `Frequently asked Questions` and videos have been added to the Bilingual Education section of the corporate website.		
Service Head: Noelwyn Daniel		Performance status: On target	

Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: A. Transforming, Innovating and Changing (TIC) the way we work and deliver services**

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online ICT/003	Not applicable		Q1: 14 End Of Year: 23	Target: 25 Result: 25	Target: 27	Target: 29	Target: 30
Comment	The target for FY 18/19 was 18 transactional services online. Delivery exceeded to 23 services and projects. For Q1 19/20. The primary focus has been to complete projects that had rolled-forward from the previous financial year. Namely: New on-line services for HWRC Permit Scheme and residency checks at Household waste recycling centres. Also launched the Temporary Road Closure Requests with online payment.						
Service Head: Noelwyn Daniel			Performance status: On target				

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: A. Transforming, Innovating and Changing (TIC) the way we work and deliver services**

Action	13297	Target date	31/03/2020 (original target 31/03/2019)
Action promised	We will fully implement a new Agile Working approach across the Council in order to make the best use of our building stock		
Comment	<p>PEOPLE Staff moving back to 3 Spilman Street informed and aware of timescales</p> <p>Staff engagement with County Hall staff complete. All staff are aware of the outline plans and potential timescales.</p> <p>MOBILE WORKING Projects have been linked to work being carried out to develop Trostre depot as the outcome of developing TOTAL is linked to being to mobilise depot staff and reduce accommodation requirements.</p> <p>PROPERTY 3 Spilman Street: Work on 3 Spilman Street has been subject to an 8 week delay due to remedial fire protection work required on the ground and first floors of the building. This has forced the project to temporarily move staff from those floors onto the completed 3rd floor while the work is completed. Therefore, returning staff will occupy the building over a two-week period starting from 19th August 2019.</p> <p>Building 2: Once current occupiers have moved back to Spilman Street the area will be configured for Finance staff from County Hall to move in in late September.</p> <p>5-8 Spilman Street: The building has been sold.</p> <p>County Hall: County Hall proposal complete and being taken to CMT on 26th June 2019. Pensions staff moving to Building 2 PDS are due to move at the end of September.</p> <p>Trostre Depot: Environment Department staff re-structuring has resulted in the project possibly needing to bring depots into scope. Work is on-going with the respective HoS</p> <p>ICT ICT Services continue to move ahead of the project assessing and equipping staff with the appropriate ICT kit. 70% of staff are now equipped with laptops</p> <p>NEXT Following some changes in the Property Team the strategic direction of the project needs to be reviewed which will determine which buildings are tackled next</p>		
Service Head: Jon Owen	Performance status: On target		

Action	13301	Target date	31/03/2021
Action promised	We will ensure the Council makes the most efficient and effective use of all of its community based assets and where necessary and appropriate transfer ownership of assets to other community groups and interested stakeholders.		
Comment	The majority of Parks and playgrounds have been transferred to Town and Community Councils. The Council will continue to assist and promote Community Asset Transfers (CAT) on the few remaining assets that are appropriate for the process.		
Service Head: Jason Jones	Performance status: On target		
Action	13303	Target date	31/03/2021
Action promised	We will undertake a review to consider options for the most effective delivery of depot provision across the County including options for shared facilities with other public sector partners.		
Comment	Negotiations are ongoing in relation to acquiring additional land to facilitate more effective delivery and the potential to share accommodation.		
Service Head: Jason Jones	Performance status: On target		
Action	14104	Target date	31/03/2020
Action promised	We will ensure the TIC programme continues to implement a balanced work programme so that TIC can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short term and medium term.		
Comment	The TIC Programme continues to support a number of objectives including improving services and processes; identifying and supporting the delivery of efficiency savings and supporting cultural and behavioural change across the organisation. There are over 15 projects on the current programme and the programme is flexible to allow for new projects to be added during the course of the year.		
Service Head: Jon Owen	Performance status: On target		
Action	14105	Target date	31/03/2020
Action promised	We will develop and implement more effective consultation and engagement mechanisms with the public and service users about the design of the TIC programme and the shape of future services		
Comment	A revised Communications Plan for the TIC Programme is currently under development and this will look to support the aim of engaging the public and service users in the identification of future TIC priorities and projects. This will include the development of TIC webpages to promote the purpose and nature of our programme and to provide opportunities for residents to feedback views and ideas.		
Service Head: Jon Owen	Performance status: On target		
Action	14106	Target date	31/03/2020
Action promised	We will make better use of data and information to identify future TIC priorities.		
Comment	The TIC Team have developed a Routine Spend Dashboard with the aim of monitoring and potentially reducing spend in areas of repetitive expenditure such as energy, travel and overtime. This will be reported to TIC Board and CMT on a 6 monthly basis. The Dashboard is currently being updated with data for the financial year 2018/19. The team is also looking to develop a Service Review Matrix which will provide an opportunity to consider a wide range of service performance and financial data to assist in the identification of future projects and reviews.		
Service Head: Jon Owen	Performance status: On target		
Action	14107	Target date	31/03/2020
Action promised	We will in line with our Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services.		
Comment	ICT Services annual engagement program has been drafted and published during quarter 1. Our Autumn Digital Transformation events for both Senior Officers and Members are currently being arranged for the Autumn. DMT attendance currently being arranged for the Autumn. Actively supported several corporate events including full council and scrutiny committees during quarter 1. Floor walking activity has been ongoing throughout quarter 1.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14108	Target date	31/03/2020
Action promised	We will maintain and develop the authorities' main digital platforms by user testing and by researching all new technology updates.		
Comment	CCC and Discover Carmarthenshire stats have increased from this time last year. We have identified some areas for improvement, details in attached report.		
Service Head: Deina Hockenhuil	Performance status: On target		Page 7 of 22

