

Document Pack



Wendy Walters
Prif Weithredwr,
Chief Executive,
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County Hall, Carmarthen. SA31 1JP

WEDNESDAY, 8 JANUARY 2020

TO: ALL MEMBERS OF THE COMMUNITY SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **COMMUNITY SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, COUNTY HALL, CARMARTHEN. SA31 1JP. AT 10.00 AM ON THURSDAY, 16TH JANUARY, 2020** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Wendy Walters

CHIEF EXECUTIVE



PLEASE RECYCLE

| | |
|--------------------------|---------------------------------|
| Democratic Officer: | Kevin J Thomas |
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| Ref: | AD016-001 |

COMMUNITY SCRUTINY COMMITTEE

13 MEMBERS

PLAID CYMRU GROUP – 7 MEMBERS

- | | | |
|----|------------|----------------------------|
| 1. | Councillor | Ann Davies |
| 2. | Councillor | Handel Davies |
| 3. | Councillor | Colin Evans |
| 4. | Councillor | Jeanette Gilasbey |
| 5. | Councillor | Betsan Jones |
| 6. | Councillor | Alan Speake |
| 7. | Councillor | Gareth Thomas (Vice-Chair) |

LABOUR GROUP – 3 MEMBERS

- | | | |
|----|------------|------------------|
| 1. | Councillor | Fozia Akhtar |
| 2. | Councillor | Rob Evans |
| 3. | Councillor | Shirley Matthews |

INDEPENDENT GROUP – 3 MEMBERS

- | | | |
|----|------------|-----------------|
| 1. | Councillor | Anthony Davies |
| 2. | Councillor | Irfon Jones |
| 3. | Councillor | Hugh Shepardson |

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTERESTS INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM
3. PUBLIC QUESTIONS (NONE RECEIVED)
4. REVENUE BUDGET STRATEGY CONSULTATION 2020/21 TO 2022/23 5 - 90
5. COMMUNITIES DEPARTMENTAL DRAFT BUSINESS PLAN 2020 - 2023 91 - 164
6. CHIEF EXECUTIVE'S DEPARTMENTAL BUSINESS PLAN 2020/2023 165 - 186
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8. COUNCIL TENANT SURVEY (STAR) RESULTS (2019) 223 - 286
9. WELSH PUBLIC LIBRARY STANDARDS 2017-2020 287 - 296
10. REVENUE & CAPITAL BUDGET MONITORING REPORT 2019/20 297 - 324
11. SCRUTINY ACTION UPDATE 325 - 340
12. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 341 - 342
13. FORTHCOMING ITEMS 343 - 358
14. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 19TH NOVEMBER, 2019 359 - 364

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Agenda Item 4

COMMUNITY SCRUTINY COMMITTEE

16th JANUARY 2020

REVENUE BUDGET STRATEGY CONSULTATION 2020/21 to 2022/23

Appendix A – Corporate Budget Strategy 2020/21 to 2022/23

Appendix A(i) – Efficiency summary for the Regeneration, Leisure, Planning and non HRA Housing services

Appendix A(ii) – Growth Pressures summary for the Regeneration and Planning services – none for the Leisure and non HRA Housing services

Appendix B – Budget monitoring report for the Regeneration, Leisure, Planning and non HRA Housing services

Appendix C – Charging Digest for the Regeneration, Leisure, Planning and non HRA Housing services

To consider and comment on the following issues:

- Members consider and comment on the budget strategy proposals
- Members consider and comment on the proposals for delivery of efficiency savings for their service area identified in Appendix A(i)
- Members are also invited to bring forward any other proposals for efficiency savings
- Members examine the Departmental Budgets
- Members endorse the Charging Digests

Reasons:

- The Executive Board at its meeting on 6th January 2020 will have considered the attached Revenue Budget Strategy 2020/21 to 2022/23 (Appendix A) and endorsed the report for consultation purposes. A verbal update will be given at the meeting in relation to any changes or specific proposals made by the Executive Board if appropriate.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Linda Evans (Housing)
- Cllr. Emlyn Dole (Economic Development)
- Cllr. Peter Hughes-Griffiths (Culture, Sport & Tourism)
- Cllr. David Jenkins (Resources)

| | | |
|---|---|--|
| Directorate: Corporate Services Name of Director: Chris Moore Report Author: Randal Hemingway | Designation: Head of Financial Services | Tel No. / E-Mail Address: 01267 224886 Rhemingway@carmarthenshire.gov.uk |
|---|---|--|

EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE 16th JANUARY 2020

REVENUE BUDGET STRATEGY CONSULTATION 2020/21 to 2022/23

The objective of the report is to allow members to consider the corporate budget strategy for the financial years 2020/21 to 2022/23 to consider the service delivery impact and options for the forthcoming years.

The report is set out as follows:-

Appendix A

- The attached report is a copy of the Revenue Budget Strategy 2020/21 to 2022/23 that has been presented to the Executive Board. As part of the budget consultation process the report is presented to this Scrutiny Committee for your consideration.
- The report provides members with an initial view of the revenue budget issues for the forthcoming year and also reflects departmental submissions.

Appendix B

Current budget extracts for the Regeneration, Leisure and Planning Services and non HRA Housing service.

Appendix C

Charging Digest for the Regeneration, Leisure and Planning Services and non HRA Housing service. The charges for 2020/21 have yet to be adopted and any change to the proposed charges will impact on the budget/efficiency proposals.

| | |
|---------------------------|-----|
| DETAILED REPORT ATTACHED? | YES |
|---------------------------|-----|

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Chris Moore** Director of Corporate Services

| | | | | | | |
|---|-------|---------|------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| YES | NONE | YES | NONE | NONE | NONE | NONE |

1. Policy and Crime & Disorder

The budget is being prepared having regard to the Improvement Plan.

2. Finance

The report provides an initial view of the Budget Strategy for 2020/21, together with indicative figures for the 2021/22 and 2022/23 financial years. The impact on departmental spending will be dependent upon the final settlement from Welsh Government and the resultant final Budget adopted by County Council.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Chris Moore** Director of Corporate Services

1. Local Member(s) – N/A

2. Community / Town Council – N/A

3. Relevant Partners – Consultation with relevant partners will be undertaken and results will be reported during the budget process.

4. Staff Side Representatives and other Organisations – Consultation with other organisations will be undertaken and results will be reported during the budget process.

