

Moving Forward in Carmarthenshire

# ANNUAL REPORT 2018/2019

On the Council's New Corporate Strategy 2018-2023



**October 2019**



## Welcome from the Leader of the Council

Once again it is time to publish our annual report so that we might examine how we have progressed against our wellbeing and improvement objectives.

We are of course attempting to deliver on those objectives in an increasingly challenging environment as we strive to improve against our set objectives. Our vision is set out quite clearly in that we aim to start well, live well and age well in a healthy and prosperous environment. It is a noble ambition according entirely with what Adlai Stevenson, that staunch democrat once famously said.

*'It's not the years in your life that counts but the life in your years.'*

That could well be a fitting mantra for our corporate strategy as we strive together to move Carmarthenshire forward. Can I once again thank the officers for the presentation style and the format of the Report. It has been widely praised in the past and rightly so, setting out clearly with illustrations and first hand stories the progress that we have made.

It will not have escaped your attention that we have achieved only 7 green lights against the 15 improvement objectives and have declined in 8. Set against an ongoing agenda of austerity regardless of the announcement by the former Prime Minister that it was over as well as an ever-reducing budget settlement from the Welsh Labour Government in Cardiff it is an excellent achievement.

Following the Treasury's autumn statement the release of further funding meant a huge 7% increase for the Health Service in Wales while we were left once again as the poor relative despite many assurances and warm words during the year. Once again the knock-on effect is obvious for all to see with 20 out of 35 National suite of measures in decline meaning less improvement than in previous years. Set against budget decline not only is this a remarkable achievement but a testament to the hard work and commitment of our innovative staff and once again I commend them for their commitment to the services we provide to the people of Carmarthenshire.

It was President Kennedy, another Democrat that challenged his generation to embrace change suggesting that change is the law of life and warning that if we only look to the past or present we put ourselves in danger of missing the future. There is no danger of that here in Carmarthenshire. We will continue to persevere to meet the challenges on improvement through efficiency and innovation and face the challenges with all the drive and ingenuity that informs all we do as an Authority.

### **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



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# 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.




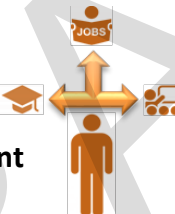




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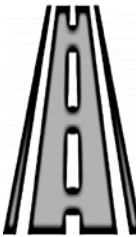


# How we measure the success of our Well-being Objectives

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> 	<b>Worse</b>
	 <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>	<b>Better</b>
	<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>	<b>Better</b>
	<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>	<b>Worse</b>
	<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> 	<b>Worse</b>
Live Well	<p><b>419</b> Jobs created</p> 	<p>6. <i>Create more jobs and growth throughout the county.</i></p> <p><i>More detail on page 26</i></p>	<b>Better</b>
	<p>7. <i>Increase the availability of rented and affordable homes.</i></p> <p><i>More detail on page 28</i></p>	 <p><b>247</b> Additional Affordable Homes</p>	<b>Better</b>
	<p><b>66%</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>	<b>Worse</b>

Age Well	<p>9. Support good connections with friends, family and safer communities.</p> <p><i>More detail on page 34</i></p>	<p><b>51.6%</b></p> <p>Of adults felt they had a <b>sense of community</b></p> 	Better						
	 <p><b>47.5%</b></p> <p>Agree there's a <b>good social care service available</b> in their area</p>	<p>10. Support the growing numbers of older people to maintain dignity and independence in their later years.</p> <p><i>More detail on page 36</i></p>	Worse						
	<p>11. A Council wide approach to support Ageing Well in Carmarthenshire.</p> <p><i>More detail on page 38</i></p>	<p><b>16.6%</b> of people are <b>lonely</b></p> 	Better						
In A Healthy, Safe & Prosperous Environment	<p>Our recycle rate is</p> <p><b>58.94%</b></p> 	<p>12. Look after the environment now and for the future.</p> <p><i>More detail on page 42</i></p>	Worse						
	<p>13. Improve the highway and transport infrastructure and connectivity.</p> <p><i>More detail on page 44</i></p>	<p><b>Roads that are in poor condition:</b></p>  <table border="1"> <tr> <td><b>5.2%</b></td> <td>of our A Class</td> </tr> <tr> <td><b>4.2%</b></td> <td>of our B Class</td> </tr> <tr> <td><b>12.5%</b></td> <td>of our C Class</td> </tr> </table>	<b>5.2%</b>	of our A Class	<b>4.2%</b>	of our B Class	<b>12.5%</b>	of our C Class	Worse
	<b>5.2%</b>	of our A Class							
	<b>4.2%</b>	of our B Class							
	<b>12.5%</b>	of our C Class							
 <p>We have</p> <p><b>37.8%</b> of people who can speak Welsh</p>	<p>14. Promote Welsh Language and Culture.</p> <p><i>More detail on page 46</i></p>	Worse							
<p>15. Building a Better Council and Making Better Use of Resources.</p> <p><i>More detail on page 50</i></p>	 <p><b>9.8</b> staff sick days per year</p>	Better							

## Outcome measures

One of the fundamental approaches advocated by the Well-being Future Generations Act is a shift in focus from gains in service output to a stronger link between the actions of public bodies and the outcomes that enhance the quality of life of citizens and communities both now and in the future. This encourages a focus on the difference that is made, as well as inputs and processes that an organisation has.

## Other Assessment Information

### Citizen Satisfaction



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

The published results are based on over 12,000 interviews carried out across Wales between April 2018 and March 2019. Over 600 were interviewed in Carmarthenshire.

The 2018/19 [headline results](#) was published on 18<sup>th</sup> June, 2019 with additional information being published by Welsh Government as and when available.

We have extracted the results currently available at Local Authority level and ranked the results for all 22 authorities from worst position (22<sup>nd</sup>) to best (1<sup>st</sup>) - **See Appendix 3.**

Please note that not all of these results are attributable to the Councils performance.



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

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## 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 for the National Suite of measures:-

This national suite is made up of 35 measures, year on year improvement can be measured for 33. During 2018/19, **36%** of our measures improved while **61%** have declined. It has been increasingly difficult to sustain improvement as measured by these Performance Indicators due to sustained budget reductions and increased demand and expectations.

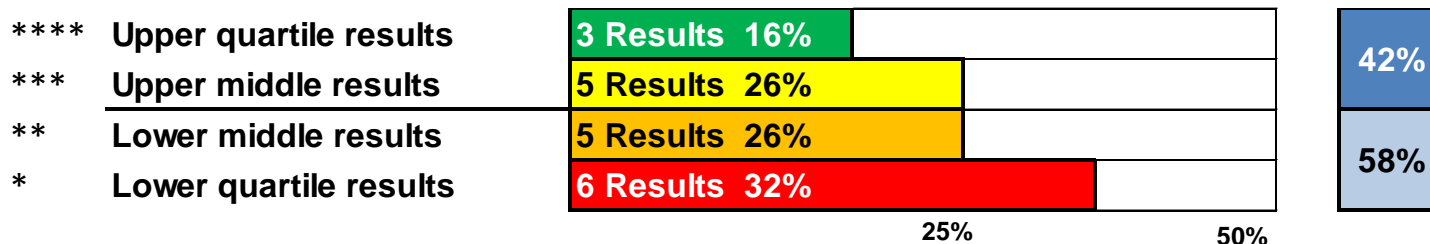
The table below shows year on year results:

Year	Improved 	Constant 	Declined 	Net Difference (Improved - Declined)
2018/19	<b>36%</b> (12 measures)	<b>3%</b> (1 measure)	<b>61%</b> (20 measures)	<b>-25%</b> ↓
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 on the National Suite of Measures

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

Of the 35 measures in the suite, we currently have comparative data for 19 measures where **42%** (8 measures) are in the **upper two quartiles**, this is down on 56% for last year.





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

A report on one of our Well-being Objectives 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'

### **Annual Improvement Report for 2018-19**

In August 2019 the Wales Audit Office issued an Annual Improvement Report for 2018-19. In summary it concluded that:-

***'The Council is meeting its statutory requirements in relation to continuous improvement'***

### **Certificate of Compliance for the Council's 2019-20 Improvement Plan**

In July 2019 the Auditor general for Wales issued a Certificate of Compliance for the Council's 2019-20 Improvement Plan. This confirms that the Council has discharged its duties under the Local Government (Wales) Measure 2009.



During the last full 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 on a national basis. 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.



[Inspection of Older Adults Report - August 2019](#) found that:-  
*"people can be increasingly confident that the local authority recognises that adults are the best people to judge their own wellbeing, identified that there is an active approach to enabling people to receive a service in the language of their choice."* and  
*"Health and social care staff work collaboratively towards a shared vision of addressing the needs of people in the community, with a developing focus on prevention and promotion of independence."*



Feedback

July 2019  
See Appendix 6

**Their judgements:-**

*'A positive approach and honest self-reflection'*

*Overall, you're making good progress and we welcome your work to consolidate your plans into one, as part of a more integrated approach.'*

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



## Well-being Objectives

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

**2.** Help children live healthy lifestyles.

**3.** Continue to improve learner attainment for all.

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

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

**6.** Creating more jobs and growth throughout the county.

**7.** Increase the availability of rented and affordable homes.

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

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

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

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

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

**13.** Improving the highway and transport infrastructure and connectivity.

**14.** Promoting Welsh language and culture.

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

# Start Well



# Start Well

The way we work – taking the needs of future generations into account to improve the economic, social and environmental well-being of Wales

## Keeping Young People in Education, Employment or Training (EEP)

*I'd like to express my huge gratitude to Bev and Hugh and Kola and all at Cynnydd.*

*When my son F first came into contact with the Cynnydd Project back in October 2017, he was 15 and having such a hard time. Struggling and very unhappy in the school environment, he was constantly getting into trouble. Even though there are some really excellent teachers at school he wasn't communicating with any of them. He even walked out several times and walked home the whole 8 miles! It was a very stressful time for me too, seeing my son so unhappy. Not only was he having a hard time at school but he wasn't engaged in any out of school activities as he used to be as a younger boy.*

*The school then referred him to Cynnydd Project. Bev came in and talked to F individually and us both together and immediately I felt like we were in good hands.*

*He started the Streets Youth Club and also had 1:1 sessions with Hugh focusing on the music technology OCN courses. He is interested in computers so he's also been involved in integrated and collaborative work placements at the IT Support Dept at Trinity St David's University, ResQ IT and the IT department of Carmarthenshire County Council. He also worked in a hotel kitchen (he learned he doesn't want to be a chef! - a valuable experience as that was one of his interests).*

*His work with Hugh in music technology really engaged him. He is now investing every penny he has into equipment and has enrolled in Music Technology at Coleg Sir Gar for next September. So he will be in learning again and in a subject he is showing great passion for and a long term commitment. Thanks to Hugh for igniting that passion!*

**E-mail sent by a young persons' mother to the Cynnydd team**





# 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

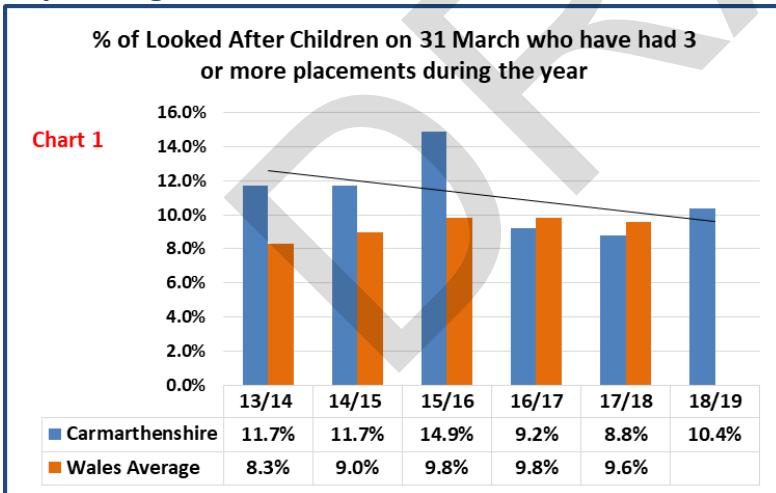
- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease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