Action	14109	Target date	31/03/2020
Action promised	We will implement innovative digital solutions that will enable increased collaboration and facilitate organisations to work seamlessly together.		
Comment	<p>Proof of concept build of our new SharePoint Online data storage area is complete. Currently testing and piloting with various service areas. This solution will provide the ability to host and share data both internally and with external partners, providing a data collaboration and sharing facility for the organisation, it's partners and customers.</p> <p>Microsoft Teams is currently being tested within ICT Services and with 3 pilot areas across the organisation. Work is ongoing with Microsoft and our customers to understand the platforms potential and how best to deploy and integrate across our workforce. Teams will provide the ability to collaborate, communicate and share information and knowledge quickly and easily both internally and with partners.</p> <p>Gov Roam is the all Wales public sector consistent wi-fi network. Once deployed across all Welsh public sector sites including Carmarthenshire, it will allow any public-sector worker to connect to the Gov Roam wi-fi network and access their organisations systems regardless of location including Health sites, Police sites, Fire sites, Schools, Local Authority buildings etc. Carmarthenshire's build of this technology is complete during Q1 with testing ongoing.</p>		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14110	Target date	31/03/2020
Action promised	We will upgrade and replace an ageing ICT infrastructure to ensure that we have a robust and stable environment.		
Comment	We are continuing the rollout of new laptops to replace ageing kit for corporate customers. Schools email has been migrated off legacy email systems to cloud based email in Y Hwb. We plan to migrate school web filtering to a new system in the summer.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14111	Target date	31/03/2020
Action promised	We will establish the feasibility of developing a joint procurement service with Pembrokeshire County Council.		
Comment	A joint review of the Pilot Procurement Shared Service with Pembrokeshire, managed by the TIC team in Carmarthenshire and their equivalent officers in Pembrokeshire, was undertaken between January and April 2019. Whilst there was some evidence to suggest that the Shared Service arrangement achieved some of the objectives and anticipated benefits identified in the original project business case agreed in March 2017; support in rolling out the Category Management in Carmarthenshire for example, a number of on-going challenges made it difficult to continue. Namely, the inability to anchor it legally with a MOU or other appropriate legal model. It was decided therefore that the Pilot would come to an end on the 31st May 2019. Moving forward the two Authorities have agreed to work together on a strategic partnership basis recognising the context of the WLGA's move towards more regional working and we will continue to explore joint working in areas such as training and joint tendering where it is appropriate to do so.		
Service Head: Helen Pugh	Performance status: On target		

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B1. Integrity and Values**

Action	13306	Target date	31/12/2019 (original target 31/07/2018)
Action promised	We will review our Financial Procedure Rules		
Comment	Further revisions made to the FPR; once complete, document will be reviewed and final draft will be taken to DMT and AC for approval.		
Service Head: Helen Pugh	Performance status: On target		
Action	14112	Target date	31/03/2020
Action promised	We will promote the Authority's Financial policies and procedures, Antifraud and Anti-Corruption Strategy.		
Comment	Once revised procedures and strategy have been agreed, these will be actively promoted.		
Service Head: Helen Pugh	Performance status: On target		
Action	14113	Target date	31/03/2020
Action promised	We will make sure that the Corporate Strategy addresses the CIPFA/SOLACE 7 Principles of Good Governance through the Well being Objective 'Building a Better Council & Making Use of Resources'		
Comment	The Corporate Strategy was refreshed and published at the end of June 2019. The Corporate Strategy addresses the CIPFA/SOLACE 7 Principles of Good Governance through the Well being Objective 'Building a Better Council Making Use of Resources'. The Corporate Governance Group oversees this Well being Objective. This Well being Objective addresses the expectations of the Well-being of Future Generations Act in respect of Corporate requirements. This Well being Objective has 67 actions and targets for improvement across the 7 Principles of Good Governance. This also ties back to the Annual Governance Statement which aims to deliver the principles.		
Service Head: Noelwyn Daniel	Performance status: On target		

Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B2. Openness and engagement**

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days 2.1.1.17	Not applicable		Q1: 98.11 End Of Year: 98.66	Target: 90.00 Result: 98.95 Calculation: (284 ÷ 287) × 100	Target: 90.00	Target: 90.00	Target: 90.00
Service Head: Noelwyn Daniel	Performance status: On target						

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B2. Openness and engagement**