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

| Title of Document | File Ref No. / Locations that the papers are available for public inspection |
|-------------------------------|--|
| 2020/21 3 year Revenue Budget | Corporate Services Department, County Hall, Carmarthen |

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REPORT OF DIRECTOR OF CORPORATE SERVICES

Community Scrutiny Committee

16th January 2020

REVENUE BUDGET STRATEGY 2020/21 to 2022/23

(Copy of Executive Board report 06/01/20)

| HEAD OF SERVICE & DESIGNATION. | DIRECTORATE | TELEPHONE NO. |
|---|--------------------|---------------|
| C Moore, Director of Corporate Services | Corporate Services | 01267 224121 |
| AUTHOR & DESIGNATION | DIRECTORATE | TELEPHONE NO |
| R Hemingway, Head of Financial Services | Corporate Services | 01267 224886 |

1. INTRODUCTION

- 1.1. Executive Board in July 2019 received a report on the Revenue Budget Outlook for 2020/21 to 2022/23 which appraised Members of the financial outlook and the proposals for taking forward the budget preparation for the three year period.
- 1.2. This report provides Members with the current view of the Revenue Budget for 2020/21 together with indicative figures for the 2021/22 and 2022/23 financial years. The report is based on officers' projections of spending requirements and takes account of the provisional settlement issued by Welsh Government on 16 December 2019 (this was later than normal, principally due to the General Election). It also reflects the current departmental submissions for savings proposals.
- 1.3. Whilst significant work has already been undertaken in preparing the budget, this is only an initial position statement which will be updated over the coming months as the budget is further developed, council members are engaged, public consultation takes place, and the final settlement is received from Welsh Government.
- 1.4. The report aims to cover the following eight areas in building up the budget strategy:
 - Welsh Government settlement indications
 - Current year budget performance
 - Budgetary pressures and validations
 - Impact on the Authority's budget requirement
 - Savings proposals
 - Consultation

- Reserves
- Conclusion and Council Tax requirement

2. PROVISIONAL

- 2.1.** The provisional settlement was announced on Monday 16th December 2019, the same day as Welsh Government set its own budget. Indicative figures for individual Local Authorities were provided for one financial year only, 2020/21, with no further information about future years' settlements.
- 2.2.** The Westminster Autumn Statement in September 2019 included several significant increases to English Budgets, including future spending for English schools and social care. Through the Barnett consequential, the Welsh Government revenue budget increased by £593 million for 2020/21, of which around £207 million is directly related to Local Government spending. However, it should be noted that a proportion of the headline increase merely represents a transfer of cost – and funding – from one area of HM Treasury to another in respect of key public sector pensions schemes. As such, not all of the headline figure represents a true increase.
- 2.3.** The main points of the Provisional Settlement 2020/2021 on an all Wales basis are as follows:

2.3.1. Local government revenue funding for 2019/20 set at £4.474 billion, an increase of 4.3% (£184 million) compared to 2019-20, but this is after transfers into the settlement which WG have included at £53 million.

2.3.2. Our analysis suggests there are however inconsistencies in this:

The settlement allows for £39 million of transfers in respect of increased teachers pensions costs for September 2019-March 2020 (7 months). The full year effect is approximately £28 million higher, which will need to be met from the improved settlement.

Similarly, WG provided £12 million in 2019/20 towards the cost of the September 2019 Teachers Pay Award, representing 1.75% of the 2.75% increase for the seven months of the financial year. This has been transferred in, leaving £9 million again to be met from the improved settlement.

2.3.3. Unlike previous years, there is no funding floor. Individual settlements as published range from +3.0% (Monmouthshire) to +5.4% (Newport).

2.4. The Settlement figures for Carmarthenshire are:

2.4.1. After adjustments for WG identified transfers, the increase in the provisional settlement is 4.4% (£11.548m). The Aggregate External Finance (AEF) therefore increases to £274.159m in 2020/21.

2.4.2. New responsibilities and transfers in:

- £4.443m for Teachers pensions, however only £2.403m has actually been transferred in
- £1.265m for the September 2019 Teachers pay award, of which only £738k has been transferred in. Nothing has been included for the potential September 2020 award.
- £130k for NHS funded nursing

These account for £5.8m or 2.2% of the overall increase in funding provided by Welsh Government

Previous years' budgets have seen a significant increase in inflationary and inescapable pressures, with only partial mitigation in the form of

improved settlements from Welsh Government. Whilst this settlement is unquestionably the most generous we have seen in recent times, the scale of pressures is so vast that there is a continued squeeze on Local Government finances. On the basis of this experience, and in the absence of any forward guidance for future years, the MTFP assumptions for 2021 and beyond have revised to allow an improved settlement of +2.0%, but increases to the assumed level of pay, price and other inescapable pressures, leading to a revised savings target of £16.5 million over the three year MTFP period.

2.5. Details of the Welsh Government Service Specific Grants were provided alongside the provisional settlement on 16 December 2019 at an all Wales level. Many remain at a broadly similar level, there are however some important updates:

- The social care workforce grant has been increased from £30m to £40m across Wales. We will look for details of this to understand whether the increase can be used in full towards the obvious and unavoidable service pressures.

Whilst the Chancellor's spending round statement did not confirm a figure for the National Living Wage increase, the OBR forecasts it will rise from £8.21/hour to £8.63/hour which will impact significantly on the cost of many commissioned services.

- A new Additional Learning Needs grant of £7.2m across Wales, details of which will be explored to identify what might be used towards the department's identified pressure of £400k
- An increase in Pupil Development Grant (PDG) of £8.6m – to be channelled through ERW - and PDG Access of £3.2m across Wales
- The temporary funding put in place for Ethnic, Minority Gypsy Roma Traveller Learners has been maintained at £10.0m but there is no information on whether the current distribution, which does not favour Carmarthenshire, is to be changed or not.
- An all-Wales reduction of £1.8m to the Sustainable Waste Management Grant, which will reduce the support for Carmarthenshire's core waste budgets by around £110k.

2.6 Due to the delays in the provisional settlement, the consequential impact on Welsh Government's budget finalisation and publication is likewise delayed. The final settlement is not due to be published until 25 February and therefore County Council will set the final budget on 3 March 2020.

3. BUDGET REQUIREMENT 2020/2021

3.1. Current Years performance (2019/20)

3.1.1. As the Authority's core spending requirements remains constant year on year, a review of current year's performance is important in identifying whether there are any underlying problems within the base budget

3.1.2. The current projection for the Revenue Outturn for 2019/20 (based on the October 2019 monitoring) is as follows

| | £'000 | £'000 | £'000 |
|-----------------------------------|----------------|----------------|--------------|
| Chief Executive | 15,480 | 15,462 | -18 |
| Communities | 98,308 | 99,291 | 983 |
| Corporate Services | 26,320 | 25,634 | -686 |
| Education and Children's Services | 166,372 | 170,454 | 4,082 |
| Environment | 55,353 | 56,028 | 675 |
| Departmental Expenditure | 361,834 | 366,870 | 5,036 |
| Cont from Dept/Earmarked Reserves | | -323 | -323 |
| Capital Charges | -20,497 | -21,697 | -1,200 |
| Levies and Contributions | 9,976 | 9,976 | 0 |
| Transfer to/ from Reserves | 0 | 0 | 0 |
| Net Expenditure | 351,313 | 354,824 | 3,512 |

The main reasons for the departmental overspends are as follows:

- Chief Executive's Department: proposed savings in Corporate Health and Safety (290k) under review, offset by overachievement of rental income.
- Communities Department: overspends against budget in the areas of Older People, Physical Disabilities and Learning Disabilities.
- Education and Children's Services: forecast increase in school deficit balances (£3m), overspends in Special Educational Needs Statements, Education Other Than at School, school premises costs and a shortfall in the Music Service SLA income.
- Environment Department: overspends are primarily due to an increase in ALN pupil transport numbers and a shortfall in planning application income.