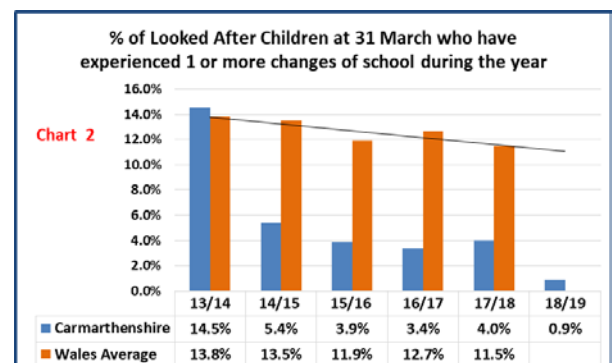


### Explaining the Results



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

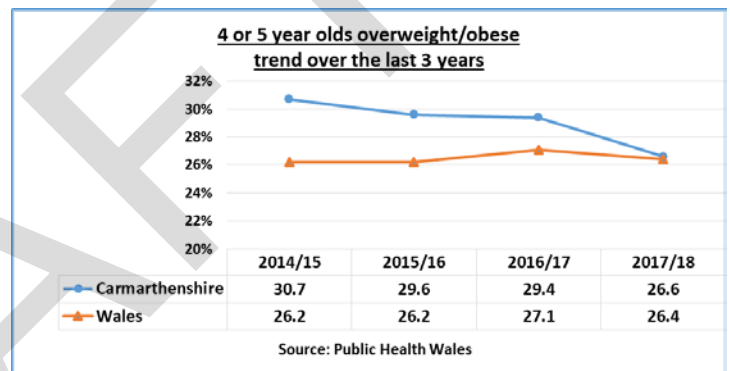
- The [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child’s safety.
- Assessment engagement activity with primary school children showed being physically active to be the second most important 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



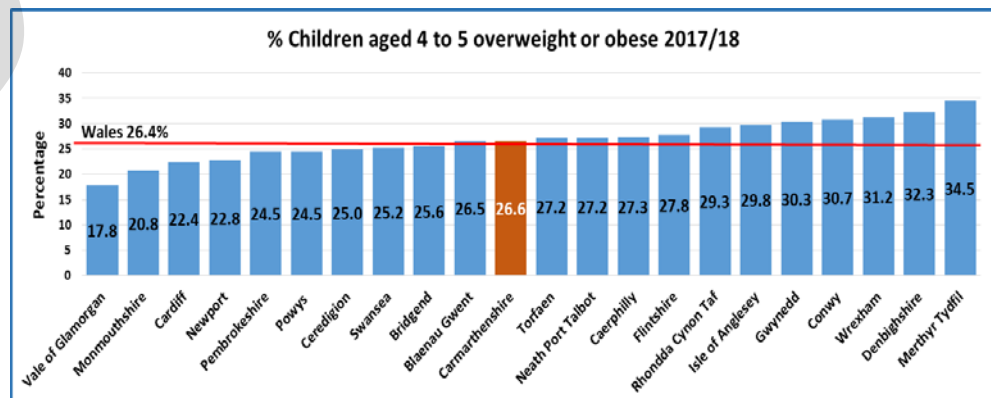
(An improvement on the previous year)



#### 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 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



**84%** are satisfied with their child's primary school



*(Down on the previous year of 90%)*  
**90%** 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.
- According to the 2018/19 [National Survey for Wales](#), 84% of participants were satisfied with their child's primary school in Carmarthenshire, this has reduced from the previous year of 90% and below the Welsh average. This could be volatile dependant on the households questioned during the year.

## 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 Bacallaureate 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)

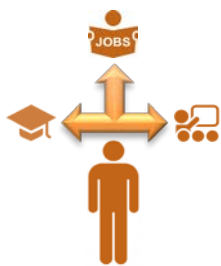
#### The number of NEET has risen for the first time in 3 years

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



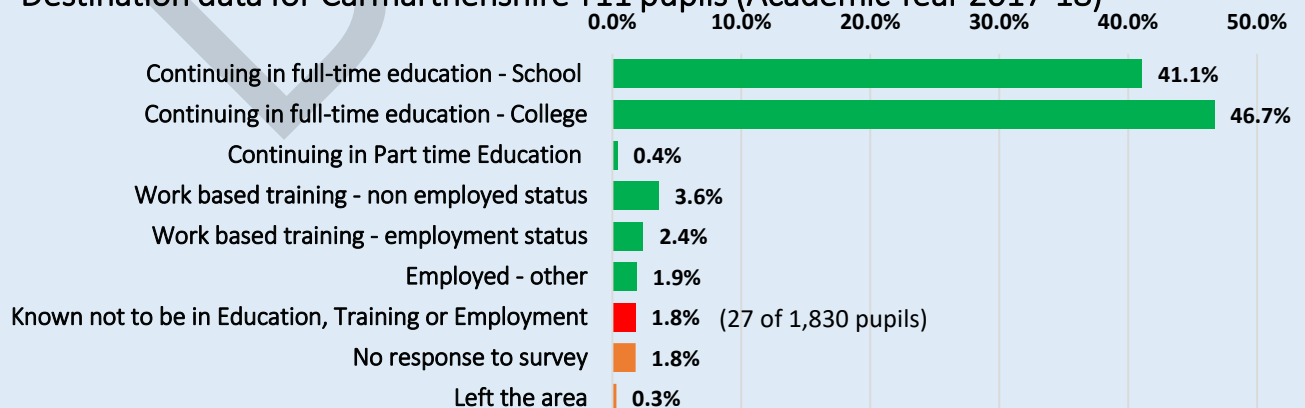
**1.8%** year 11 pupils &  
**4.9%** year 13 pupils  
 are Not in Education, Employment or Training (NEET)  
 (Previous year - Yr 11: **1.4%** & Yr 13: **3.0%**)



#### 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 report](#)  
against this objective

# Live Well



# Live Well

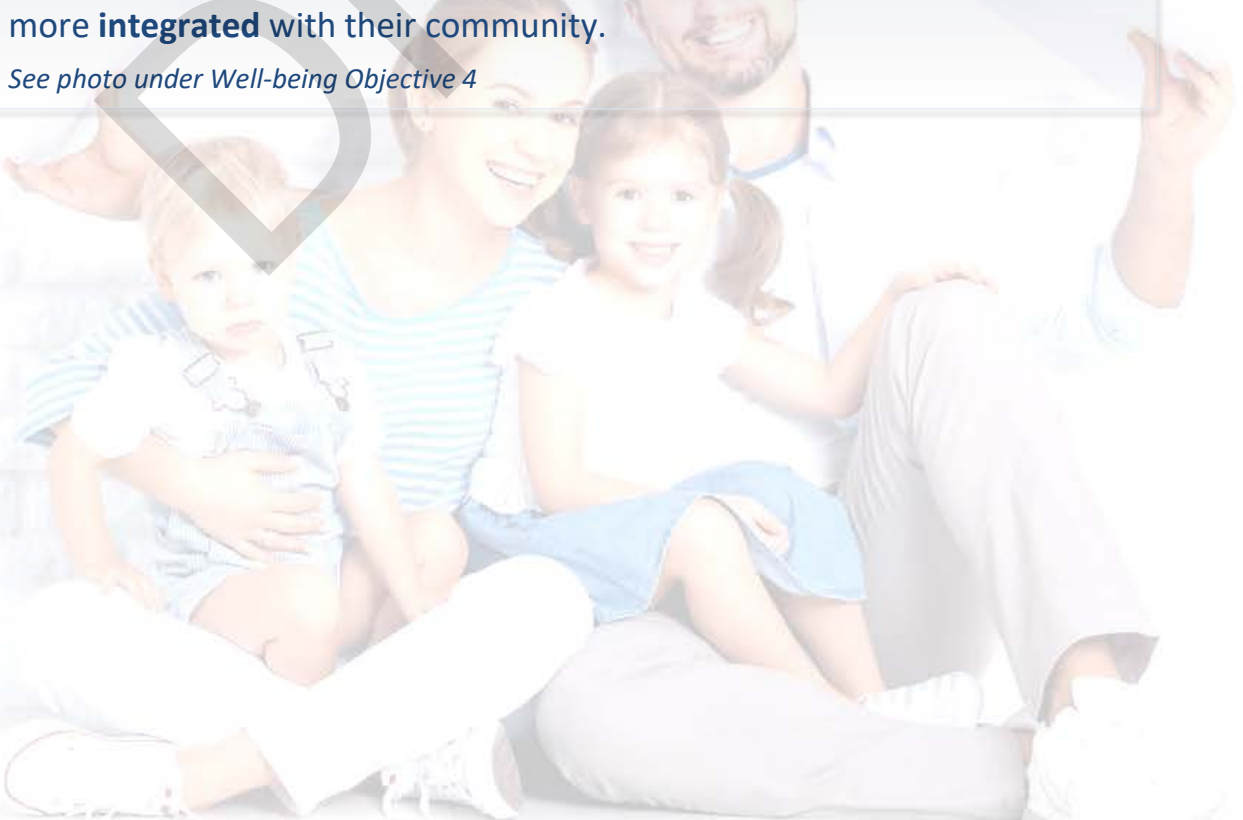
The way we work – taking the needs of future generations into account to improve the economic, social and environmental well-being of Wales



## Young People Transform Reservoir into Fairy Garden

A group of young volunteers have spent the past four months **involved** in transforming the area around the reservoir in Tanerdy, Carmarthen. Up to 20 young people have turned the area into a *Fairy Garden* especially for young children in the community. The project, which has been organised by our *Youth Support Service Post 16 Team*. Long term there are plans to add to the Fairy Garden as well as creating bird boxes, bat boxes, bug houses and picnic benches. Everyone who has taken part will receive a certificate for their achievements to support their job prospects in the **long term**. All young people have volunteered their free time to participate in active citizenship which has had a huge impact on their own skills development and self-esteem and confidence - making them feel more **integrated** with their community.

See photo under Well-being Objective 4





## 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).

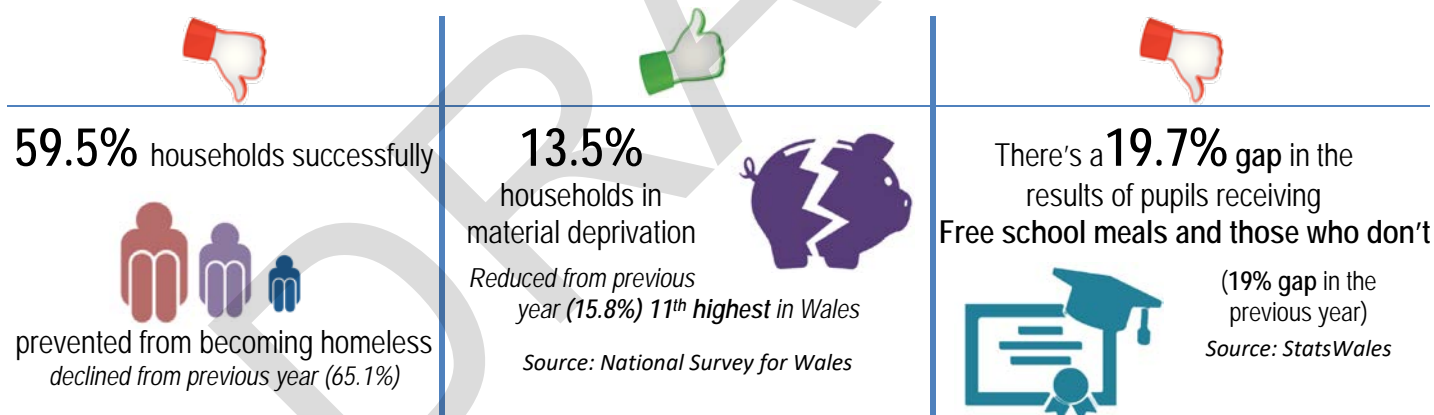
Therefore, 35.5% can be defined as living in poverty in Carmarthenshire which is above the Welsh average of 33.6% and has moved from 8<sup>th</sup> to 13<sup>th</sup> worst in Wales.