Action	12435	Target date	31/03/2020 (original target 31/03/2018)
Action promised	We will further develop the Council's consultation, engagement and research approaches		
Comment	Our corporate approach to consultation is being considered as part of a new review into Corporate Policy. Improved use of technology to analyse and share the data from engagement and consultation work is being considered.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14114	Target date	31/03/2020
Action promised	We will continue to ensure compliance with the General Data Protection Regulations requirements.		
Comment	An action plan addressing the main requirements of the legislation has been put in place. A review by Internal Audit on compliance has also been undertaken with a final report issued highlighting 4 recommendations for compliance.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14115	Target date	31/03/2020
Action promised	We will work with Public Services Board partners to develop our approach to engagement and participation with children and young people ensuring their voice is listened to as part of public service development.		
Comment	Staff are exploring the possibility and feasibility of using The Right Way: A Future Fit for Children toolkit developed jointly by the Childrens Commissioners Office and the Future Generations Office designed to help public bodies review and improve the services they provide for children and young people. However, working with the Engagement Team this piece of work and the development of a new Children and Young Peoples Participation and Childrens Rights Strategy has been postponed due to possible changes and the way forward still waiting to be confirmed. An initial Engagement Session was planned for July but has been postponed.		
Service Head: Aeron Rees	Performance status: On target		
Action	14116	Target date	31/03/2022
Action promised	We will ensure we work with the Boundary Commission for Wales on implementing the next stages of the Electoral Review for Carmarthenshire		
Comment	Awaiting for the final proposals from the Local Government Boundary Commission - delayed because of Brexit		
Service Head: Amanda Bebb	Performance status: On target		
Action	14117	Target date	31/03/2022
Action promised	We will work with particular sectors of our community in particular the young people of Carmarthenshire and Persons in Charge of Residential/Nursing Homes, to raise awareness of the importance of registering to vote		
Comment	On-going process.		
Service Head: Amanda Bebb	Performance status: On target		
Action	14118	Target date	31/03/2021
Action promised	We will ensure that Canvass Reform is implemented at the start of the Annual 2020 Canvass		
Comment	Working with Cabinet Office and Welsh Govt. in preparations for the 2020 canvass		
Service Head: Amanda Bebb	Performance status: On target		
Action	14119	Target date	30/09/2019
Action promised	We will review the format of the Councillors Budget Seminars with the aim of increasing overall attendance.		
Comment	Information packs substantially revised in previous round of seminars. proposals developed in conjunction with marketing & comms dept for Nov/Dec 2019 seminars to go to CMT for consideration		
Service Head: Randal Hemingway	Performance status: On target		

Action	14120	Target date	31/03/2021
Action promised	We will monitor new legislation/new policy as published by the Welsh Government and consider the impact on the Council		
Comment	The Policy & Partnership Team works closely with the Welsh Government on many aspects of legislation and policy. We will continue to monitor any new areas that may impact the Local Authority and discuss with relevant Elected Members / colleagues		
Service Head: Noelwyn Daniel	Performance status: On target		

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B3. Making a difference

Measure Description	2018/19 Comparative Data		2019/20 Target and Results				
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of households have Internet access in Carmarthenshire ICT/006	Not applicable		End Of Year: 86	--	--	--	Target: 87 Result: 87
Comment	According to the 2018/19 National Survey for Wales, 87% of households in Carmarthenshire have internet access. This is an improvement on the previous survey in 2017/18 with a result of 86%. Despite the slight increase, when compared to other authorities in Wales we have moved down 1 place from 9th to 10th position.						
Service Head: Noelwyn Daniel	Performance status: On target						

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B3. Making a difference

Action	14121	Target date	31/03/2020
Action promised	We will ensure the Council fully responds and complies with the requirements of the Well-being of Future Generations Act including consideration of the five ways of working in all that we do		
Comment	In preparing the Business Plans and Well being Objectives for 2019-20 the Ways of Working were prompted as part of the template and informed the development of action plans. We have also started a Ways of Working workshop programme for Well-being Objectives. In accordance with the expectations of the Act we consulted on the Well being Objectives set for 2019/20 and reviewed their content and made adjustments to ensure their currency.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14122	Target date	31/03/2020
Action promised	We will develop a system to provide assurance at a corporate level that the Council is considering the five ways of working in the actions to deliver our Well-being Objectives.		
Comment	The ways of working well being objective workshop programme will help ensure that the ways of working are considered in the actions to deliver well being objectives. The Integrated Impact Assessments and report cover sheets will also require Ways of working emphasis.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14123	Target date	31/03/2020
Action promised	We will develop a process to embed the 5 Ways of Working across the Council and maximise learning.		
Comment	This was a WAO Proposal for Improvement as part of their review of Well being Objective 2. We have instigated a programme of ways of working workshops for each well being objective.		
Service Head: Noelwyn Daniel	Performance status: On target		

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B4. Making sure we achieve what we set out to do

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% use of the ICT Self Service helpdesk ICT/002	Not applicable		Q1: 45.5 End Of Year: 45.4	Target: 45.0 Result: 45.6 Calculation: (15266 ÷ 33491) × 100	Target: 46.0	Target: 47.0	Target: 48.0
Comment	self service tickets and total tickets						
Service Head: Noelwyn Daniel			Performance status: On target				

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B5. Valuing our people; engaging, leading and supporting

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of laptops used in the council ICT/004	Not applicable		Q1: 58 End Of Year: 68	Target: 70 Result: 74 Calculation: (2389 ÷ 3248) × 100	Target: 72	Target: 74	Target: 76
Comment	total laptops and total workstations						
Service Head: Noelwyn Daniel			Performance status: On target				