The Authority is currently forecasting a variance of £3.5m at the year-end, however £3m of this forecast overspend relates to school budgets and is currently under significant review with

Headteachers and Governors of relevant schools, supported by officers from Education and Corporate Services departments. Various recovery plans are being finalised, which in some cases will include agreement to licenced deficits to allow the school to repay the deficit balance over a period of up to five years.

Taking account of the schools position, the net outturn of the other council fund services is £0.5m, which will need to be met from general balances, should the forecasted overspend position materialise.

3.2. Validation

- 3.2.1. Validation reflects the changes in expenditure requirements to deliver the **current level** of services in future years. Primarily this is inflation, but also includes some service specific changes. The key validation factors are as follows:

| | <u>2020/21</u> <u>Original</u> | <u>2020/21</u> <u>Proposed</u> | <u>2021/22</u> | <u>2022/23</u> |
|------------------------------|-----------------------------------|-----------------------------------|----------------|----------------|
| General inflation | 2.0% | 2.0% | 2.0% | 2.0% |
| Electricity | 5.0% | 5.0% | 5.0% | 5.0% |
| Gas | 5.0% | 5.0% | 5.0% | 5.0% |
| Fuel | 5.0% | 5.0% | 5.0% | 5.0% |
| Pay Inflation - non teaching | 2.0% | 2.75% | 2.75% | 2.75% |
| Pay Inflation - Teaching | 2.0% | 2.75% | 2.75% | 2.75% |
| Levies | 2.9% | 5.7% | 2.5% | 2.5% |
| Pension Contributions | £209k | nil | nil | nil |
| Capital Charges | £250k | £250k | £500k | £500k |



- 3.2.2. It is considered prudent to increase the assumption on future pay awards to 2.75% annual for all staff. Pay represents the single largest expenditure item for the council, and has seen gradual but rising increases over recent successive years. In addition, this increase reflects the NJC Union demands far in excess of previous years, the Teachers September 2019 award of 2.75% as well as the Chancellor's announcement of a desire to reach a teachers' starting salary of £30,000, which is likely to place upward pressure across all pay points over coming years.
- 3.2.3. Based on the latest triennial valuation of the Dyfed Pension Fund, it is pleasing to note that there is no requirement to increase the employer's pension rate for NJC staff.

- 3.2.4. Furthermore, our draft budget builds in the full year impact of the September 2019 increase in Teachers Pensions Employer contributions. The increase from 16.48% to 23.6% is estimated to cost around £4.4 million, plus pay award increases (total £4.7m). The part year grant funding has been transferred into the settlement, however the remainder must be met from core funding.
- 3.2.5. We have received confirmation from the fire authority that their indicative budget assumes a levy increase of 5.71%. (£562k). This is based on the explicit understanding that firefighters pension cost increases continue to be met through direct grant award.
- 3.2.6. As a result of these factors, validation excluding Teachers Pensions is at a similar level to last year and adds £11.5m to the current year's budget.

3.3. Cost Reduction Programme

- 3.3.1. In anticipation of the settlement reductions, significant work in identifying further service efficiencies/rationalisation proposals has been undertaken.

- 3.3.2. The savings targets set for each financial year are as follows:

| | 2020/21 £m | 2021/22 £m | 2022/23 £m |
|---|---------------|---------------|---------------|
| Original targets (July Budget Outlook report) | 8.524 | 8.381 | 8.210 |

Due to the more favourable settlement than anticipated when targets were set, the savings proposals have been updated which have allowed for the withdrawal of the schools efficiency savings which enables the Authority to support the full validation of inflationary factors for schools. The revised targets are:

| | 2020/21 £m | 2021/22 £m | 2022/23 £m |
|--|---------------|---------------|---------------|
| Updated targets (following Provisional Settlement) | 5.279 | 5.930 | 5.209 |

- 3.3.3. Accordingly departments have developed a range of proposals, and these efficiencies are included in **Appendix A** of this report.

- The efficiency proposals are categorised as follows:
Managerial – Efficiencies that result in no perceivable change to the overall level of service delivery.

Policy – Efficiency or service rationalisation proposals that will directly affect service delivery.

| | 2020/21 £m | 2021/22 £m | 2022/23 £m |
|-----------------|---------------|---------------|---------------|
| Managerial | 4.553 | 4.510 | 3.925 |
| Existing Policy | 0.509 | 0.700 | 0.030 |
| New Policy | 0.217 | 0.262 | 0.644 |
| Total | 5.279 | 5.472 | 4.599 |
| Shortfall | Nil | 0.458 | 0.610 |

(Detail at **Appendix A**)

- 3.3.4. The summary sheet at Appendix A sets out the savings targets set for individual departments and the value of savings currently identified.

3.4. New Expenditure Pressures

- 3.4.1. New expenditure pressures are the combination of additional cost to meet existing service needs e.g. increased client base/greater service take up and the costs of meeting change in service provision e.g. policy changes.
- 3.4.2. The original budget outlook report included £4m per annum to meet growth pressures. This was against bids of over £10m which was unaffordable based on initial predictions of likely future settlements.

Current growth bids in excess of £12 million have been submitted by departments for 2020/21. Based on an evaluation of the value and unavoidable nature of pressures submitted, the previous allowance of £4 million will not be enough. In particular, the rising and unavoidable cost of social care provision and increase costs of compliance with recycling / waste services will contribute towards next year's budget growth. Based on current information, the value allowed for, is £7.4 million.

A new funding line has been included to provide revenue resource to develop options for decarbonisation to respond proactively to the Climate Emergency declared in 2019. It is expected that this will subsequently require additional resources within the capital programme to take this agenda forward.

Information will be continue to be reviewed and updated between draft and final budgets, and where grant funding can be identified to meet any of these pressures in part or full, this will be adjusted.

The budget development process has been strengthened to consider previous years' savings proposals that it has not been possible to deliver. This approach will further improve the

council's financial resilience. An adjustment has been made to base budgets of £842k.

The detail is provided at **Appendix B**.

3.5. Schools Delegated Budgets

- 3.5.1 The current budget strategy proposals adopted in February 2019 and maintained in the July 2019 Budget strategy report assumed a cash neutral settlement to schools. This required schools to identify their own efficiencies to meet known inflationary pressures, but provided relative protection when compared against the larger reductions allocated to other council departments.