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 435 households **threatened with homelessness** during 2018/19, **259 were successfully prevented from becoming homeless – 59.5%**. 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](#) **13.5%** of participating households in Carmarthenshire were classed as **living in material deprivation**, this is just below the Welsh average of 13.6% and a reduction on last year on 15.8%.
- 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 7th 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 6

### Live Well - Create more jobs and growth throughout the county

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

These jobs were created through:-

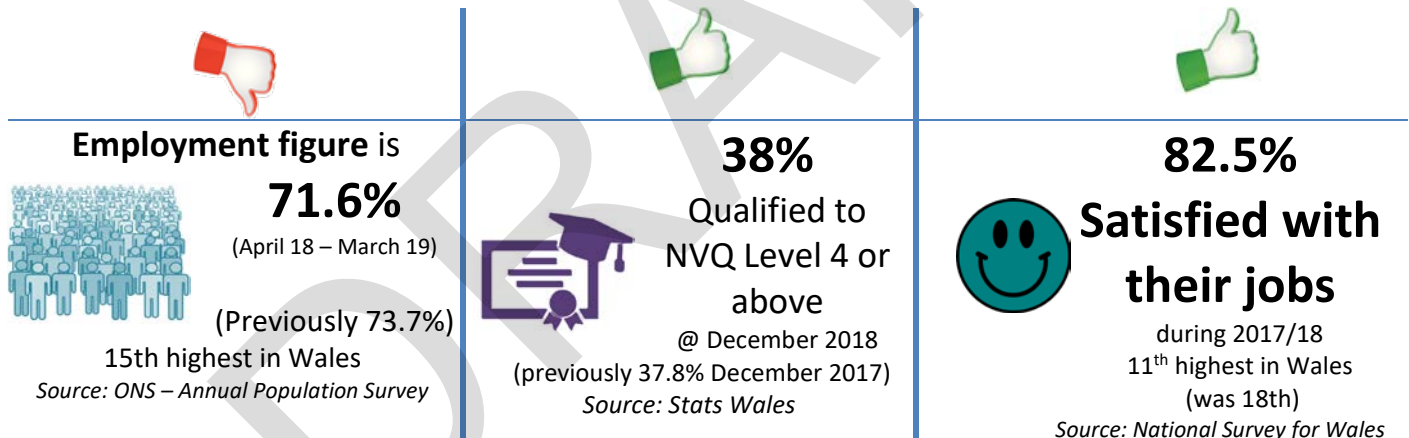
***Business Development and Engagement; Beacon Bursary and Incubation; Llanelli Town Centre Schemes; Carmarthenshire Rural Enterprise Fund and Community Bureau***

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

- **Employment figures** in Carmarthenshire at the end of March 2019 is **71.6%**, this is down from 73.7% the previous year. This is now below both the Welsh (73.1%) and UK average (75.2%). We have also moved and from 12<sup>th</sup> to 15<sup>th</sup> in Wales. The figures are disappointing as the authority has put a number of funding initiatives in place to stimulate jobs and growth in the county in the form of Property Development Fund, Carmarthenshire Rural Enterprise Fund and Business Grants.
- **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 4<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. This is a reflection of the business market conditions of Carmarthenshire, the reduction is difficult to explain as there are no significant reasons that we are aware of that are affecting wages.

## 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 Jettors' 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 report](#)  
against this objective



## 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**

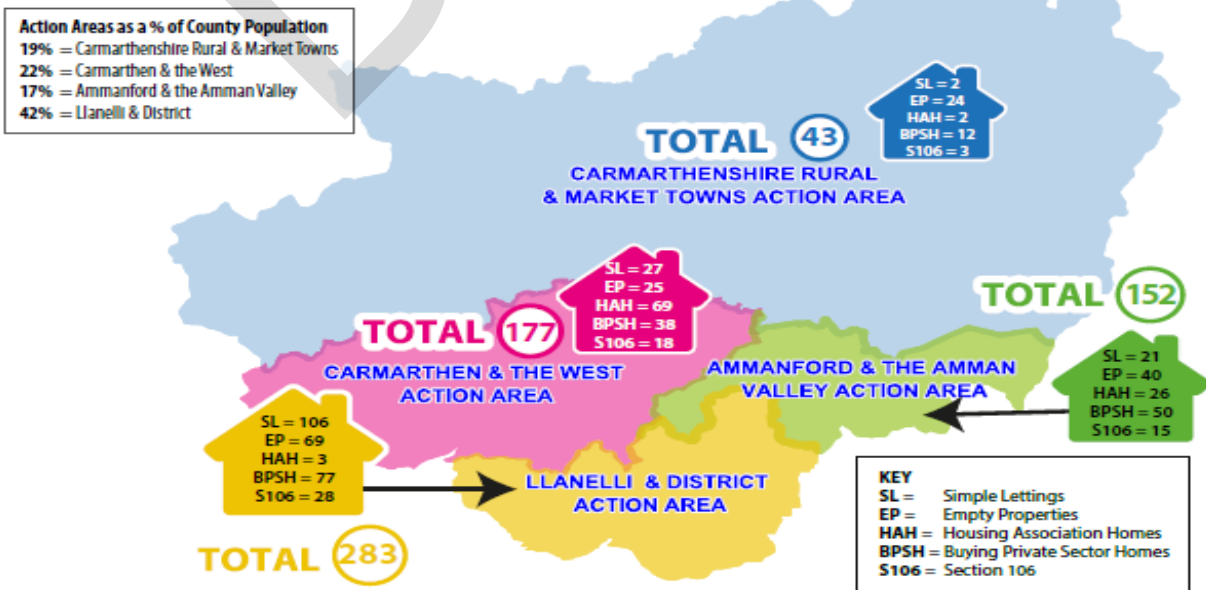
Additional Affordable Homes during 2018/19



### 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:-

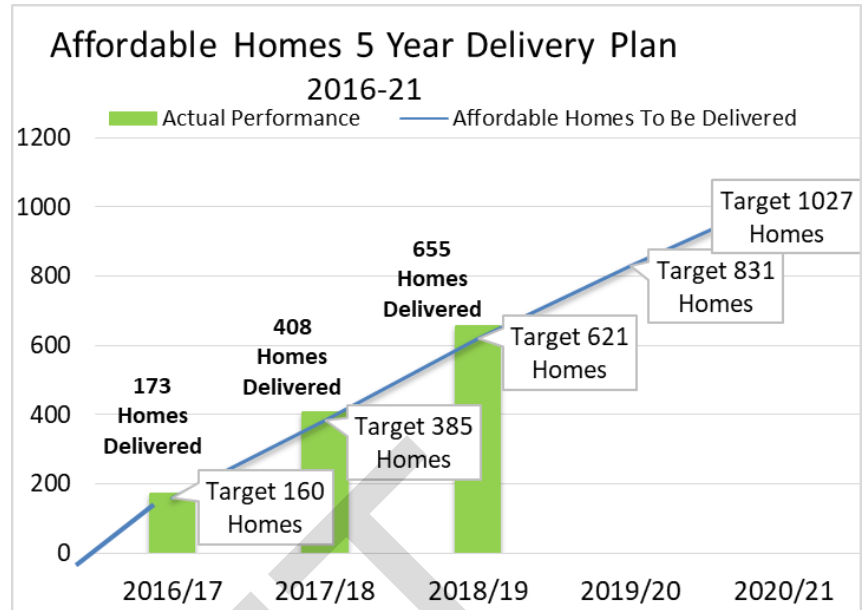
**156:** Simple lettings agency  
(32: 16/17; 63: 17/18; 61: 18/19)

**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.



Executive Board Member  
For Housing  
Cllr Linda Evans



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



## 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**

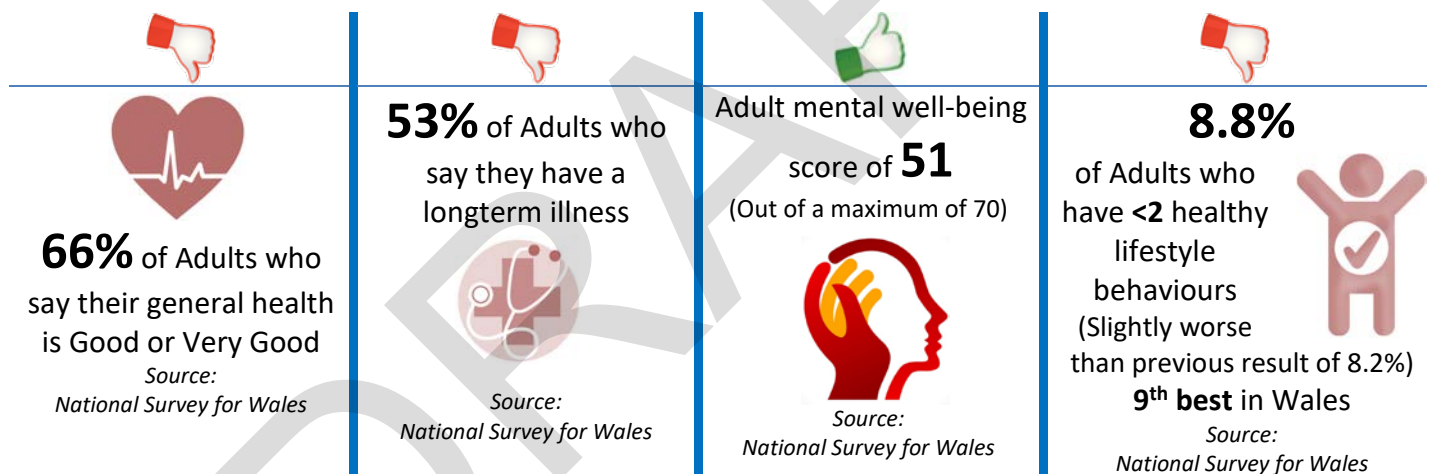
We want Carmarthenshire to be a place:

- 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:-

- **60%** of Carmarthenshire participants said their **general health is Good or Very Good**, this is a slight reduction on the previous result of 69% but comparatively we have moved down from 14<sup>th</sup> to 21<sup>st</sup> position in Wales. Whilst this result is disappointing, we continue to work with partners such as Public Health via the Local Service Board to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition and cleaner air.
- **53%** of Carmarthenshire participants said they had a **longstanding illness, disability or infirmity**, this has increased slightly on the previous survey result of 50% and the second highest result in Wales. Whilst this measure has numerous influences we continue to see increases in the number and impact of schemes such as National Exercise referral scheme with over 1,200 referrals in the past 12 months.
- **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. Although there is an improvement it is very slight from a score of 50 to 51.
- **8.8%** of participants have **fewer than two healthy lifestyle behaviours** this has increased slightly on last year of 8.2% but continues to be better than the Welsh average of 10.1% but have moved down from 5<sup>th</sup> best to 9<sup>th</sup> best in Wales.

## 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

# Age Well





# Age Well

The way we work – taking the needs of future generations into account to improve the economic, social and environmental well-being of Wales



## Carmarthenshire is Kind

*Carmarthenshire is Kind* is a move to change which aims to create understanding about the impact of kindness and positive action not only on us as individuals, but communities as a whole.

We want to create *Kind Communities* that are not only more age, disability and dementia friendly – but kind and welcoming for everyone.

The project was conceived through a community event for older people held in 2017 on National Kindness day with over 500 attendees and was profiled on BBC Radio Wales.

The project has been noted and identified as good practice by the *Campaign to End Loneliness* and profiled in a national conference.

The development of **preventative/collaborative** initiatives such as '*Carmarthenshire is Kind*' and '*Dementia friendly Communities*' are also beginning to make a difference as many of our communities seize on these initiatives to enhance their community's resilience. In this way, the efforts that we as a Council make, are amplified as we support and facilitate communities and individuals to get **involved** and become increasingly sustainable, vibrant and caring.

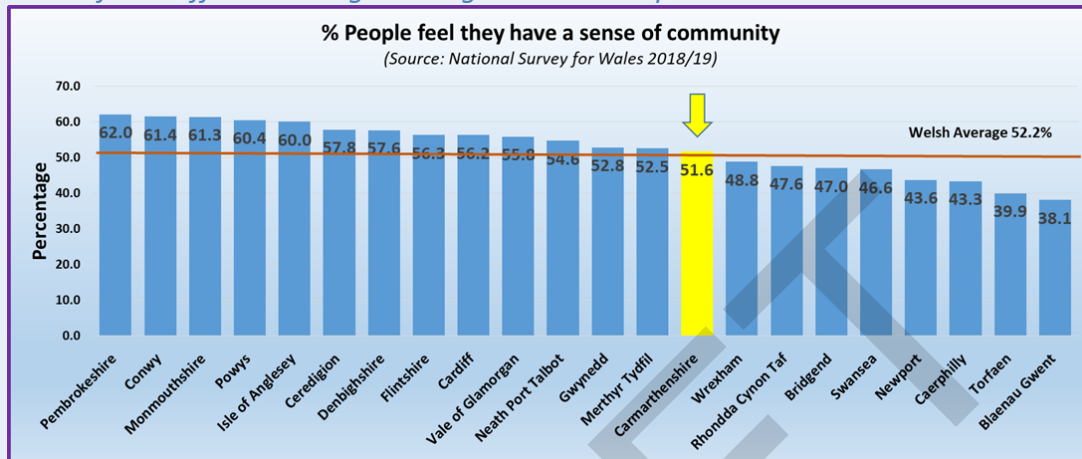


## Well-being Objective 9

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

### Sense of Community survey results have increased in Carmarthenshire from 47.7% to 51.6%

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!*



Despite an improved result we move down from 13<sup>th</sup> to 14<sup>th</sup> position in Wales.