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B6. Managing risks, performance and finance

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority CFH/008	98.22	97.88	Q1: 35.91 End Of Year: 98.08	Target: 33.00 Result: 35.76 Calculation: (17711339.95 ÷ 49524578.11) × 100	Target: 60.00	Target: 85.00	Target: 98.10
Service Head: Helen Pugh			Performance status: On target				

Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B7. Good transparency and accountability**

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Actual achievement against Annual Audit Plan 6.4.1.3	Not applicable		Q1: 7 End Of Year: 72	Target: 10 Result: 10 Calculation: (126 ÷ 1240) × 100	Target: 35	Target: 60	Target: 90
Service Head: Helen Pugh			Performance status: On target				

Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of**Sub-theme: C. Improving the lives of those living in poverty**

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q1: 22.78 End Of Year: 22.55	Target: 26.00 Result: 15.89 Calculation: 19467 ÷ 1225	Target: 26.00	Target: 24.00	Target: 22.50
Service Head: Helen Pugh			Performance status: On target				

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q1: 4.82 End Of Year: 4.26	Target: 7.00 Result: 3.40 Calculation: 96806 ÷ 28512	Target: 7.00	Target: 7.00	Target: 5.50
Service Head: Helen Pugh			Performance status: On target				

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q1: 93.55 End Of Year: 94.90	Target: 92.50 Result: 96.40 Calculation: (321 ÷ 333) × 100	Target: 92.50	Target: 93.00	Target: 95.00
Service Head: Helen Pugh			Performance status: On target				

Theme: 6. Create more jobs and growth throughout the county**Sub-theme: D. By developing learning, skills, employability and encouraging a spirit of entrepreneurship...**

Measure Description	2018/19 Comparative Data			2019/20 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees PAM/044	Not applicable		New measure	Target: 20.0 Result: 20.0 Calculation: (125 ÷ 6256) × 1000	Target: 20.0	Target: 20.0	Target: 20.0
Service Head: Paul R Thomas			Performance status: On target				

ACTIONS - Theme: 9. Support good connections with friends, family and safer communities**Sub-theme: B. Strong connections for people, places and organisations**

Action	14044	Target date	31/03/2020
Action promised	We will further develop the Council's approach to implementing the Armed Forces Community Covenant.		
Comment	There are many new opportunities to embed the Armed Forces Community Covenant into our work. The Policy and Partnership Team will be meeting with the Executive Board Armed Forces Champion during July to prepare a detailed action plan for the coming year, which will include areas of work such as marketing and the Employer Recognition Scheme.		
Service Head: Noelwyn Daniel		Performance status: On target	

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B3. Making a difference**

Action	14124	Target date	31/03/2020
Action promised	To strengthen our approach to longer term working, we will review opportunities to expand the business planning timeframe ie. service plans to identify longer term(e.g. ten years) objectives and risks		
Comment	This was a WAO recommendation as part of their review of Well-being Objective 2. We will review this proposal for improvement as part of the wider review of Corporate Policy and Performance Management--as part of IT and Corporate Policy review.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14125	Target date	31/03/2020
Action promised	We will ensure the Public Services Board Delivery Groups make progress against the identified actions of the Carmarthenshire Well-being Plan.		
Comment	There is ongoing liaison and support provided to each of the Delivery Groups. Updates on progress against the Well-being Plan's actions continue to be provided on a regular basis by each of the Delivery Groups and presented to the Public Services Board.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14126	Target date	31/03/2021
Action promised	We will review the Council's Strategic Equality Plan.		
Comment	The Policy and Partnership Team have supported a regional Public Sector consultation on the Strategic Equality Plan. 461 responses have been received and detailed information will be provided across the region in qualitative and quantitative format. The team will be preparing a detailed evidence report during August 2019 which will inform the development of a draft plan.		
Service Head: Noelwyn Daniel		Performance status: On target	

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B4. Making sure we achieve what we set out to do**