Given the sharp decline in school balances in 2018/19 and the significant overspend position forecasted for 2019/20, there is significant focus on addressing the root causes of this, and to support individual schools to return to financial sustainability. It is recognised this will inevitably take some time to see the full effect of the changes being made, and therefore next year's budget provides known pressures and validation in full. This includes increases for the full year effects of teachers' pensions increased costs, provides core funding to replace previous grant for pay awards, plus an assumed award for September 2020. As a result, schools spending power is maintained between 2019/20 and 2020/21 with an increase of nearly £10 million to delegated budgets, as set out in the table below:

| | £000s |
|---|--------------|
| Pay and price inflation estimated at 2% | 2,593 |
| Full year funding for teachers pensions | 4,443 |
| Replace grant 2019/20 grant with core funding | 922 |
| Pay award funding | 1,279 |
| Increased pupil numbers | 560 |
| Total | 9,797 |

3.6. Internal Funding

- 3.6.1. Generally speaking whilst the use of reserves to support annual budgets should not be summarily discounted, it must be treated with caution. Funding on-going expenditure from such funds merely defers and compounds difficult financial problems to the

following year, increasing financial risk. One-off items of expenditure within any budget proposal lend themselves better for such funding support.

3.6.2. In deliberating this point however, members must bear in mind any **inherent risks** that may be built into the budget strategy. These include:

- Challenging Efficiency targets in the context of previously delivered savings
- Future inflation/interest rates
- Current economic and political climate, including one-year Welsh Government settlements
- Continuing uncertainty around Brexit
- Possible impact of significant increases to the National Living Wage and Teacher salaries
- Additional pressure on demand led Services

In spite of positive progress last year, this year there is no indication from Welsh Government in respect of future settlements, therefore it remains difficult to construct multi-year budgets in the absence of any clear forecasts.

3.6.3. The following table summarises the main categories of reserves held by the Authority.

| | 1 st April 2019 £'000 | 31 st March 2020 £'000 | 31 st March 2021 £'000 | 31 st March 2022 £'000 |
|--------------------|--|---|---|---|
| Schools Reserves | -393 | -3,393 | -2,393 | -1,393 |
| General Reserves | 10,376 | 9,864 | 9,864 | 9,864 |
| Earmarked Reserves | 83,915 | 62,142 | 36,153 | 20,608 |

3.6.4. School Reserves

- Schools have delegated responsibility for the management of their own finances. The level of reserves held by an individual school at any point in time will depend on a number of factors including the level of contingency fund that the school governing body considers appropriate, and the particular plans each school has for expenditure. Officers have yet to be informed of any transfers to/from these reserves by individual schools for future years.
- Legislation allows schools to carry forward reserves from one financial period to another. The School Funding (Wales) Regulations 2010 requires schools to limit their accumulated reserves at year end to £50,000 for Primary

Schools and £100,000 for Secondary and Special Schools or 5% of their budget dependant on what is greater. School Improvement officers are currently working with schools to ensure they comply with the guidance. As at 31st March 2019, 39 primary, 6 secondary and 1 special schools were in deficit.

Schools are being supported through the current challenging deficit position. Recovery plans are being developed and will be implemented in agreement with the Directors of Corporate Services and Education. It is expected that the recovery phase will take a number of years to fully realise.

3.6.5. General Reserves

- In the changeable and challenging environment currently facing Local Government the Authority is committed to maintaining a reasonable level of General reserves or Balances. Whilst there is no prescribed minimum level for Balances, Council has previously deemed 3% of net expenditure as being a prudent level, which has been accepted by our Auditors as being reasonable.
- The overall level of balances is taken into consideration each year when the annual budget is set and has on occasions been utilised to augment expenditure/reduce council tax. The 2019/2020 budget was set on the basis of no transfers from the General Reserves. Based upon the October budget monitoring (outlined in paragraph 3.1.2 above) there could be draw of £512k against General Reserves and an increase of £3m to school deficit balances at the end of the current financial year.
- Given the likely draw on this reserve in the current year therefore it is deemed imprudent at this stage to assume any further support for future years budgets from the current General Reserves.
- Taking account of the reduction in General Reserves forecasted, consideration needs to be

given to how these balances are built back up over future years.

3.6.6. Earmarked Reserves

- The Authority holds earmarked reserves which have been set up to finance the delivery of specific projects, or in protecting the authority against future liabilities or issues. The reserves can be summarised as follows:

| Reserve | 31 March 2019 | 31 March 2020 | 31 March 2021 | 31 March 2022 |
|---------------------------|------------------|------------------|------------------|------------------|
| | £'000 | £'000 | £'000 | £'000 |
| Insurance | 11,401 | 11,451 | 11,501 | 12,051 |
| Capital Funds | 42,371 | 36,084 | 15,350 | 317 |
| Development Fund | 1,509 | 102 | 121 | 1,542 |
| Corporate Retirement Fund | 3,685 | 3,685 | 2,685 | 1,685 |
| Joint Ventures | 1,180 | 1,312 | 444 | 240 |
| Other | 23,769 | 10,508 | 6,052 | 4,773 |
| TOTAL | 83,915 | 63,142 | 36,153 | 20,608 |

- As can be seen from the table above the level of earmarked reserves fluctuates greatly year on year, and whilst the level in each fund is not an exact science it is based on an informed estimate and past experience of the likely call on the authority in future years in line with the intended purpose of each reserve. Great care must therefore be taken when considering utilising such funds for purposes other than those which they were created as this could lead to the Authority being faced with substantial unfunded liabilities in the future
- The budget proposals therefore assume nil contribution from reserves in support of the revenue budget in 2020/21 and a further analysis of the reserves held will be undertaken over the coming months with any further proposed utilisation being considered at the budget finalisation stage.
- Taking account of the proposals within this report, the Director of Corporate Services confirms that overall the estimated level of financial reserves (as indicated above) is adequate for the financial year 2020/21, with the General Reserves being at the minimum that

could be supported. However the Director is very conscious of the ongoing commitment to capital projects and of the demand on future services and therefore feels the reserves will need to be monitored closely going forward.

4. IMPACT ON THE AUTHORITY'S BUDGET STRATEGY

The table below provides an updated position on the current financial outlook taking account of the provisional settlement and also other recent validation changes.

4.1. The Current Financial Outlook (updated for the Provisional Settlement) is set out in the table below:

| | Current MTFP | | Proposed Financial Model | | |
|---|------------------|------------------|--------------------------|------------------|------------------|
| | 2020/21 £'000 | 2021/22 £'000 | 2020/21 £'000 | 2021/22 £'000 | 2022/23 £'000 |
| Previous Year's Budget | 351,314 | 353,793 | 351,314 | 371,592 | 382,150 |
| General Inflation | 2,208 | 2,237 | 2,248 | 2,013 | 1,947 |
| Pay Inflation | 4,781 | 4,262 | 6,325 | 6,252 | 6,419 |
| Transfers in & other* | 2,028 | 1,773 | 7,110 | 2,224 | 2,270 |
| Growth | 3,000 | 3,000 | 9,582 | 6,000 | 5,500 |
| Savings proposals | -7,742 | -7,155 | -5,279 | -5,472 | -4,599 |
| Balance Available(+)/Further savings to be identified (-) | -1,797 | -1,326 | 293 | -458 | -610 |
| Net Expenditure | 353,793 | 356,585 | 371,592 | 382,150 | 393,078 |
| Funded by: | | | | | |
| Revenue Settlement | 257,785 | 255,207 | 274,159 | 279,643 | 285,235 |
| Council Tax Receipts | 96,008 | 101,378 | 97,433 | 102,508 | 107,843 |
| Council Tax Increase: | 4.89% | 4.89% | 4.89% | 4.89% | 4.89% |