### 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



**76.1%** People who feel safe

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

Source: National Survey for Wales



### Explaining the Results

- The number of [National Survey for Wales](#) participants **feeling safe** has reduced from **78.7%** to **76.1%** but remains in 7<sup>th</sup> place. This result was derived from four questions; people feeling safe at home, walking in the local area, and when travelling in the dark which will be available in due course.
- According to the 2018/19 [National Survey for Wales](#), **51.6%** of participants felt they had a 'Sense of Community', this is an improvement on previous year of 47.7%. This result was 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!*. The breakdown for each of these questions at Local Authority level have not been published as yet. Despite an improved result, we have moved from 13<sup>th</sup> to 14<sup>th</sup> position in Wales.

## 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

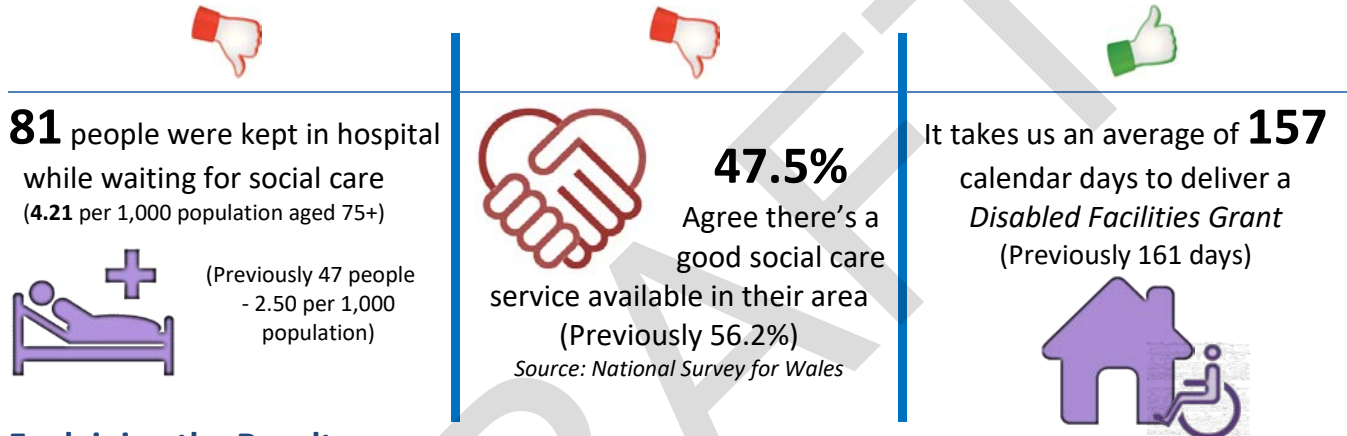
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

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](#) **47.5%** of participants believed that there is **good Social Care Service available in the area**. While disappointing and unclear about the respondents, the department believes it provides a high quality service to its service users and carers and has the evidence to demonstrate this. The department has received a very good Inspection Report undertaken by the [Care Inspectorate Wales](#) in May 2019 (published 7 August 2019) that verified that people can be confident in the quality of care and support provided. Furthermore, as part of its statutory obligation to consult with service users and carers, the department obtained an excellent response rate of 604 service users and carers to the survey that demonstrated people's high levels of satisfaction with social care services in the county: For example, 85% of people said they were happy with the care and support they received; 81% know who to contact about their care and support; 83% feel safe from harm or injury; 93% treated with respect and dignity.
- The average number of days taken to deliver a **Disabled Facilities Grant** adaptation continues to reduce at 157 days, this is almost half the days taken 2013/14 of 308 days when we were in 20<sup>th</sup> position in Wales, and we are currently in 3<sup>rd</sup> position.

## 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

# Healthy, Safe & Prosperous Environment



# Healthy, Safe & Prosperous Environment

The way we work – taking the needs of future generations into account to improve the economic, social and environmental well-being of Wales



## Works underway to complete the cycle route's '*missing link*'

Works are underway to complete the '*missing link*' on a walking and cycling route in the Llangennech and Dafen areas of Llanelli.

The aim of the scheme is to encourage sustainable travel for now and in the **longer term**, to improve road safety and **prevent** accidents in the area, linking communities for easy access to schools and shops, and employment sites including those at Llanelli Gate Business Park and the Dafen Industrial Estate, as well as Gestamp and Calsonic Kansei, two of the town's largest employers.

It also forms part of the longer term plan to create an **integrated**, traffic-free active travel network throughout the town, improving the health and wellbeing of residents, as part of the council's commitment under the Active Travel (Wales) Act; and supports Carmarthenshire's aspiration to become a premier walking and cycling destination in Wales.



## 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

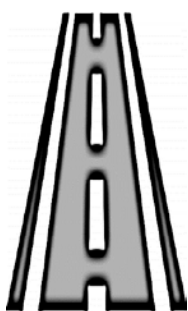
### We are improving the county's road infrastructure, rural transport and active travel

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.

- *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:



<b>5.2%</b> of our A Class (A decline on 4.1% in 17/18) (Moved down from 15 <sup>th</sup> to 21 <sup>st</sup> in Wales)
<b>4.2%</b> of our B Class (A decline on 3.1% in 17/18) (Moved down from 5 <sup>th</sup> to 10 <sup>th</sup> in Wales)
<b>12.5%</b> of our C Class (A decline on 11.9% in 17/18) (Continues to be in 17 <sup>th</sup> position in Wales)



Our road casualty numbers have increased with **97** people being killed or seriously injured on the roads (**83 in 2017**)

(20<sup>th</sup> highest in Wales)  
Source: Stats Wales



### 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 97 people were killed or seriously injured** on Carmarthenshire's roads in 2018. Although we cannot control the number of road traffic incidents on the county road network, we do however work with partner agencies to encourage the safer use of the road, engage with high-risk road user groups (motorcyclists, the elderly, young drivers), invest in targeted road safety engineering projects and assist the Police with speed enforcement campaigns and address community concerns about speeding.

## 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

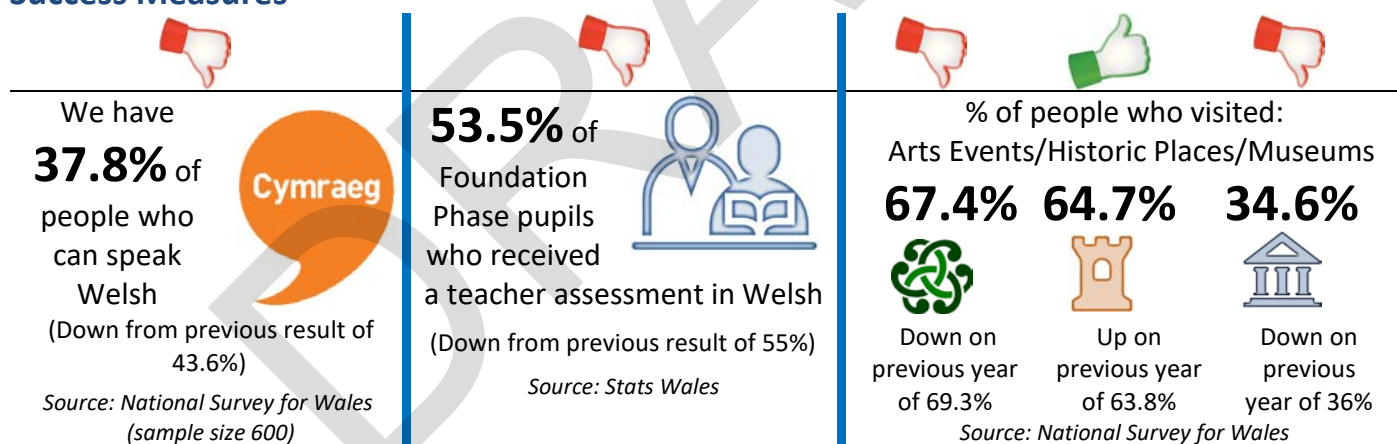
Our campaign to promote Welsh language services has been highlighted as *successful practice* by the Welsh Language Commissioner.

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

- According to the 2018/19 [National Survey for Wales](#), **37.8%** of participants said they could speak Welsh. This is down on 2017/18 (43.6%) but continue to have the 4<sup>th</sup> highest percentage in Wales. This survey gives a good annual indication of the number of Welsh speakers but despite being a few years old, the 2011 Census gives a more accurate figure of 43.9% with the highest number of Welsh speakers at just over 78,000.
- 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.
- 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

# Building a Better Council & Better Use of Resources





# Building a Better Council & Better Use of Resources

The way we work – taking the needs of future generations into account to improve the economic, social and environmental well-being of Wales



## Promotion of the Welsh Language in our County

In **collaboration** with our partners we have published an information pack for people moving to the county. The pack contains statistical information about the Welsh language, information about learning Welsh and Welsh medium education and the opportunities to use the Language in community life and through social media. It includes images of Carmarthenshire and interesting facts about the Welsh language in the county.

An **integrated** distribution scheme was implemented during the year to try and reach people who have moved to the county through a variety of means. For example, it was arranged for a copy to be sent out as residents register to vote. A pilot project was also undertaken with *Menter Gorllewin Sir Gâr*, which worked with a local housing association and an estate agent.

Around 45 Language Leaders are **involved** in ensuring that our services are available through the medium of Welsh and that the Language is promoted within the workplace. We have continued to build a **long term** working relationship with the *National Centre for Learning Welsh*, both as a local provider and as an employer. Through the Centre, staff have been offered numerous learning opportunities to learn and improve their skills. We are keen to ensure that everyone has the opportunity to learn and to use the Welsh language, and to celebrate our rich cultural heritage which will help to **prevent** the loss of the language



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

## We have raised our Minimum Basic Pay rate to above the Welsh Living Wage rate

We have supported the Welsh Living Wage (equivalent to the Living Wage Foundation (LWF) rate) by incrementally removing the lowest pay spine points from our pay scales. In addition, a pay supplement was introduced in April 2018 which ensured that all employees received at least the equivalent of the living wage. The NJC National Pay Award was implemented in April 2019 and we amended our payscales which had the effect of uplifting all those employees who were employed by us at the time of implementation, to a minimum basic pay rate of **£9.18** per hour which is **above the current Welsh Living Wage rate** of £9.00 per hour. In addition, the lowest point of the scale now matches the Welsh Living Wage

The LWF rate is made up of basic pay and additional payments such as weekend working allowances, which means that many of our staff earn well above the LWF rate when these payments are taken




### 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.

1 Corporate Planning	Covered by <b>Building a Better Council</b>
2 Performance Management	
3 Workforce Planning	
4 Financial Planning	Covered by <b>Making Better Use of Resources</b>
5 Assets	
6 Procurement	
7 Risk	

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

### Success Measures

 <p><b>72.4%</b> of people agree that they can access information about us in the way they would like to. (previously 70.8%) (Welsh average 76.2%) <i>Source: National Survey for Wales</i></p>	 <p><b>72.1%</b> of people know how to find what services we provide (previously 71.9%) (Welsh average 77.4%) <i>Source: National Survey for Wales</i></p>	<p><i>Not Applicable</i></p> <p><b>11.4%</b> of people agree that they have an opportunity to participate in making decisions about the running of our services (Welsh average 17.3%) <i>Source: National Survey for Wales</i></p>	 <p>Staff sickness is at a <b>4 year low</b> <b>9.8</b> days per year (with main cause of sickness being stress, mental health &amp; fatigue)</p>
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### Explaining the Results

- According to the 2018/19 [National Survey for Wales](#) :
  - 72.4%** of participants agreed that they could access information about us in the way they preferred, this is an improvement on the previous year of 70.8% but continue to be below the Welsh average of 76.2%, but we have moved from 18<sup>th</sup> to 17<sup>th</sup> position.
  - 72.1%** agreed that they knew how to find what services we provide, this is a slight improvement on the previous year of 71.9% but continue to be below the Welsh average of 77.4%. We have moved down from 17<sup>th</sup> to 18<sup>th</sup> position in Wales.
  - Only **11.4%** agreed that they have an opportunity to participate in making decisions about the running of our services, this is well below the Welsh average of 17.3% and in 16<sup>th</sup> position. This question was new for the 2017/18 questionnaire and was not asked in 2018/19.