Action	13321	Target date	31/03/2021
Action promised	We will continue to develop strong links between Service Asset Management Plans and the Corporate Asset Management Plan		
Comment	Discussions are ongoing with services on the suitability and sufficiency of their portfolios, which will feed into a review of the Asset Management Plan in 2019/20		
Service Head: Jason Jones		Performance status: On target	
Action	13322	Target date	31/03/2021
Action promised	We will collect more information on the condition of our buildings to assist with developing more strategic future maintenance plans		
Comment	Implementation of the realignment structure for the Property Maintenance Section is continuing and the enhanced Condition and Compliance Team is now in place. Condition surveys have been prepared for Parc Howard and Abergwili Museums and a budget has been agreed for implementation of sample surveys for a portfolio of schools in line with Welsh Government requirements. A specification is being drawn up for this sample exercise and will then be used to roll out condition surveys across all portfolios. Initial consultation undertaken in relation to mobile capture tool for non-housing surveys. Bespoke database has been developed for housing condition surveys in accordance with WHQS and CHS requirements.		
Service Head: Jonathan Fearn		Performance status: On target	
Action	14127	Target date	31/03/2020
Action promised	We will review the Project Management Toolkit.		
Comment	The Project Management Toolkit has been updated to ensure it is still current. The Project Grants Manual is being updated to reflect current funding programmes. The new Manual will be issued by the end of the year.		
Service Head: Jason Jones		Performance status: On target	
Action	14128	Target date	31/03/2020
Action promised	We will redevelop the Performance Information Management System (PIMS)		
Comment	A project proposal has been submitted for consideration.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14129	Target date	31/03/2020
Action promised	We will address the Proposals for Improvement made in the Wales Audit Office review of Scrutiny arrangements.		
Comment	Numerous meetings and discussion have been held with the Chairs and Vice Chairs of Scrutiny on the proposals for improvement. Members and Officers have also received `effective scrutiny` training from the Centre for Public Scrutiny which has resulted in new `operational` ways of working for the DSU team which encourages members to take ownership and control of their agendas (P2 - P5). A self assessment questionnaire will be considered by the C&V of Scrutiny in September (P6) and initial work on `tidying up` the scrutiny structure has commenced (P1).		
Service Head: Linda Rees Jones		Performance status: On target	
Action	14130	Target date	30/09/2019
Action promised	We will implement the Council's decision that all members and officers to be ready for paperless working for Council and Committee meetings with effect from the 02/09/19 and encourage both Members and Officers to attend tailored training sessions for this purpose		
Comment	The Authority will move to a paperless meeting environment on the 2nd September 2019, this is following a series of training events and 1:1 sessions provided to elected members and officers. The first paperless meeting will take place on the 3rd September, and no papers will be issued.		
Service Head: Linda Rees Jones		Performance status: On target	

Action	14131	Target date	31/03/2020
Action promised	We will pursue the use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m.		
Comment	<p>Monitoring of Community Benefits is on-going. Regular meetings are under way with Alun Griffiths contractor on the Cross Hands East ELR road phase 2 scheme to maximise the benefits being delivered. The Regional Community Benefits Working group for the South West Wales Regional Contractors Framework has agreed the Community Benefits targets and outputs for the next generation of this framework (SWWRFC 2020) and the corresponding tender documentation has been drafted ready for tender advert due to be placed in July. Quarterly 21st Century Schools report have been received by the contractors on Pum Heol (TRJ), Llangadog (WRW) and Pontyberem (Lloyd & Gravell) school projects. The annual Carmarthenshire Homes Standard (CHS) combined Community Benefits Measurement Tool has been compiled by Procurement from two contractors data over the last 12 month period. The tools awaiting client sign off before being sent onto Welsh Government.</p>		
Service Head: Helen Pugh	Performance status: On target		
Action	14132	Target date	31/03/2020
Action promised	We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies.		
Comment	<p>In Q1 we have launched 2 new services via the corporate website and CRM (customer services). The new Permit Scheme and Residency Checks at Household Waste Recycling Centres (HWRC) process is now available and linked to the Citizen My Account allowing commercial businesses to apply and supply evidence to Cwm for their permits. Temporary Road Closures with Online Payment has also been launched. Current projects in development include the new Phase 2 of the My Account and the rebrand to the new HWB Customer Services branding. eBilling/eStatements will be launched as part of the Phase 2 which will allow our 9000 tenants the ability to access their Housing Rent Account and Quarterly Housing Rent Statements online via their My Account. We are also about to begin implementing a ChatBot and LiveChat channel for Housing and Safer Communities and Customer Services via the Website and Facebook Messenger Social Media Channel. This will allow citizens 24/7 the ability to engage with ChatBot for various services and allow Customer Services to have the ability to engage real-time LiveChat conversations with customer services (bilingually) if there are queries or services the ChatBot can not yet deliver; to help deliver an improved customer experience and access to a wider range of council services 24/7.</p>		
Service Head: Noelwyn Daniel	Performance status: On target		

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B5. Valuing our people; engaging, leading and supporting**

Action	14133	Target date	31/03/2020
Action promised	We will support the work of the People Strategy Group Board and the associated work streams.		
Comment	The three workstreams (Lead, Support, Engage) have been established and each is being led by a Head of Service. Members of each group gave a presentation to the People Strategy Group Board on the 20th May on progress made to date, which included a statement of the problems they are working on, plus an outline of research carried out to date. The presentations were attended by Jenny Trickett, our IIP Lead Assessor and were well received.		
Service Head: Paul R Thomas	Performance status: On target		
Action	14134	Target date	31/03/2020
Action promised	We will implement the Investors in People Action Plan.		
Comment	Our Lead Assessor visited in May and carried out an annual review which had a positive outcome. She attended the People Strategy Group Board (PSGB) and heard presentations from the three workstreams. She also participated in a PESTLE analysis. We will be implementing the actions that have been identified in the Investors in People Report after the Report has been presented to the PSGB		
Service Head: Paul R Thomas	Performance status: On target		
Action	14135	Target date	30/04/2019
Action promised	We will implement the 2019 NJC National Agreement on Pay including introducing the new pay spine.		
Comment	The NJC National Pay Agreement and pay spine were implemented on 1st April 2019.		
Service Head: Paul R Thomas	Performance status: On target		
Action	14136	Target date	31/03/2021
Action promised	We will ensure the end user has the appropriate IT device/devices and connectivity to deliver their service effectively.		
Comment	We are continuing to rollout laptop devices as per the agile program and replacing aged devices with new fit for purpose devices from the replacement program. Our remote working solution (Global Protect) has been upgraded and tested improving remote access performance to the Council's network.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14137	Target date	31/03/2020
Action promised	We will ensure the Council fully supports staff to maintain a healthy life style which will include proactive and preventative actions and education to raise awareness on key health topics and, where necessary, ensure the careful management of staff sickness absences in the interest of the staff and the provision of services.		
Comment	The wellbeing coordinators are working with the 3 largest departments and have agreed a series of interventions based on sickness data. These will promote positive physical and mental health. The interventions are to be evaluated and monitored.		
Service Head: Paul R Thomas	Performance status: On target		