*includes Teachers Pensions growth

4.2. The total of cost reductions now required for 2020/21 is £5.3m and for the 3 year period are estimated at £16.5m.

4.3. The 2020/21 draft budget currently includes a contingency sum of £293k, which will allow members scope to consider additional information forthcoming in respect of:

- 4.3.1. Responses to the consultation process;
- 4.3.2. Clarification of specific grants;
- 4.3.3. Further growth pressures not currently addressed;
- 4.3.4. Amendments/Updates in Validation figures; and
- 4.3.5. Changes arising from the final settlement

5. CONSULTATION

Budget consultation has been planned for the coming months and a summary of the individual approaches are as follows:

- 5.1. Members seminars. (7 & 9 January 2020)
- 5.2. The consultation process will commence online from 6 January 2019.
- 5.3. Town & Community Councils and commercial ratepayers consultation in January 2020.
- 5.4. Consultation with Scrutiny Committees during January 2020.
- 5.5. 'Insight' youth conference held on 21 November 2019.
- 5.6. Consultation with the Schools Budget Forum/Headteachers Forum in January 2020.
- 5.7. Trade Union Consultation meeting in 10 January 2020

6. WELLBEING OF FUTURE GENERATIONS (WALES) ACT 2015

- 6.1. In considering the budget proposals, members need to take into consideration the requirements of the Wellbeing of Future Generations (Wales) Act 2015. The Act requires that we must carry out sustainable development, improving the economic, social environmental and cultural well-being of Wales.

'... 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'

- 6.2. In doing so, we must demonstrate the following 5 ways of working:
 - Looking at the long-term so that we do not compromise the ability of future generations to meet their own needs
 - Understanding the root causes of the issues to prevent them recurring
 - Taking an integrated approach so that we look at all well-being goals and objectives of other services and partners

- Collaboration – Working with others in a collaborative way to find shared sustainable solutions
- Involving a diversity of population in decisions that affect them

6.3. Carmarthenshire's Well Being objectives:

Start Well

1. Help to give every child the best start in life and improve their early life experiences
2. Help children live healthy lifestyles
3. Continue to improve learner attainment for all
4. Reduce the number of young adults that are Not in Education, Employment or Training

Live Well

5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty
6. Create more jobs and growth throughout the county
7. Increase the availability of rented and affordable homes
8. Help people live healthy lives (tackling risky behaviour and obesity)
9. Support good connections with friends, family and safer communities

Age Well

10. Support the growing numbers of older people to maintain dignity and independence in their later years
11. A Council wide approach to support Ageing Well in Carmarthenshire

In a Healthy and Safe 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

Governance

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

7. CONCLUSION

- 7.1.** Currently the budget proposals assume the full delivery of all of the savings proposals submitted, together with the identification and delivery of the shortfall in savings proposals 2021/22, and 2022/23.
- 7.2.** Further cost reductions need to be identified and/or larger council tax increases be agreed to deliver a balanced budget for the latter two years.
- 7.3.** Given the scale of the pressures and forecasted budget gap, Council Tax increases have been maintained at the previous MTFP levels of 4.89% in each of the three financial years. This provides at least some mitigation to the savings proposals which the council needs to consider.

8. RECOMMENDATION

- 8.1.** Note the contents of the report and approve the 2020/21 to 2022/23 Budget Strategy as a basis for consultation, specifically seeking comments from consultees on the efficiency proposals in Appendix A.

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COMMUNITY SCRUTINY COMMITTEE
16th January 2020
Efficiency Summary

| | ORIGINAL TARGETS | | | |
|----------------------|------------------|--------------|--------------|---------------|
| | 2020/21 | 2021/22 | 2022/23 | Total |
| | £'000 | £'000 | £'000 | £'000 |
| | | | | |
| Chief Executive | 492 | 492 | 474 | 1,458 |
| Education & Children | 1,029 | 1,029 | 991 | 3,049 |
| Schools Delegated | 2,593 | 2,452 | 2,501 | 7,546 |
| Corporate Services | 205 | 205 | 197 | 607 |
| Communities | 2,814 | 2,813 | 2,708 | 8,335 |
| Environment | 1,391 | 1,391 | 1,339 | 4,121 |
| | 8,524 | 8,382 | 8,210 | 25,116 |

| | REVISED TARGETS | | | |
|----------------------|-----------------|--------------|--------------|---------------|
| | 2020/21 | 2021/22 | 2022/23 | Total |
| | £'000 | £'000 | £'000 | £'000 |
| | | | | |
| Chief Executive | 492 | 492 | 432 | 1,416 |
| Education & Children | 860 | 1,029 | 904 | 2,793 |
| Schools Delegated | - | - | - | 0 |
| Corporate Services | 205 | 205 | 180 | 590 |
| Communities | 2,567 | 2,813 | 2,471 | 7,850 |
| Environment | 1,155 | 1,391 | 1,222 | 3,768 |
| | 5,279 | 5,930 | 5,209 | 16,418 |

Proposals

| | MANAGERIAL | | | | EXISTING POLICY PROPOSALS | | | | NEW POLICY PROPOSALS | | | | TOTAL PROPOSALS | | | |
|--------------------|--------------|--------------|--------------|---------------|---------------------------|------------|-----------|--------------|----------------------|------------|------------|--------------|-----------------|--------------|--------------|---------------|
| | 2020/21 | 2021/22 | 2022/23 | Total | 2020/21 | 2021/22 | 2022/23 | Total | 2020/21 | 2021/22 | 2022/23 | Total | 2020/21 | 2021/22 | 2022/23 | Total |
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| | | | | | | | | | | | | | | | | |
| Chief Executive | 492 | 451 | 434 | 1,377 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 492 | 451 | 434 | 1,377 |
| Education | 385 | 300 | 100 | 785 | 325 | 630 | 0 | 955 | 150 | 0 | 550 | 700 | 860 | 930 | 650 | 2,440 |
| Schools Delegated | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Corporate Services | 205 | 205 | 197 | 607 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 205 | 205 | 197 | 607 |
| Communities | 2,457 | 2,522 | 2,267 | 7,245 | 75 | 50 | 0 | 125 | 35 | 74 | 69 | 178 | 2,567 | 2,646 | 2,336 | 7,549 |
| Environment | 1,015 | 1,032 | 927 | 2,974 | 109 | 20 | 30 | 159 | 32 | 188 | 25 | 245 | 1,155 | 1,240 | 982 | 3,377 |
| | 4,553 | 4,510 | 3,925 | 12,988 | 509 | 700 | 30 | 1,239 | 217 | 262 | 644 | 1,123 | 5,279 | 5,472 | 4,599 | 15,350 |