- **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 at 9.6 days). We have moved from 11<sup>th</sup> to 8<sup>th</sup> position in Wales. 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

- The New Corporate Strategy published in June 2018, consolidated the previous Corporate Strategy, our Improvement Plan, Well-being Objectives and the Executive Boards' 5 year Plan - *Moving Forward in Carmarthenshire* into one plan.
- 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 our 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.

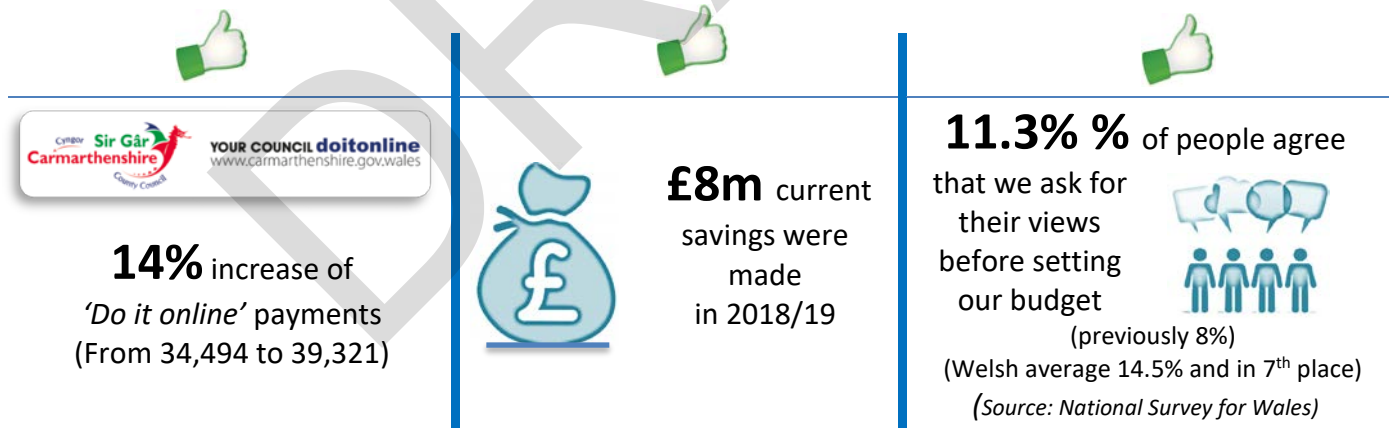
The financial position faced by local authorities has had a consistent theme with the level of resources available to public services seeing significant reductions. We have had to manage reductions in service budgets, whilst at the same time the pressures on the budget have been increasing in terms of 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. [FGC - The journey so far: May 2018](#)

4	Financial Planning	<b>Making Better Use of Resources</b>
5	Assets	
6	Procurement	
7	Risk	

### Success Measures



### 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.
- Unfortunately, according to the 2018/19 [National Survey for Wales](#) the number of participants agreed that *we ask for their views before setting our budget* was only 11.3% (Welsh average 14.5%), although this is an improvement on previous year of 8% and we have moved from 13<sup>th</sup> to 7<sup>th</sup> position.

## 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: Clr David Jenkins



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



# APPENDICES

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

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations. Our Well-being Plan combined both requirements and this Annual Report does the same.

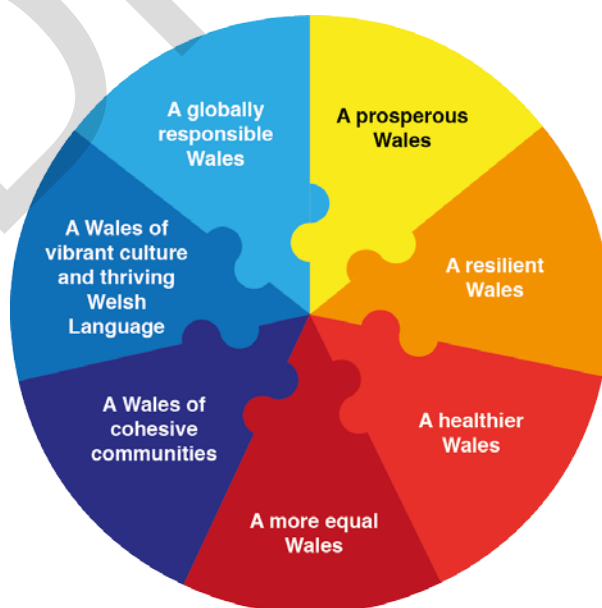
### The Local Government (Wales) Measure 2009

- 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	✓	✓	✓	✓	✓	✓	✓

## Simple Changes we've made to support National Goals

A Prosperous Wales	✓ Supporting SMEs (small-to-medium enterprises), social businesses and co-operatives to work together to jointly bid for contracts.
	✓ Appointed social value champions.
	✓ Holding regular surgeries for suppliers.
	✓ Published and analysed data about how we procure goods and services.
	✓ Pay our suppliers promptly - 94% of invoices paid within 30 days.
	✓ Exploring funding options, or supporting community groups, to develop renewable energy projects on public land.
	✓ Ensuring that new developments and retrofitting of existing facilities consider renewable energy sources and recycled materials - First 'Passivhaus' educational facility in Wales.
	✓ Maximising the potential for apprenticeships in our organisation.
	✓ Considered opportunities to second staff within and between organisations, to share knowledge and develop transferable skills.
A Resilient Wales	✓ Managing road verges and connected green spaces (such as spaces around buildings) for wildflowers and pollination.
	✓ Reduced the use of pesticides and fertilisers on road verges and in urban green spaces.
	✓ Using peat-free compost in planting schemes across cities, towns and villages.
	✓ Providing spaces for wildlife such as bird boxes, insect home ponds and bat boxes – especially in new developments.
	✓ Mapped public land to identify and publicise land that is accessible for use by community groups, with the aim of connecting wildlife habitats.
	✓ Providing 'biodiversity / green infrastructure' learning for staff across ALL Departments.
	✓ Playing our part in enabling local partnerships for all aspects of the natural environment.
	✓ Adopted a single-use plastic policy, to remove single-use plastics from our estate.
A Healthier Wales	✓ Taking stock of mental health in the workplace.
	✓ Working towards Mental health and suicide awareness training for all staff.
	✓ Reviewed policies to ensure optimising opportunities to improve employees' health and wellbeing.
	✓ Provided lockers for employees where appropriate i.e. Agile working.
	✓ Have a flexible working policy.
	✓ Encouraging employees to take breaks and eat away from their desk.
	✓ Encouraging walking and standing meetings, where appropriate.
	✓ Building up a picture of how easy the workplace makes it for those that want to walk, cycle or use public transport, and identify areas for improvement.
	✓ Adopting initiatives to ensure children have access to daily outdoor play.
	✓ Supporting our communities to redesign their streets to improve their health and wellbeing.
A More Equal Wales	✓ Making public information accessible through a variety of formats.
	✓ Offering deaf awareness training and British Sign Language (BSL) training for staff, particularly for those on the front line.
	✓ Ensuring staff in specific services undertake training about Adverse Childhood Experiences (ACEs).
	✓ Employees in specific services receive refugee and asylum seeker awareness training.
	✓ Published data on protected characteristics and pay grades within the workforce. This includes the gender pay-gap.
	✓ Have initiatives to recruit people from groups that are under-represented in your workforce.

## Simple Changes we've made to support National Goals (continued)

A Wales of Cohesive Communities	✓ Enabled local people to improve unloved space. Council Estate gardens 'Pride in your Patch'.
	✓ Adopted the time credits scheme.
	✓ Playing your part in enabling local people to come together in communities to meet and build social networks such as the 10 towns initiative.
	✓ Explored participatory budget approaches to enable people to make decisions about how some funds are allocated through our Annual Budget Consultation Survey.
	✓ Supporting communities and our organisation to become dementia-friendly.
	✓ Publicised opportunities to volunteer locally.
	✓ Exploring opportunities for intergenerational activities.
	✓ Promoting community transport opportunities, such as car sharing.
	✓ Providing debt advice and access to credit unions and other community development finance initiatives.
✓ Mapped out the community anchor organisations we are working with and explore further opportunities.	
A Wales of Vibrant Culture and Thriving Welsh Language	✓ Ensured that all of our access points have bilingual greetings.
	✓ Using the Cymraeg comma on lanyards and email signatures of all staff who are Welsh speakers.
	✓ Encouraged staff to sign up for and use their free library card, providing accessible information on what the library offer.
	✓ Engaging in National Play Day.
	✓ Promoting opportunities for older people to engage in culture, through the Gwanwyn Festival.
	✓ Ensuring that arts venues with are signed up to the National Access Scheme (Hynt)
	✓ Considering and adopting the opportunities to support and develop local clubs involved in sport.
	✓ Given free access to Park Run on any publicly-owned land.
	✓ Supporting and promoting the Night Out Scheme.
	✓ Ensuring continued free access to museums, libraries and green spaces.
A Globally Responsible Wales	✓ Reviewed our procurement policy and ensure that it includes fair and ethical practices (to include fair trade, marine stewardship council and forestry stewardship council.
	✓ Check whether our contracts meet the needs of the Modern Slavery Act.
	✓ Taken action for global learning such as getting involved in Fairtrade Fortnight, Go Green Day or Earth Hour.
	✓ Ensured our organisation takes part in Fair Trade Fortnight.
	✓ Reviewed our approach to refugees and asylum seekers and playing our part in Wales becoming a Nation of Sanctuary.
	✓ We only Recycled Paper, and Council meetings paper free from September 2019.
	✓ We calculate and understand our organisation's carbon footprint.
	✓ Supporting our staff and visitors to understand their personal carbon footprints.
✓ Review our energy contracts, pension providers + investment portfolios and reduced our burden on the earth and its people.	

Link to The Future Generations Commissioner for Wales ['Simple Changes'](#)



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# Success measures for our Well-being Objectives

## Success measures for our Well-being Objectives

The table below shows the results of our success measures for all 22 councils in Wales

- Our most recent result and whether it has improved on our previous result
- Our current Rank position compared to our previous Rank position