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B6. Managing risks, performance and finance**

Action	13335	Target date	31/03/2020 (original target 31/03/2019)
Action promised	We will ensure that risks relating to all premises owned or occupied by the Council are suitably and sufficiently identified and managed.		
Comment	Realignment of the Property Maintenance Section has been implemented with the inclusion of a Condition and Compliance Team, which is now fully staffed. A review of current Fire Risk Assessments for sheltered complexes and blocks of flats has been undertaken and a prioritised list of the next phase of FRAs is awaited from Communities. Non-housing property risks continue to be monitored via a network of Premises Responsible Persons. Refresher training for PRPs is currently being rolled out		
Service Head: Jonathan Fearn	Performance status: On target		
Action	13914	Target date	31/03/2020
Action promised	We will ensure the Council manages its budgets effectively and prudently		
Comment	2018/19 budget resulted in an overall council underspend which was transferred to the general fund. Budget monitoring continues to be an important part of the system of internal control. the Head of Finance is currently exploring options to improve the timeliness of reports to members		
Service Head: Randal Hemingway	Performance status: On target		
Action	14138	Target date	31/03/2020
Action promised	Implement the Risk Management and Contingency Planning Strategy.		
Comment	Risk management page on the intranet to be developed so that the strategy can be made available to all staff. Actions included in the Strategy are progressing.		
Service Head: Helen Pugh	Performance status: On target		
Action	14139	Target date	31/03/2020
Action promised	Address any recommendations or proposals for improvement arising from the WAO review of Risk Management Arrangements – WAO report May/June 2019.		
Comment	A meeting was held between Head of Revenues and Financial Compliance and Wales Audit Office on 10th June to discuss findings. Awaiting final report		
Service Head: Helen Pugh	Performance status: On target		
Action	14140	Target date	31/03/2021
Action promised	We will ensure a robust approach to Cyber security and sustainable solutions are implemented for Information Governance.		
Comment	We have run a successful POC on utilising SharePoint online as a replacement system for the Council File Plan. This will improve our information governance on electric data held by the Council. Planning in the place to rollout to the authority.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14141	Target date	31/03/2020
Action promised	We will further strengthen financial planning arrangements by developing explicit links between the Medium Term Financial Plan and the Council's corporate planning processes		
Comment	The refreshed Corporate Strategy had an appendix tracking resources for each Well being Objective.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14142	Target date	31/03/2021
Action promised	We will manage and making best use of the Council's property and assets with a focus on rationalising office accommodation and sharing with other partners as well as facilitating community ownership of assets for community benefit.		
Comment	Implementation of agile working and installation of occupeye hardware is driving better use of current assets allowing surplus space to be shared with partners such as Hywel Dda at St David's Park (B14). The majority of the Council's recreational assets have been transferred to Town and Community Councils to facilitate local ownership and investment.		
Service Head: Jason Jones	Performance status: On target		