| | SHORTFALL - to be identified | | | |
|----------------------|------------------------------|------------|------------|--------------|
| | 2020/21 | 2021/22 | 2022/23 | Total |
| | £'000 | £'000 | £'000 | £'000 |
| | | | | |
| Chief Executive | 0 | 41 | -2 | 39 |
| Education & Children | 0 | 99 | 254 | 353 |
| Schools Delegated | 0 | 0 | 0 | 0 |
| Corporate Services | 0 | 0 | -17 | -17 |
| Communities | 0 | 167 | 135 | 302 |
| Environment | 0 | 151 | 240 | 391 |
| | 0 | 458 | 610 | 1,068 |

| Department | 2019-20 Budget | FACT FILE | '2020-21 Proposed | '2021-22 Proposed | '2022-23 Proposed | Total | EFFICIENCY DESCRIPTION |
|----------------------------|----------------|-----------|-------------------|-------------------|-------------------|-------|--|
| | £'000 | | £'000 | £'000 | £'000 | £'000 | |
| Chief Executive Department | | | | | | | |
| Chief Executive | | | | | | | |
| Regeneration division | 2,806 | | 118 | 118 | 113 | 349 | <u>2020/21</u> - £50k increase in commercial income; £25k net effect of running costs following vacation of Nantyci Rural Development centre; £35k reduction within Economic Development activity (£15K from Community Development and External Funding budget, £10K from Rural Carmarthen, Ammanford Town Centres budget and £10k from Econ Dev Llanelli, Cross Hands , Coastal, Business infrastructure budget) ; £8k reduction in electricity within the Industrial estate. <u>2021/22</u> - Service review. <u>2022/23</u> - Continuous review of service / income generation / regional working |
| Chief Executive Total | | | 118 | 118 | 113 | 349 | |

Communities

Leisure

| | | | | | | | |
|----------------------------------|------|--|------|-------|------|----|--|
| Pembrey Country Park | -118 | Pembrey Country Park has been transformed into one of Wales's top visitor attractions providing a unique blend of coast and countryside. Eight miles of golden sands set against the spectacular backdrop of the Gower Peninsula and overlooking the coastal scenery of Carmarthen Bay. There is everything from caravan and camping, 550 acres of idyllic woodlands, a 130m long dry ski slope to the longest toboggan run in Wales - all providing a perfect family day out or a relaxing holiday in idyllic surroundings. | 15 | 40 | 38 | 92 | Increased Income (parking/campsite/café /ski) |
| Pendine Outdoor Education Centre | 168 | Pendine Outdoor Education Centre caters for up to 120 residential visitors at any given time, with a particular focus on primary school provision for Carmarthenshire schools. The experience is often the first opportunity for some young children to experience being away from home on a residential basis. | 9 | 9 | 8 | 25 | Increased income from Pendine Outdoor Education Centre (summer lettings) |
| Public Rights of Way | 455 | Carmarthenshire has the 4th largest Public Rights of Way (PRoW) network in Wales. Maintaining and improving the network brings significant tourism value to the County. It is a statutory duty to keep the definitive plan for the County updated and to ensure PRoW are open, accessible, and signposted. | 7 | 7 | 7 | 21 | Reduction in expenditure - Public Rights of Way |
| Sports - all | 611 | There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities take place at local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months. | 25 | 19.25 | 29 | 73 | Increased income (more activity) |
| Llanelli Leisure Centre | 235 | There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities take place at local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months. | | | 50 | 50 | New Llanelli Leisure Centre improved trading position |
| Llanelli Leisure Centre | 235 | Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres | 6 | | | 6 | Energy Efficiency saving from previously implemented project |
| Carmarthen Leisure Centre | -53 | There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities take place at local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months. | 8.00 | 0.00 | 0.00 | 8 | Carmarthen Energy Efficiency saving from previously implemented project |
| St Clears Leisure Centre | 102 | Salix funding has been secured to invest in more energy efficient lighting at our leisure centres | | 4 | | 4 | St Clears Energy Efficiency saving from previously implemented project |
| Llandovery Swimming Pool | 113 | Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres | | 2 | | 2 | Llandovery Pool Energy Efficiency saving from previously implemented project |
| Amman Valley leisure Centre | 35 | Salix funding has been secured to invest in more energy efficient lighting at our leisure centres | 7 | 0 | 0 | 7 | Amman Valley Energy Efficiency saving from previously implemented project |
| Theatres | 427 | Y Ffwrnes, The Miners Welfare Theatre and The Lyric form part of the Theatres portfolio. We are planning to undertake carbon trust energy assessments of all Cultural buildings, with a view to reducing costs through more efficient use and management of energy. | | | 5 | 5 | Building Energy savings |
| Theatres | 427 | Carmarthenshire Theatres manages the Miners' Ammanford, Lyric Carmarthen and Ffwrnes Llanelli and promotes a broad range of events and productions throughout the year for all age groups and interests. During the past 12 months a total in excess of 100,000 paying customers and participants visited and made use of our facilities. As Carmarthenshire's flagship theatre The Ffwrnes is increasingly establishing itself as one of Wales's leading Cultural and Entertainment venue. 266 visiting companies and hirers 400 performances/events 74,130 attendances 33,805 participants | 0 | 13 | 10 | 23 | Increased income - Theatres |

| Department | 2019-20 Budget | FACT FILE | '2020-21 Proposed | '2021-22 Proposed | '2022-23 Proposed | Total | EFFICIENCY DESCRIPTION |
|-------------------------|----------------|---|-------------------|-------------------|-------------------|-------|---|
| | £'000 | | £'000 | £'000 | £'000 | £'000 | |
| Libraries | 2,379 | Carmarthenshire libraries provides an extensive choice of books, DVDs, CDs, online services, newspapers and magazines, there is something for everyone! With over half a million books on offer between 3 regional, 13 branch and mobile libraries you're never too far away from a centre of knowledge. Public access computers and Wi-Fi are available at all libraries. Carmarthenshire is the 4 th busiest Library service in Britain. There have been over 600,00 issues of books per year. Our new mobile service provides outreach services to rural parts of the County, linking up with various partners to deliver public information services online. | 12 | 5 | 0 | 17 | Procurement and cost efficiencies relating to stock and general operational costs |
| Museums | 448 | The Museums Service is made up of the County Museum at Abergwili, Parc Howard, The Museum of Speed, and Kidwelly Industrial Museum. | 50 | | | 50 | Review of management structure |
| Arts | 68 | Arts venues include Oriel Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne | 0 | 10 | 10 | 20 | Arts Development general savings around operational costs |
| Dylan Thomas Boat House | 46 | Arts venues include Oriel Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne | 2 | 2 | 2 | 6 | Increasing income with additional marketing |
| Total Leisure | | | 140 | 110 | 159 | 409 | |
| Communities Total | | | 140 | 110 | 159 | 409 | |