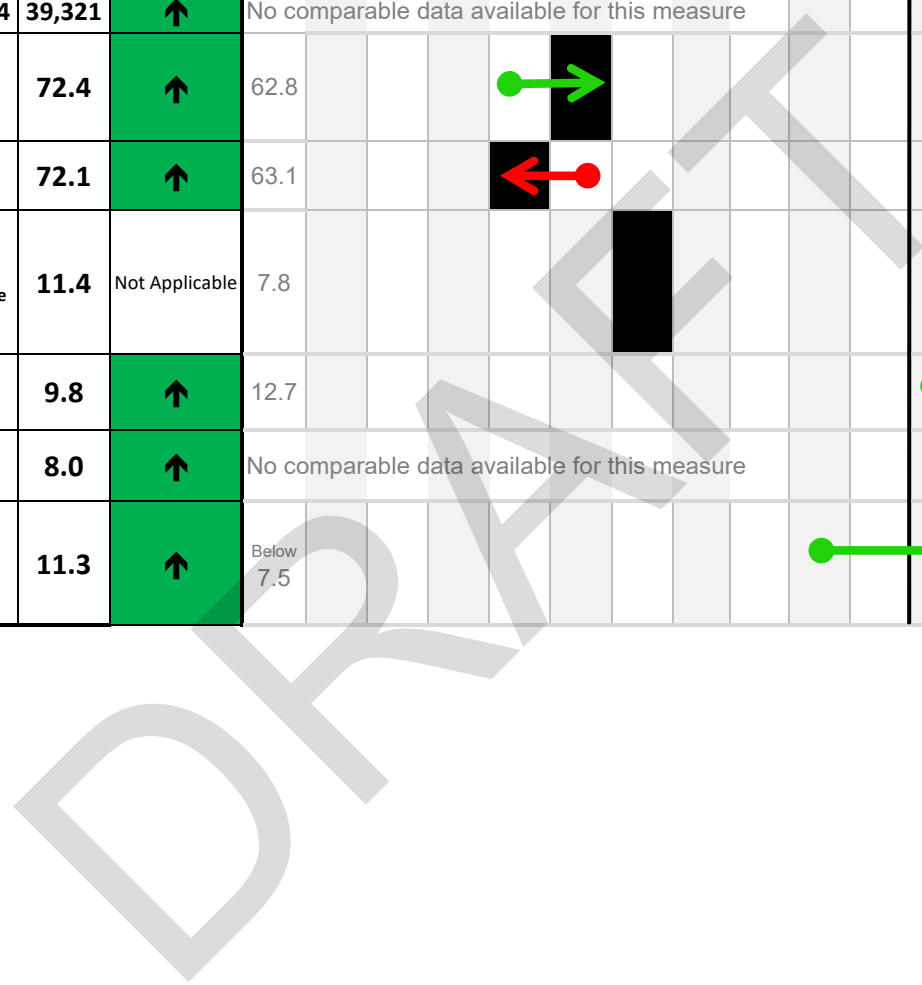
PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
	Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
				Arrows start from previous position												to our most current position											
<b>WBO 1 - Help to give every child the best start in life and improve their early life experiences.</b>																											
<b>1</b>	% Children in care with <b>3 or more placements</b> in the year (PAM/029)	8.8	10.4	↓	No comparable data available for this measure																						
<b>WBO 2 - Help children live healthy lifestyles.</b>																											
<b>2</b>	% Children <b>overweight or obese</b>	29.4	26.6	↑	34.5																						17.8
<b>WBO 3 - Support and improve progress and achievement for all learners.</b>																											
<b>3</b>	Average <b>Caped 9 points score</b> for pupils (PAM/032)	360.8	363.1	↑	317.9																						377.1
<b>4</b>	% <b>Attendance in primary schools</b> (PAM/007)	94.4	93.9	↓																							95.2
<b>5</b>	% <b>Attendance in secondary schools</b> (PAM/008)	94.3	93.8	↓	92.5																						95.0
<b>6</b>	<b>Satisfaction with child's primary school</b> (NSW)	90	84	↓	Below 81																						99
<b>WBO 4 - Reduce the number of young adults that are Not in Education, Employment or Training.</b>																											
<b>7</b>	<b>Year 11 leavers Not in Education, Employment or Training (NEETs)</b> (PAM/009)	1.4	1.8	↓	2.9																						0.5
<b>8</b>	<b>Year 13 leavers Not in Education, Employment or Training (NEETs)</b> (5.1.0.2)	3.0	4.9	↓	10.7																						1.1
<b>WBO 5 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty.</b>																											
<b>9</b>	% <b>Gap of Caped 9 points score</b> for pupils eligible for <b>FSM</b> (Free School Meals) and those who don't.	19.0	19.7	↓	37.2																						15.2
<b>10</b>	% of households successfully <b>prevented</b> from becoming <b>homeless</b> (PAM/012)	65.1	59.9	↓	48.9																						82.4
<b>11</b>	Household in <b>material deprivation</b> (NSW) (NWBI)	15.8	13.5	↑	17.8																						8.6

	PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>	
		Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results											
		Arrows start from previous position															● ● to our most current position										
12	% Households Living in Poverty (CACI 'PayCheck')	35.0	35.5	↓	45.5																					21.9	
WBO 6 - Create more jobs and growth throughout the county.																											
13	Employment figures (ONS - Annual Population Survey) (NWBI)	73.7	71.6	↓	67.3																						80.4
14	Jobs created with Regeneration assistance (EconD/001)	352.5	419.0	↑	No comparable data available for this measure																						
15	Median Gross Weekly Full-time Earnings (£) (NWBI)	517.5	511.4	↓	440.6																					638.5	
16	Number qualified to NVQ Level 4 or above (Stats Wales) (NWBI)	37.8	38.0	↑	24.1																					51.5	
17	People moderately or very satisfied with their jobs (NSW) (NWBI)	80.0	82.5	↑	74.5																					86.3	
WBO 7 - Increase the availability of rented and affordable homes.																											
18	Number of affordable homes in the County (7.3.2.24)	235	247	↑	No comparable data available for this measure																						
WBO 8 - Help people live healthy lives (tackling risky behaviour & obesity).																											
19	% of adults who say their general health is Good or Very Good (NSW)(NWBI)	69	66	↓	65																					78	
20	% of adults who say they have a longstanding illness (NSW)(NWBI)	50	53	↓	55																					38	
21	Adult Mental Well-being score (NSW)(NWBI) (Out of a maximum score of 70)	50	51	↑	50																					53	
22	% adults who have fewer than two healthy lifestyle behaviours (NSW/NWBI) (not smoking, healthy weight, eat five fruit or veg a day, not drinking above guidelines & meet the physical activity guidelines).	8.2	8.8	↓	15.9																					6.9	
WBO 9 - Support good connections with friends, family and safer communities.																											
23	Have a sense of community (derived from three questions on belonging; different backgrounds get on, treat with respect) (NSW) (NWBI)	47.7	51.6	↑	38.1																					62.0	
24	People feeling safe (at home, walking in the local area, and travelling) (NSW) (NWBI)	78.7	76.1	↓	58.6																					89.4	

	PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>	
		Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results										
		Arrows start from previous position															● ● to our most current position										
<b>WBO 10 - Support the growing numbers of older people to maintain dignity and independence in their later years.</b>																											
25	Rate of people kept in hospital while waiting for social care (PAM/025)	2.50	4.21	↓	No comparable data available for this measure																						
26	Agree there's a good Social Care Service available in the area (NSW) (elderly, children, disabled and carers)	56.2	47.5	↓	44.0																						57.8
27	Days taken to deliver a Disabled Facilities Grant (PAM/015)	161	157	↑	298																						126
<b>WBO 11 - A Council-wide approach to support Ageing Well in the county.</b>																											
28	% of people who are lonely (NSW) (NWBI)	17.1	16.6	↑	22.1												Same										11.1
<b>WBO 12 - Look after the environment now and for the future.</b>																											
29	Use of renewable energy (kWh)	937,330	979,071	↑	No comparable data available for this measure																						
30	% Waste reused, recycled or composted (PAM/030)	63.64	58.94	↓																							
<b>WBO 13 - Improve the highway and transport infrastructure and connectivity.</b>																											
31	% A Class roads that are in poor condition (PAM/020)	4.1	5.2	↓	6.3																						1.7
32	% B Class roads that are in poor condition (PAM/021)	3.1	4.2	↓	6.5																						1.4
33	% C Class roads that are in poor condition (PAM/022)	11.9	12.5	↓	21.6					Same																	3.0
34	Number of people killed and seriously injured on the roads (5.5.2.21)	83	97	↓	118																						12
<b>WBO 14 - Promote Welsh Language and Culture.</b>																											
35	Can speak Welsh (NSW) (NWBI)	43.6	37.8	↓	under 8.1																			Same		66.0	
36	Pupils assessed in Welsh (first language) - Foundation Phase (PAM/033)	55.0	53.5	↓	3.9																						98.5
37	% of people attended arts events in Wales in last year (NSW)	69.3	67.4	↓	56.1																						78.8
38	% of people visited historic places in Wales in last year (NSW)	63.8	64.7	↑	48.3																						77.0
39	% of people visited museums in Wales in last year (NSW)	36.0	34.6	↓	27.8					Same																	57.6



	PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved year on year			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
		Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
					Arrows start from previous position												● ● to our most current position ■											
<b>WBO 15 - Building a Better Council and Making Better Use of Resources.</b>																												
<b>40</b>	'Do it online' payments	34,494	39,321	↑	No comparable data available for this measure																							
<b>41</b>	People agree that they can access information about the Authority in the way they would like to (NSW)	70.8	72.4	↑	62.8																						86.6	
<b>42</b>	People know how to find what services the Council provides (NSW)	71.9	72.1	↑	63.1																						84.3	
<b>43</b>	People agree that they have an opportunity to participate in making decisions about the running of local authority services. (NSW)	New measure	11.4	Not Applicable	7.8																						22.4	
<b>44</b>	Number days lost due to sickness absence. (PAM/001)	10.1	9.8	↑	12.7																						8.3	
<b>45</b>	Reduction in organisational 'running costs' (£m)	8.6	8.0	↑	No comparable data available for this measure																							
<b>46</b>	People agree that the Council asks for their views before setting its budget. (NSW)	8.0	11.3	↑	Below 7.5																						20.8	



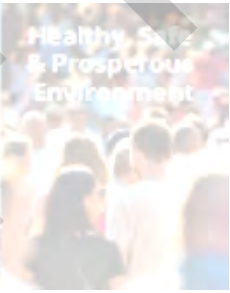
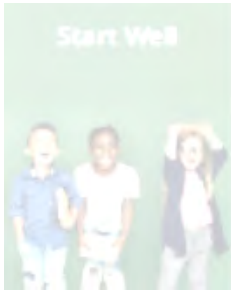
**Below are comments for those Success Measures above that have either declined year on year and/or fallen in rank position.**

- 1** The number of looked after children has decreased in Carmarthenshire to 183 and is one of the best in Wales but the reduction impacts on our baseline figures, and our result has increased from 8.85% to 10.4%.  
Some reasons for placement moves include:- emergency/alternative placements for unaccompanied asylum seekers all having different and cultural needs, siblings requiring emergency/more experienced placements due to high level of need requiring support from Child & Adolescent Mental Health Service, a baby with great medical needs etc.  
The department will continue to review and improve placement stability through the accommodation panel. Robust placement support meetings will ensure carers are well supported and the children placed in their care can be maintained safely with additional resources. There is no comparative data published for this measure.
- 4** It is clear that primary school attendance has dropped significantly in Carmarthenshire from 94.4% to 93.9% and we have moved from 21st to worst in Wales. The main reason for this was due to pupil illness as there had been a high number of childhood viruses and illness reported that year. Some schools were therefore more adversely affected than others.  
The Local Authority has continued to work with primary schools to reduce avoidable absence and this will remain a key priority over the coming year. This work has involved supporting schools in responding to absence in the early stages and ensuring that families are provided with a high level of advice, support and guidance where needed. In the very few cases where attendance has failed to improve due to unauthorised absence, we have had no option other than to refer to Court to ensure the educational entitlement of these pupils. We will continue to promote regular school attendance to maximise educational opportunities and child welfare, robustly challenging poor attendance and persistent absenteeism and implement the Attendance Forward Working Plan following consultation with Headteachers.
- 5** The attendance at our Secondary Schools has reduced from 94.3% to 93.8% and from 10th to 12th position in Wales.  
Authorised absence has remained constant at 4.8% but Unauthorised absence has increased and specifically in the use of 'Other' absence code. The comprehensive Educational Welfare Service (EWS) improvement plan outlines collaborative strategies across the department which will further support our schools to improve rates of pupil attendance. They will also contact those schools with a high percentage of 'O' codes to address any coding issues.
- 6** According to the 2018/19 National Survey for Wales, 84% of participants were satisfied with their child's primary school in Carmarthenshire. This has reduced from the previous year of 90% and is below the Welsh average and from 9<sup>th</sup> to 19<sup>th</sup> position in Wales. The sample size for this question across Wales was 1,450, of which there would have been a smaller number answering from Carmarthenshire. This would have been a relatively small sample of families within Carmarthenshire with primary age children and we have no detail on which schools were covered or how representative the respondents are. We take note of the decrease within its context. We continue to work closely with families, senior school leaders and governors across the primary sector to enhance engagement, understanding and effective partnerships in support of enjoyment, progress and achievement for all pupils.