Action	14143	Target date	31/03/2021
Action promised	We will deliver, via ICT, the automation and integration of internal working processes and procedures to release efficiencies.		
Comment	<p>In Q1 we have launched new electronic processes and workflows as well as enhanced existing systems and processes. The new electronic Learning & Development Corporate Course Booking Process and Workflow has launched. Allowing Staff via the Intranet to apply for internal courses on offer with a comprehensive workflow for managers and HOS sign-off. The new FOIA / Subject Request online form has been launched for the Data Protection Officer John Tillman. Existing processes have been enhanced i.e. The Ladybird HR Severance system enhanced. We also had a large project to complete of decommissioning our old eForms system eBase and move all remaining forms and workflows and redevelop into our primary Firmstep Platform which has now completed. Current developments include a new electronic process for the Director Chris Moore for the 'Exception Report' process as well as looking at enhancements to the current Create New Post and Permission To Recruit HR processes. We are also working with Economic Development who do not have a back-office / electronic system to manage their service area. There is an ambitious project of scanning over 1220,000 paper record and move into the new SharePoint (CFP) that will shortly be rolling-out as well as enabling greater collaboration with the roll-out of Microsoft Teams.</p>		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14144	Target date	31/03/2020
Action promised	We will work with departments to implement the Category Management plans.		
Comment	<p>Construction & Waste The Contract Notice for the next iteration of the South West Wales Regional Contractors Framework was published on Friday 12th July with a closing date on 30th September 2019. The new Framework has an anticipated value of £1bn, comprises of 10 geographic and value banded lots and is scheduled to be in place by February 2020. A supplier event was held on 22nd May 2019 with an attendance approaching 200 delegates. A Spend review for Waste Management is ongoing – questionnaires have been analysed and an initial position for the category has been produced with further work to be undertaken to identify opportunities and tender requirements. The Corporate Procurement Unit assisted Cwm to undertake a procurement exercise for a residual waste contract (£37m), it is anticipated that the contract award notice will be issued imminently for the contract to start in July 2019. Several other schemes are also being delivered – Carmarthen Leisure Centre 2G Pitch, Y Morfa Landscaping, Waste Liners etc.</p> <p>Building Maintenance The minor works framework has now finally been awarded. There are 25 contractors across 9 Lots with 15 being from Carmarthenshire. The lot for Fire and Security alarms was not awarded due to lack of submissions, this will now be retendered as a stand-alone tender and may also include servicing. We are now working on a framework for the supply and servicing of stair lifts, this will be a joint exercise with PCC which is due to be advertised imminently. We are working our way through the category plan and reviewing the opportunities, some further tender exercises are due to be carried out to cover these, mainly for building materials which will be retendered once the new NPS framework goes live later in the year.</p> <p>Highways & Transport The Dynamic Purchasing System for Taxi services remains accessible for new providers provided they meet requirements of qualification for inclusion on the DPS. Invitation for tenders of this year's main bus routes were submitted via the DPS and tenders currently being evaluated for award mid to end July 2019. A joint framework with Pembrokeshire for Quarry Products was awarded on 16th April and covers the supply of Tarmacadam products, Ready Mix Concrete and Dry Stone. LED Lighting contract awarded off NPS framework in June 2019.</p> <p>Social Care Adult Social Care - Category Management update meeting was held with Alison Watkins and Neil Edwards on 1st April 2019 and a further meeting on 7th May. Further discussions to take place on design of future Domiciliary Care and Community Based Services, Mid and West Wales Framework (Hub) for high cost residential for LD & MH. A meeting to discuss and agree spend is to be convened at the earliest possible date in order to progress the category plan for ASC. Children Services – meetings held with service managers to analyse spend and these figures to be updated following meeting of 13th June 2019 for inclusion on Category plan. Work has commenced on the Category plan and meeting have been arranged for each Service Manager to input into the analysis to identify options and prioritisations for agreement and sign off with Head of Service. Corporate Services , ICT and FM category We have recently undertaken a mini competition exercise using the NPS Provision of Insurance Services Framework to renew the Authority's Insurance arrangements. Substantial savings have been made by going out to competition and testing the market; based on the premiums the Authority were previously paying an approximate saving of £300k will be made per annum. The new arrangements are in place for three years (30/06/2019 to 29/06/2022, with an option to extend up to a period of 2 years). The Authority has recently awarded the mobile phone contract to EE Limited and the arrangement will be in place for three years (03/06/2019 to 02/06/2022 with option to extend up to a further period of up to two years). We are now in the process of evaluating submissions received for the ADSL broadband service and the new contract is due to commence from 1st August 2019. The ICT hardware (PC's, Laptops and Printers) procurement exercise is currently live and the tender evaluation will be undertaken at the end of July 2019. Procurement are actively involved with the Public Services Board (PSB): Carmarthenshire Public Sector Food Procurement project. We have recently provided assistance with the Welsh Government Application for the Foundational Economy Challenge Fund Application for Support. A decision is due to be announced in November as whether the application has been successful to secure funding for the project.</p>		
Service Head: Helen Pugh	Performance status: On target		

Action	14145	Target date	30/06/2019
Action promised	We will undertake the Closure and Audit of the Accounts within the appropriate timescales.		
Comment	Closure completed within statutory timescale, including audit committee brought forward approx. 2 weeks. audit in progress currently. 2019-20 accounts timetable under review with intention to bring forward accounts production by a further two weeks in line with future changes to statutory deadlines		
Service Head: Randal Hemingway		Performance status: On target	
Action	14146	Target date	31/03/2020
Action promised	We will continue to address the proposals for improvement made in the Wales Audit Office review of Audit Committee Effectiveness.		
Comment	There were 5 proposals for improvement made within the report - all of which are now in progress or complete. The escalation protocol is now in place, having been approved by AC in December 2018. Reports provided to AC are now thorough and include sufficient context and information. We are in the process of introducing MS Teams to our way of working, which will enable us to provide each member of AC with full access to our reports, in a controlled manner. The risk register is provided to the AC on a regular basis. The role of the AC in preparing the AGS is continually being reviewed.		
Service Head: Helen Pugh		Performance status: On target	
Action	14147	Target date	31/03/2020
Action promised	We will identify a set of financial success measures		
Comment	proposals under consideration by head of finance		
Service Head: Randal Hemingway		Performance status: On target	

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B7. Good transparency and accountability

Action	13345	Target date	30/06/2020 (original target 30/09/2019)
Action promised	We will review the Audit Manual		
Comment	Manual currently being reviewed.		
Service Head: Helen Pugh		Performance status: On target	
Action	14148	Target date	30/09/2019
Action promised	We will ensure an unqualified audit on the final accounts.		
Comment	Audit currently underway, majority of queries resolved with further work outstanding to evidence property valuations		
Service Head: Randal Hemingway		Performance status: On target	