Environment Department

Planning

| | | | | | | | |
|-------------------------|--------------------|---|-----|----|----|-----|--|
| Development Management | 262 | <ul style="list-style-type: none">• The Development Management Unit manages the statutory planning application process (including pre application and also discharge of conditions and variation of conditions post approval).• The Unit deals with between 1700 and 1900 applications on average each year (roughly 150 cases per annum per Officer).• The unit is also responsible for planning enforcement matters including enforcement of planning conditions and unauthorised development and built conservation matters, dealing with roughly 500 cases per annum. | 20 | 10 | 0 | 30 | 2020/21 - £20k : additional predicted income from new statutory Pre-application service. 2021/22 - £10k : additional predicted income from new statutory Pre-application service. |
| Minerals & Waste | 128 | <ul style="list-style-type: none">• The Team ensure that the significant aggregate resources and waste within Carmarthenshire are provided and managed in a sustainable way.• This involves dealing with applications for waste and mineral workings/sites, dealing with enforcement matters relating to such sites and also required monitoring regarding the operation of such sites.• The Team also undertake the above functions in whole or in part for another 7 Local Authorities in South and West Wales. | 10 | 0 | 0 | 10 | Increase in income through various Service Level Agreements coupled with some savings to be made through reconfiguration of the Team which is aimed at improving the resilience of the Team going forward. |
| Forward Planning | 567 | <ul style="list-style-type: none">• Division responsible for producing and assisting with implementation, including on-going monitoring of plan delivery and on-going revision of evidence base, of all development plans which cover or part cover Carmarthenshire.• These plans include:<ul style="list-style-type: none">o Spatial plans – the potential for plans to span more than one (or part of) County in future yearso the Local Development Plan which was adopted for Carmarthenshire in 2014 ando Development Briefs for specific sites and areas - a number of which have now been produced for the County.• Also involved in assisting with development and or disposal of Council owned land/property in relation to advising on potential uses and providing consultancy role regarding preparation of planning applications on behalf of the Council. | 3.5 | 0 | 0 | 3.5 | General savings identified within the Forward Planning budget which are not related to the production of the LDP. |
| Divisional review | divisional budgets | | 0 | 35 | 35 | 70 | Review of divisional management arrangements |
| Total Planning division | | | 34 | 45 | 35 | 114 | |
| Environment Total | | | 34 | 45 | 35 | 114 | |

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| Department | 19-20 Budget | FACT FILE | '2020-21 Proposed | '2021-22 Proposed | '2021-22 Proposed | Total | EFFICIENCY DESCRIPTION |
|-------------------|--------------|--|-------------------|-------------------|-------------------|-------|--|
| | £'000 | | £'000 | £'000 | £'000 | £'000 | |
| Communities | | | | | | | |
| Libraries | 2,379 | Carmarthenshire libraries provides a wide variety of books, DVDs, CDs, online services, newspapers and magazines for the residents of Carmarthenshire. The libraries contain over half a million books between 3 regional, 13 branch and mobile libraries, furthermore, all libraries also have public access computers and Wi-Fi. | 10 | 0 | 0 | 10 | This proposal considers the potential to co-locate branch libraries with other businesses or premises to help reduce running costs and potentially increase visitor numbers. |
| Communities Total | | | 10 | 0 | 0 | 10 | |

| Department | 2019-20 Budget | FACT FILE | '2020-21 Proposed | '2021-22 Proposed | '2022-23 Proposed | Total | EFFICIENCY DESCRIPTION |
|------------|----------------|-----------|----------------------|----------------------|----------------------|-------|------------------------|
| | £'000 | | £'000 | £'000 | £'000 | £'000 | |

Communities

| | | | | | | | |
|-------------------|-----|---|----|----|----|----|---|
| Y Gat (St Clears) | 40 | Arts venues include Oriel Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne Y Gât (formerly known as St. Clears Craft Centre) is an arts facility that also hosts the local library and an in house catering facility. The facility has an open gallery / shop area along with conference rooms facilities and studio spaces for local artists to hire. | 10 | 35 | 0 | 45 | Review of Business purpose of Y Gat with community partners (St. Clears) (Equalities Impact Assessment) The continued operation of the facility in-house has been reviewed and the conclusion is that the facility is unlikely to be viable in its current operational format as income growth has not been realised |
| Sport - all | 611 | There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in the past 12 months. | 25 | 19 | 29 | 73 | Increased income (higher charges) |

| | | | | | | | |
|-------------------|--|--|----|----|----|-----|--|
| Communities Total | | | 35 | 54 | 29 | 118 | |
|-------------------|--|--|----|----|----|-----|--|

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GROWTH PRESSURES

APPENDIX A(ii)

| | 2020-2021 £'000 | Description |
|--|--------------------|---|
| Chief Executive - Regeneration | | |
| Carbon Reduction Commitment | 75 | New role to pursue carbon reduction measures and small feasibility budget - to progress council's goal of becoming carbon neutral |
| TOTAL - Chief Executive - Regeneration | 75 | |
| Environment - Planning | | |
| Local Development Plan | 101 | Legislative requirement arising from review and preparation of LDP, including evidence gathering, ICT and examination costs |
| Ash die back | 100 | To proactively manage diseased trees. Ash die back is a national issue. |
| TOTAL - Environment - Planning | 201 | |
| TOTAL - ALL | 276 | |

VALIDATION - UNDELIVERABLE SAVINGS PROPOSALS / INCOME TARGETS

| | | |
|------------------------|-----|--|
| Environment - Planning | 325 | Recent years have been overspent following a national trend of a reduction in the number of large scale planning applications which attract significant fees |
| TOTAL - Validation | 325 | |

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Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Summary

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 |
|-------------------------|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | |
| Regeneration & Property | 12,229 | -9,074 | 6,230 | 9,384 | 11,240 | -8,154 | 6,230 | 9,316 | -68 |
| Planning | 4,165 | -2,354 | 284 | 2,094 | 4,471 | -2,254 | 284 | 2,501 | 407 |
| Leisure & Recreation | 15,735 | -8,286 | 4,559 | 12,008 | 15,446 | -7,998 | 4,559 | 12,008 | -0 |
| Council Fund Housing | 9,098 | -7,964 | 243 | 1,377 | 9,342 | -8,205 | 243 | 1,380 | 4 |
| GRAND TOTAL | 41,226 | -27,679 | 11,316 | 24,863 | 40,499 | -26,611 | 11,316 | 25,205 | 342 |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