- 7** 1.8%, or 32 of Year 11 pupils becoming NEET equated to 96.1%, or 1,743 pupils remaining in Education, Employment or Training. This is an increase on 1.4% (27 pupils) the previous year, and moved down from 13<sup>th</sup> to 16<sup>th</sup> position in Wales. A small number of pupils (38), either did not respond to contact or were known to have left Carmarthenshire some of whom could also be NEET. Partnership work by schools, Youth Support Service staff and external agencies including Careers Wales to deliver the Youth Engagement and Progression Framework in Carmarthenshire.
- 8** 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. This is an increase on 3.0% (20 pupils) on the previous year and have moved down from 15<sup>th</sup> to 19<sup>th</sup> in Wales. 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.
- 9** We welcome the increase in the Capped 9 score for pupils eligible for FSM (Free School Meals) from 307.6 to 308.1. FSM pupils, which remains a key focus for our work across the curriculum. The element of enhanced performance by FSM pupils should remain central to our thinking, as opposed to overly focusing on 'the gap' (which is naturally widened slightly by an equally pleasing increase in performance by non-FSM pupils).
- 10** Out of the 435 homeless presentations, 259 were successful preventions (10 less cases than last year). Further to this, 42 cases either lost contact; failed to engage or refused assistance with us and therefore could not be logged as a prevention case. With the introduction of Universal credit we have noticed a knock on impact with private 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 developed a new strategic approach.
- 12** 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% (28,881 households) can be defined as living in poverty in Carmarthenshire which is above the Welsh average of 33.6% and increased on 35% (28,223 households) in 2017, we have also moved down from 8<sup>th</sup> to 13<sup>th</sup> worst in Wales.
- 13** There has been a 2.1% decrease in the employment figures in Carmarthenshire during 2018/19. Having analysed the statistics further there seems to be a national trend of a significant reduction in employment figures in agriculture 4.3%, accommodation food services a 9.4% reduction, 2% reduction in construction, and health and social care a 2% reduction. This may be a reflection of a lack in investment by businesses as a consequence of BREXIT, and being a peripheral county with a number of vulnerable sectors to BREXIT it may be that we are feeling the effects more acutely than other Local Authorities. Within the region other local authorities have also moved down the rankings including Swansea and Powys. The figures are disappointing as the authority has put a number of funding initiatives in place to stimulate jobs and growth in the county in the form of Property Development Fund, Carmarthenshire Rural Enterprise Fund and Business Grants. The impact of jobs created through support from regeneration during 2018/19 was 419 compared to 352.5 during 2017/18. So performance of regeneration activity in job creation has increased compared to a county decrease. It may be that the true effect of these supporting grants won't be realised until future years, need to monitor this moving forward.
- 15** The overall median gross weekly pay has reduced by £6.40 to £511.40, slightly below the Welsh Average of £518.60. This is a reflection of the business market conditions of Carmarthenshire, the reduction is difficult to explain as there are no significant reasons that we are aware of that are affecting wages.

- 19** 60% of Carmarthenshire participants in the National Survey for Wales said their general health is Good or Very Good, this is a slight reduction on the previous result of 69% but comparatively we have moved down from 14th to 21st position in Wales. Whilst this result is disappointing, our Leisure services have recently re-structured to create 3x Active Adult officers to complement the work our Active Young People Officers do in schools and communities - all looking to change habitual behaviour in relation to better health. Working with partners such as Public Health via the LSB, we will continue to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition and cleaner air.
- 20** 53% of Carmarthenshire participants in the National Survey for Wales said they had a longstanding illness, disability or infirmity, this has increased slightly on the previous survey result of 50% and gone down from 16<sup>th</sup> to 21<sup>st</sup> position. Whilst this measure has numerous influences, Carmarthenshire's leisure services continues to see increases in the number and impact of schemes such as our sector leading National Exercise referral scheme with over 1,200 referrals in the past 12 months and over 60% of these referrals maintaining their exercise habit by joining to become regular members of our gym and fitness facilities. Our plan is to extend this scheme in terms of input referrals and the type of activities available to those referred.
- 22** 8.8% of participants have fewer than two healthy lifestyle behaviours, this has increased slightly on last year of 8.2% but continues to be better than the Welsh average of 10.1% but have moved down from 5th best to 9th best in Wales. The £200m investment in the new health and well-being village at Delta Lakes, Llanelli, will provide a world-class model of an integrated early intervention facility that will help move people positively along the health continuum, throughout all stages of their life journey. This collaborative scheme will also positively impact on the health of some of the most deprived communities in Wales, which are immediately adjacent to this new development.
- 25** 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. The primary reasons are the increased complexity exacerbated by the conditioning of the elderly when in hospital and the overall under-supply of domiciliary care. A key improvement needed to reduce delays in hospital is to improve nursing and therapy practice in hospital to improve the mobility of individuals when they are admitted thus reducing the need for care.
- 26** According to the 2018/19 National Survey for Wales 47.5% of participants believed that there is good Social Care Service available in the area, this has reduced from the previous result of 56.2% and our position in Wales has gone down from 15th to 19th place. While disappointing and unclear about the respondents, the department believes it provides a high quality service to its service users and carers and has the evidence to demonstrate this. The department has received a very good Inspection Report undertaken by the Care Inspectorate Wales in May 2019 (published 7 August 2019) that verified that people can be confident in the quality of care and support provided. Furthermore, as part of its statutory obligation to consult with service users and carers, the department obtained an excellent response rate of 604 service users and carers to the survey that demonstrated people's high levels of satisfaction with social care services in the county: For example, 85% of people said they were happy with the care and support they received; 81% know who to contact about their care and support; 83% feel safe from harm or injury; 93% treated with respect and dignity.

- 30** 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%. Comparative data will not be available until November 2019 but we were 10th position for 2017/18
- 31,** 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% and moved from 15th to 21st place, B roads from 3.1% to 4.2% moved from 5th to 10th place, and C roads from 11.9% to 12.5% but remains in 17th position. 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.
- 32,**
- 33**
- 34** A total of 97 people were killed or seriously injured on Carmarthenshire's roads in 2018, an increase from 83 in 2017 and now 20th highest rather than 21st. Although we cannot control the number of road traffic incidents on the county road network, we do however work with partner agencies to encourage the safer use of the road, engage with high-risk road user groups (motorcyclists, the elderly, young drivers), invest in targeted road safety engineering projects and assist the Police with speed enforcement campaigns and address community concerns about speeding.
- 35** According to the 2018/19 National Survey for Wales, 37.8% of participants said they could speak Welsh. This is down on 2017/18 (43.6%) but continue to have the 4th highest percentage in Wales. This survey gives a good annual indication of the number of Welsh speakers but despite being a few years old, the 2011 Census gives a more accurate figure of 43.9% with the highest number of Welsh speakers at just over 78,000.
- 36** 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 figure of 55%. There is no comparative data published for this measure.
- 37** According to the National Survey for Wales the number of survey participants attending an arts event in Wales during 2017/18 reduced slightly at 67.4% from 69.3% in the previous questionnaire. This is below the Welsh average figure of 68%. Please note that the question asked whether they attended arts events in Wales and not specifically in Carmarthenshire. This result is used to measure well-being of our residents through attending arts events rather than specific attendance to maintain our venues.
- 39** According to the National Survey for Wales the number of survey participants visiting a museum in Wales during 2017/18 reduced slightly at 34.6% from 36% in the previous questionnaire. This is below the Welsh average figure 40.4%. Please note that the question asked whether they visited museums in Wales and not specifically in Carmarthenshire. This result is used to measure well-being of our residents through visiting museums rather than specific attendance to maintain our venues.



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**National  
Survey for  
Wales Results  
Published June  
2019**

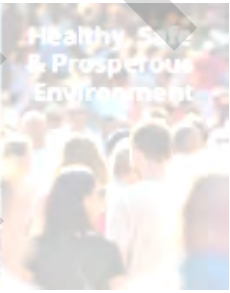
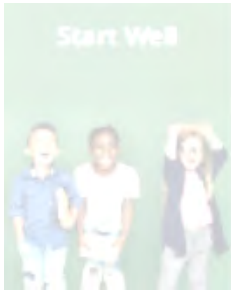




In AR	Questions asked in the 2018/19 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
		Previous available result	2018/19 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
		Arrows start from our previous position												● ● to our 2018/19 position ■														
12	Keeping up with all bills and commitments without any difficulties - All Adults	58.2	62.7	↑	57.1																					77.9		
13	Keeping up with all bills and commitments without any difficulties - Pensioners	74	80	↑	73																					91		
14	Keeping up with all bills and commitments without any difficulties - Non-Pensioners	52	56	↑	49																					77		
15	Whether household has internet access	85.7	87.0	↑	79.7																					93.2		
16 ✓	% of adults who say their general health is Good or Very Good	69	66	↓	65																					78		
17 ✓	% of adults who say they have a longterm illness	50	53	↓	55																					38		
18 ✓	Adult Mental Well-being score (Out of a maximum score of 70)	50	51	↑	50																					53		
19	% of people participating in sporting activities three or more times a week (NWBI/38)	34.7	35.1	↑	20.0																					39.5		
20	% of adults that Smoke (combined 2 years result)	18.6	16.6	↑	21.9																					13.7		
21	% of adults that are E-cigarette users (combined 2 years result)	7.0	7.0	↔	10.5																					3.9		
22	% of adults that drink > 14 units a week (combined 2 years result)	20.9	19.9	↑	25.0																					13.4		
23	% of adults that ate 5 portions of fruit & vegetables a day (combined 2 years result)	20.0	18.6	↓	14.7																					31.7		

In AR	Questions asked in the 2018/19 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
		Previous available result	2018/19 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
		Arrows start from our previous position															● ● to our 2018/19 position											
24	% of adults that active for 150 minutes or more a week (combined 2 years result)	58.8	55.3	↓	35.3																					63.5		
25	% of adults that active for 30 minutes or less a week (combined 2 years result)	26.0	27.8	↓	54.1																					25.0		
26	% of adults that are overweight or obese (BMI 25+) (combined 2 years result)	57.8	61.7	↓	71.5																					48.3		
27	% of adults that are obese (BMI 30+) (combined 2 years result)	22.4	24.3	↓	31.5																					14.2		
28 ✓	% of adults that have one or less healthy behaviours (Based on the above measures 20-27) (combined 2 years result)	8.2	8.8	↓	15.9																					6.9		
29 ✓	% people who agree that there is good community cohesion in their local area (NWBI/27)	47.7	51.6	↑	38.1																					62.0		
30	% people who agree that they belong to their local area	70.4	70.4	↔	63.5																					83.8		
31	% people satisfied with local area as a place to live (NWBI/26)	88.8	88.4	↓	65.8																					94.0		
32 ✓	% people who feel safe (NWBI/25) (at home, walking in local area & when travelling in the dark)	78.7	76.1	↓	58.6																					89.4		
33	% people who feel safe at home after dark	98.4	96.8	↓	92.8																					99.1		
34	% people who feel safe in local area after dark	84.3	84.4	↑	70.4																					91.6		
35	% people who feel safe on public transport after dark	84.1	82.5	↓	66.8																					91.3		

In AR	Questions asked in the 2018/19 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
		Previous available result	2018/19 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
		Arrows start from our previous position															● ● to our 2018/19 position ■											
36	% people who feel safe travelling by car after dark	95.9	96.6	↑	93.0																						98.4	
37	% people who feel safe walking alone in local green space	New for 2018/19	91.7	Not applicable	83.9																						99.1	
38	% people satisfied with quality of local green space	New for 2018/19	80.9	Not applicable	72.3																						93.1	
39	% people satisfied with the recycling collection service provided by Council	85.1	80.4	↓	62.9																						90.5	
40	% people satisfied with the level of dog fouling in the local area. 36.5% dissatisfied in Carmarthenshire	New for 2018/19	56.2	Not applicable	31.2																						73.0	
41	% people satisfied with the level of litter in the local area. 38.7% dissatisfied in Carmarthenshire	New for 2018/19	54.5	Not applicable	25.3																						72.3	
42	% people not concerned about flooding to their own property 13% were concerned in Carmarthenshire	New for 2018/19	87.0	Not applicable	81.2																						93.3	
43	% people not concerned about flooding to their local area 36.2% were concerned in Carmarthenshire	New for 2018/19	63.8	Not applicable	52.5																						84.5	



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

# Public Accountability Measures (PAM)

The table below shows the following information on measures that all 22 councils in Wales have to collect:-

- Our 2018/19 result and whether it has improved on our 2017/18 result
- Our quartile (star rating) compared to other Council's in Wales
- Our Rank position for 2018/19 compared to our Rank position for 2017/18