ACTIONS - Theme: 3. Support and improve progress and achievement for all learners
Sub-theme: C. An excellent school in the right place

Action	13976	Target date	31/03/2020
Action promised	We will continue to improve the condition, suitability and ICT resources within schools and ensure that all newly built schools have the latest digital technologies and infrastructures in place to deliver 21st century education		
Comment	Currently working on the delivery of all ICT infrastructure and systems at Bryngwyn, Five Roads, Pembrey and Rhys Prichard/Pantycelyn schools as part of the Modernising Education Program. Currently on target to migrate all devices at all schools from Windows 7 to Windows 10 by the deadline of February 2020. This will ensure the security and compliance of all devices at all schools across the County. Successful delivery of the ICT SLA and all relevant services has been ongoing during quarter 1 without any issues.		
Service Head: Noelwyn Daniel		Performance status: On target	

ACTIONS - Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: C. Improving the lives of those living in poverty

Action	12560	Target date	31/03/2020 (original target 31/03/2018)
Action promised	We will extend the Hwb model developed in Llanelli to Ammanford and Carmarthen, making front line support services more accessible to residents		
Comment	<p>The Carmarthen Customer Service Centre has been rebranded as the Hwb`s in Ammanford and Llanelli. Services delivered at Spilman Street mirror that of the other 2 centres while we continue to search for a suitable location within Carmarthen town.</p> <p>The Hwb, Llanelli deals with on average 2900 appointments per month, The Hwb Ammanford 1100 per month and at Carmarthen 2000 per month. Cash Desk is co-located at each location which bring their 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 and referrals to these projects from Carmarthen. Other organisations attend on a periodical basis are: Shelter Cymru, Learn Direct, Carmarthenshire Association of Voluntary Services, SSAFA Armed Forces charity, PACE employability project, Family Housing Association, Gwalia Bond Scheme, Cambrian Training and Dyfed Powys Police. Themed days have been established to structure the partners attendance. Monday Public access IT suite for Jobsearch or Council queries Tuesday - Employability Support Wednesday - Community Day Thursday - Employability Support Friday - Housing advice.</p>		
Service Head: Deina Hockenhull	Performance status: On target		
Action	14005	Target date	31/03/2020
Action promised	We will use findings from the extensive community engagement programme in Tyisha to develop a Masterplan for the Community which addresses issues of poverty in the area.		
Comment	Completion of the "Planning for Real" engagement exercise identified a number of issues as important which have been shared with the community. The next stage involved the group commissioning further work involving experts in planning and urban design to develop a master plan using the results of the engagement exercise. Key partners have now been engaged to turn the issues, solutions and priorities identified by residents and businesses into a master plan for the area. Initial options have been produced and shared with the existing steering group. A further delivery plan with projected costs will be available by the end of September 2019.		
Service Head: Noelwyn Daniel	Performance status: On target		
Action	14006	Target date	31/03/2020
Action promised	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		
Comment	Actively working with the 3rd sector via ARFOR, Leader Programme and EU Celtic Routes project to develop a range of services e.g. developing the use of welsh language with businesses		
Service Head: Jason Jones	Performance status: On target		
Action	14008	Target date	31/03/2020
Action promised	We will deliver our Toy and Wellbeing Hamper Appeal to those children and families identified to us as requiring some support		
Comment	Planning meetings imminent to set timetable for delivery of the Christmas projects.		
Service Head: Andi Morgan	Performance status: On target		

ACTIONS - Theme: 6. Create more jobs and growth throughout the county
Sub-theme: B. Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal and rural

Action	13170	Target date	31/03/2020
Action promised	We will deliver phase 2 of the development of Glanamman Workshops to provide improved workshop availability.		
Comment	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		
Service Head: Jonathan Fearn	Performance status: On target		

ACTIONS - Theme: 6. Create more jobs and growth throughout the county**Sub-theme: C. Implementing recommendations of the Carmarthenshire Rural Affairs Task Group report**

Action	14014	Target date	31/03/2020
Action promised	We will prepare and publish a report and recommendations for action on behalf of the Carmarthenshire Rural Affairs Task Group.		
Comment	The Moving Rural Carmarthenshire Forward report has been approved by the Executive Board and will be discussed at full Council on 11 September. The Rural Affairs Task Group and the Policy & Partnership Team will be holding a launch of the report on 8 October in order to look at the recommendations and discuss future planning with our key partners.		
Service Head: Noelwyn Daniel	Performance status: On target		

ACTIONS - Theme: 6. Create more jobs and growth throughout the county**Sub-theme: F. By supporting local economic growth**

Action	13179	Target date	31/03/2020 (original target 31/03/2019)
Action promised	We will advise, assist and act as technical advisors, working with partners to address issues in terms of superfast broadband and mobile phone signal across the County and in particular in rural areas		
Comment	A proposed "Connectivity Action Plan for Carmarthenshire " is currently being drafted. We are working with Welsh Government, Openreach, Mobile providers and other relevant stakeholders to inform this proposed Action Plan. This document will summarise the current situation in terms of Broadband and Mobile connectivity across the County, identify priority areas which require intervention and present several potential workstreams which could be pursued in order to further improve the situation.		
Service Head: Noelwyn Daniel	Performance status: On target		