The measures published by all councils in Wales		Has our result improved from 2017/18 to 2018/19		How good is our 2018/19 result?	22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
		Our 2018/19 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results												Best Results											
<b>WBO1 - Help to give every child the best start in life and improve their early life experiences</b>																												
1	% Children in care with 3 or more placements in the year (PAM/029)	10.4	↓	Not applicable	No comparative data published for this measure																							
2	Percentage of children satisfied with their care and support (PAM/027)	84.6	↑	Not applicable	No comparative data published for this measure																							
3	Percentage of child assessments completed in time (PAM/028)	87.2	↓	Not applicable	No comparative data published for this measure																							
<b>WBO3 - Support and improve progress and achievement for all learners.</b>																												
4	% Pupil attendance in primary schools (PAM/007)	93.9	↓	★	←																					95.2		
5	% Pupil attendance in secondary schools (PAM/008)	93.8	↓	★★	92.5																				←	95.0		
6	Average Capped 9 score for pupils in year 11 (PAM/032)	363.1	↑	★★★★	317.9																				→	377.1		
<b>WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)</b>																												
7	% of Year 11 Leavers not in education, employment or training (NEETS) (PAM/009)	1.8	↓	★★	2.9																				←	0.5		
<b>WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty</b>																												
8	% of households successfully prevented from becoming homeless (PAM/012)	59.5	↓	★★	48.9																				←	82.4		
<b>WBO7 - Increase the availability of rented and affordable homes</b>																												
9	% Private sector dwellings returned to occupation (PAM/013)	7.40	↑	★★★★	0.57																				Same	14.07		
10	Number of new homes created as a result of bringing empty properties back into use (PAM/014)	7	Not applicable	Not applicable	No comparative data available for this measure																							
11	Number of additional affordable housing units delivered per 10,000 households (PAM/036)	15.4	↑	Due November 2019																								

	The measures published by all councils in Wales	Has our result improved from 2017/18 to 2018/19		How good is our 2018/19 result?		Worst results												Best Results														
		Our 2018/19 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>						
						Arrows start from our 2017/18 position												to our 2018/19 position														
12	Average number of calendar days taken to complete all housing repairs (PAM/037)	14.6	↑	★★	Comparative data only available for 11 authorities.																											
13	% of homes that meet the Welsh Housing Quality Standard (WHQS) (PAM/038)	100.00	↔		Due November 2019																											
14	% of rent lost due to properties being empty (PAM/039)	2.9	↓	★	Comparative data only available for 10 authorities.																											
<b>WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)</b>																																
15	% of Quality Indicators (with targets) achieved by the library service (PAM/040)	57.5	↑		Due November 2019																											
16	Visits to Sport & Leisure facilities per 1000 population (PAM/017)	8,401	↓	★★	5201																						13340					
17	% of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041)	55.1	↑		Due December 2019																											
18	% of NERS clients whose health had improved on completion of the exercise programme (PAM/042)	Result not available	Not applicable		Due December 2019																											
19	% Food establishments that meet food hygiene standards (PAM/023)	95.77	↓	★★★	92.28																						99.19					
<b>WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years</b>																																
20	Days taken to deliver a Disabled Facilities Grant (PAM/015)	157	↑	★★★★	298																						126					
21	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)	4.21	↓		No comparative data published for this measure																											
22	Percentage of adults satisfied with their care and support (PAM/024)	84.6	↓		No comparative data published for this measure																											
23	Percentage of carers that feel supported (PAM/026)	64.4	↓		No comparative data published for this measure																											
<b>WBO12 - Looking after the environment now and for the future</b>																																
24	% of all planning applications determined in time (PAM/018)	72.6	↑	★																						99.7						
25	% of planning appeals dismissed (PAM/019)	71.4	↑	★★★★	37.5													90.0														

	The measures published by all councils in Wales	Has our result improved from 2017/18 to 2018/19		How good is our 2018/19 result?	22 <sup>nd</sup>	21 <sup>st</sup>	20 <sup>th</sup>	19 <sup>th</sup>	18 <sup>th</sup>	17 <sup>th</sup>	16 <sup>th</sup>	15 <sup>th</sup>	14 <sup>th</sup>	13 <sup>th</sup>	12 <sup>th</sup>	11 <sup>th</sup>	10 <sup>th</sup>	9 <sup>th</sup>	8 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>	5 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>	1 <sup>st</sup>		
		Our 2018/19 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results												Best Results											
					Arrows start from our 2017/18 position												to our 2018/19 position											
26	% of streets that are clean (PAM/010)	91.5	↓	★	85.7																							99.4
27	Average number of working days taken to clear fly-tipping incidents (PAM/035)	2.3	↓	★★★	6.2																							0.2
28	Kilograms of municipal waste that is not reused, recycled or composted during the year per person (PAM/043)	179.7	↓																									
29	% Municipal waste reused, recycled or composted (PAM/030)	58.94	↓																									
<b>WBO13 - Improve the highway and transport infrastructure and connectivity</b>																												
30	% A roads that are in poor condition (PAM/020)	5.2	↓	★	6.3																							1.7
31	% B roads that are in poor condition (PAM/021)	4.2	↓	★★★	6.5																							1.4
32	% C roads that are in poor condition (PAM/022)	12.5	↓	★	21.6																							3.0
<b>WBO14 - Promote Welsh Language and Culture</b>																												
33	% of pupils assessed in Welsh at the end of the Foundation Phase (PAM/033)	53.5	↓	Not applicable	No comparative data published for this measure																							
34	% of year 11 pupils studying Welsh (first language) (PAM/034)	44.9	↑	Not applicable	No comparative data published for this measure																							
<b>WBO15 - Building a Better Council and Making Better Use of Resources</b>																												
35	Number days lost due to sickness absence. (PAM/001)	9.8	↑	★★★	12.7																							8.3
<p>Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)                      An explanation on all of the above results can be viewed on the relevant Well-being Objective <i>links to detail progress reports</i> .</p>																												



## Our Regulatory Reports

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



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

### LOCAL REPORTS

<a href="#">Local Government Use of Data (Jan 2019)</a>
<a href="#">Well-being of Future Generations examination - WBO 2 (Feb 2019)</a>
<a href="#">Service User Prospective Review: Online Services (May 2019)</a>
<a href="#">Review of Risk Management (July 2019)</a>
<a href="#">Annual Improvement Report: 2018-19 (Sep 2019)</a>

### NATIONAL REPORTS

<a href="#">Procuring Residual and Food Waste Treatment Capacity (Oct 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="#">Waste Management in Wales: Municipal Recycling (Nov 2018)</a>
<a href="#">The Maturity of Local Government in Use of Data (Dec 2018)</a>
<a href="#">Waste Management in Wales: Preventing Waste (Mar 2019)</a>
<a href="#">The Effectiveness of Local Planning Authorities in Wales (Jun 2019)</a>



## Feedback from the Future Generations Commissioner for Wales on our Self-reflection

We were requested to complete a self-reflection tool on our progress on our Well-being Objectives. In July 2019 we received the following feedback on our Assessment. This feedback was received too late to inform Annual Reporting for 2018-19 and will be addressed in future reporting.

### Assessment of general progress:

- Overall, you're making good progress and we welcome your work to consolidate your plans into one, as part of a more integrated approach.
- In your Annual Report, there are success measures attached to each well-being objective, but it does not clearly set out the steps expected on the journey. Rather, it reports on what appears to be separate initiatives that sit under each objective, in some instances describing the specific programme, in others, explaining the results the initiative achieved. It does not describe what is being done differently as a result of the WFG Act, and **we would like to see evidence of this in future reporting. We recommend you consider describing success in accordance with the Commissioner's expectations set out in the 'Well-being in Wales: journey so far' report.**
- There is a clear understanding of, and commitment to, the 5 Ways of Working. Despite this, there is still a sense of separate and disparate programmes across the Council. In future reporting, **we would like a better sense of how these good examples come together to form a coherent picture of how you're improving well-being in Carmarthenshire.**
- Similarly, you've said you have pockets of good practice but need to consolidate across all services. Your intention to introduce an integrated impact assessment process, including a requirement for maximising contribution to your Well-being Objectives and the 5 Ways of Working, should help drive this.
- You've highlighted how objective 15 will enable you to deliver against the 7 corporate areas of change, and **we expect to see evidence in future reporting on how you have begun to adapt your ways of working** in relation to areas such as longer term financial planning, joint resourcing with other public bodies, procuring goods in ways that support economic, social, environmental and cultural well-being, and planning your workforce for the future.
- Your work enabling people to access facilities and services they need was reflected in the National Survey for Wales satisfaction results (3<sup>rd</sup> best in Wales). However, involvement is your lowest scoring way of working (5.5/10). We're shortly publishing 'a journey towards involvement', which will provide advice on the steps you can take to help demonstrate good involvement, and we look forward to seeing progress in this year's reporting.
- We welcome your progress on integrating health and social care, with regulators praising it as being 'very good', and the work of your Rural Affairs Task group, a new approach described as very promising. You've also highlighted strong examples supporting objective 8 (Help people live healthy lives). For example: the Wellness and Life Science Village project, described as one of the first developments of its kind in the world, which includes a primary care centre and landscaped spaces for walking and cycling and children's play area/spaces for outdoor performing arts; your efforts towards Carmarthenshire becoming 'the hub of Cycling in Wales' with a newly refurbished Velodrome, Closed Road Circuit at Pembrey, Tywi Valley Cycle Path and expanding network of Active Travel routes; your Health and Wellbeing programme, encouraging and supporting employees to make positive lifestyle changes and take responsibility for their health, through provision of advice, support, events and activities. **These are encouraging, and we expect to see progress reflected in future reporting.**

## The Future Generations Commissioner for Wales - Expectations of Annual Reports

In May 2018 The Future Generations Commissioner for Wales published her report on '*Well-being in Wales: the journey so far*'. She set out 9 key expectations for Annual Reporting. This guidance will continue to inform future Annual Reports

### Future Generations Commissioner for Wales Expectations of Annual Reports and how we meet them. Published May 2018

Well-being in Wales: the journey so far –May 2018 by Future Generations Commissioner for Wales

#### Expectation 1: Well-being objectives and goals

We set out our Well-being Objectives and the steps we were going to take to meet them in our Well-being Objectives.

#### Expectation 2: Sustainable development principle

We are embracing the *sustainable development principle* and trying to improve the economic, social and environmental and cultural well-being of Carmarthenshire, whilst ensuring the needs of the present are met without compromising the ability of future generations to meet their own needs.

We have brought together our previous *Corporate Strategy, Improvement Plan, Well-being Objectives* and the New Administrations *5 year plan* into a *New Corporate Strategy*. These objectives are cascaded into *Service Business Plans* to ensure maximum contributions of Services to achieving our Well-being Objectives. Service Business Plans explain how they use the 5 ways of working in how they do business.

#### Expectation 3: Looking ahead

Change takes time. Our New Corporate Strategy consolidates a number of plans together and links to our *vision for sustainable services for older people for the next decade and Affordable Homes Strategy*.

#### Expectation 4: Tracking progress

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

#### Expectation 5: Applying and implementing the Act

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

We have integrated this approach with our Annual Governance Statement that adopts the CIPFA/SOLACE -7 Principles of delivering good governance in local government –Wales updated to include the Well-being of Future Generations Act.

Our Corporate Governance Group is responsible for progress.

## Expectation 6: Self-reflecting

The Act requires us to review the continued relevance of our Well-being Objectives annually.

	Forward Planning	Reporting Self-Reflecting	Review
2017-18	<a href="#">Well-being Objectives 2017-18</a>	<a href="#">Annual Report on Well-being Objectives 2017-18</a>	<p><i>#1 Consultation</i></p> <p>The set we published by March 2017 as required by the Act were reaffirmed by the newly elected administration following May 2017 local government elections with the addition of another Well-being Objective – <i>Promoting Welsh Language and Culture</i>.</p> <p>Following publication of the Welsh Governments' new Well-being Objectives we did a desk top exercise to evaluate our Objectives and felt they should remain the same.</p>
2018-19	<a href="#">New Corporate Strategy 2018-23</a>	Annual Report on Corporate Strategy 2018-19 To be published Oct 2019	<p><i>#1 Consultation</i></p> <p>Consolidating 4 plans into 1 Also added Well-being Objective 15 <i>Building a Better Council</i></p>
2019-20	<a href="#">Corporate Strategy Refresh 2018-23</a>		<p><i>#1 Consultation</i></p> <p>See <i>Appendix 1</i> on refresh</p>
#1 Consulted on all Well- being Objectives as part of budget consultation			

## Expectation 7: Collaboration with other Public Bodies

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

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

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

**Expectation 8: Accountability**

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

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

**Expectation 9: Making your reports clear**

Members have found the plan to be helpful and clear:

DRAFT



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)**



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