| Page 36 | Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | Notes |
|---------|--|----------------------|-----------------|-----------------------------------|--------------|----------------------|-----------------|-----------------------------------|--------------|---|---|
| | | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | |
| | Regeneration | | | | | | | | | | |
| | Regeneration - Core Budgets | | | | | | | | | | |
| | Regeneration Management | 319 | 0 | 0 | 319 | 292 | 0 | 0 | 292 | -27 | Staff time rechargeable to City Deal project |
| | Parry Thomas Centre | 31 | -31 | 1 | 1 | 34 | -33 | 1 | 1 | 0 | |
| | Betws wind farm community fund | 87 | -87 | 1 | 1 | 87 | -86 | 1 | 1 | 0 | |
| | Welfare Rights & Citizen's Advice | 132 | 0 | 2 | 134 | 132 | 0 | 2 | 134 | 0 | |
| | Llanelli Coast Joint Venture | 140 | -140 | 5 | 5 | 140 | -140 | 5 | 5 | -0 | |
| | The Beacon | 149 | -139 | 43 | 53 | 173 | -163 | 43 | 53 | 0 | |
| | Econ Dev-Rural Carmarthen, Ammanford, Town Centres | 380 | 0 | 7,125 | 7,505 | 380 | 0 | 7,125 | 7,505 | -0 | |
| | Econ Dev-Llanelli, C Hands, Coastal,Business, Inf & Ent | 440 | 0 | 45 | 486 | 440 | 0 | 45 | 486 | -0 | |
| | Community Development and External Funding | 470 | 0 | 132 | 603 | 470 | 0 | 132 | 603 | -0 | |
| | Wellness | 100 | -75 | 11 | 36 | 191 | -166 | 11 | 36 | -0 | |
| | City Deal | 1,123 | -1,123 | 4 | 4 | 375 | -375 | 4 | 4 | -0 | |
| | Property | 1,176 | -42 | -1,216 | -81 | 1,127 | -40 | -1,216 | -129 | -47 | Post vacant during year. Due to be filled. |
| | Commercial Properties | 31 | -521 | 581 | 91 | 44 | -681 | 581 | -55 | -147 | High Occupancy Levels resulting in additional income |
| | Provision Markets | 566 | -638 | 419 | 347 | 569 | -579 | 419 | 408 | 61 | Reduction in Lettings income due to market forces impacting rates achievable. |
| | Renewable Energy Fund | 0 | -50 | 0 | -50 | 0 | -50 | 0 | -50 | -0 | |
| | Net Zero Carbon Local Authority | 0 | 0 | 0 | 0 | 27 | 0 | 0 | 27 | 27 | Costs associated with the authority's commitment to reduce carbon in the forthcoming years |
| | Operational Depots | 315 | 0 | 59 | 374 | 314 | 0 | 59 | 373 | -1 | |
| | Administrative Buildings | 2,740 | -764 | -2,320 | -344 | 2,731 | -729 | -2,320 | -317 | 27 | Proposed rental income efficiency of £50k for Ty'r Nant is no longer achievable as building is in the process of being sold. This is partially offset by various small savings on supplies and services. |
| | Industrial Premises | 529 | -1,567 | 801 | -237 | 462 | -1,610 | 801 | -347 | -110 | High Occupancy Levels resulting in additional income |
| | County Farms | 73 | -329 | 421 | 165 | 50 | -306 | 421 | 165 | -0 | |
| | Livestock Markets | 58 | -205 | 4 | -142 | 19 | -17 | 4 | 7 | 149 | Anticipated shortfall in income collected at Nant Y Ci Mart |
| | Externally Funded Schemes | 3,368 | -3,365 | 111 | 115 | 3,181 | -3,177 | 111 | 115 | -0 | |
| | Regeneration Total | 12,229 | -9,074 | 6,230 | 9,384 | 11,240 | -8,154 | 6,230 | 9,316 | -68 | |
| | Planning | | | | | | | | | | |
| | Planning Admin Account | 333 | -14 | -97 | 223 | 836 | -521 | -97 | 219 | -4 | |
| | Building Regulations Trading - Chargeable | 475 | -530 | 56 | 0 | 382 | -438 | 56 | -0 | -0 | |
| | Building Regulations Trading - Non- chargeable | 30 | 0 | 7 | 37 | 27 | 0 | 7 | 34 | -3 | |
| | Building Control - Other | 181 | -5 | 13 | 189 | 163 | 0 | 13 | 177 | -12 | Vacant posts not expected to fill until Apr '20 at the earliest |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | Notes |
|--|----------------------|-----------------|-----------------------------------|--------------|----------------------|-----------------|-----------------------------------|--------------|---|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | |
| Minerals | 353 | -225 | 45 | 174 | 307 | -183 | 45 | 169 | -4 | |
| Policy-Development Planning | 567 | 0 | 34 | 601 | 577 | -0 | 34 | 611 | 10 | Overspend due to projected non-achievement of income - no longer carrying out consultancy work for other Depts. etc. |
| Development Management | 1,536 | -1,274 | 182 | 444 | 1,494 | -786 | 182 | 890 | 446 | WG set planning fees, but across Wales there is recognition that full cost recovery of planning services will not be achieved from planning fees alone. Most LPAs only cover on average 60% of their costs of delivering the development management service through fees, and the last increase in fees was in 2015. WG expect that at least part of the Development Management function should be met by Local Authorities themselves – to encourage development to come forward. Currently Carmarthenshire's Development Management section is budgeted to fund 78% of its costs through fees generated, this is currently being reviewed. WG have committed to review fees, but there is no known timetable for this workstream. |
| Tywi Centre | 34 | -34 | 9 | 8 | 77 | -98 | 9 | -12 | -21 | Projected surplus being generated from running training courses at the Tywi Centre |
| Conservation | 405 | -22 | 30 | 413 | 395 | -16 | 30 | 409 | -4 | |
| Caeau Mynydd Mawr - Marsh Fritillary Project | 133 | -133 | 4 | 4 | 105 | -105 | 4 | 4 | -0 | |
| Morfa Berwick S.106 fund | 11 | -11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| WPD Grid Connection S.106 Project | 40 | -40 | 1 | 1 | 40 | -40 | 1 | 1 | 0 | |
| Water Vole S.106 Project | 2 | -2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| GT South Wales Regional Aggregates Working Party | 50 | -50 | 0 | 0 | 50 | -50 | 0 | -0 | -0 | |
| GT Waste planning monitoring report | 16 | -16 | 0 | 0 | 16 | -16 | 0 | -0 | -0 | |
| Planning Total | 4,165 | -2,354 | 284 | 2,094 | 4,471 | -2,254 | 284 | 2,501 | 407 | |
| Leisure & Recreation | | | | | | | | | | |
| Millenium Coastal Park | 221 | -105 | 969 | 1,085 | 226 | -137 | 969 | 1,058 | -27 | One off Compensation income from Welsh Water |
| Burry Port Harbour | 81 | -149 | 45 | -24 | 77 | -141 | 45 | -19 | 5 | |
| Discovery Centre | 37 | -78 | 63 | 22 | 37 | -80 | 63 | 19 | -2 | |
| Pedol Outdoor Education Centre | 500 | -333 | 76 | 243 | 423 | -299 | 76 | 201 | -43 | Forecast reduction in Instructor hours to budget based on confirmed bookings |
| Pembrey ski shop | 0 | -40 | 0 | -40 | 0 | -38 | 0 | -38 | 2 | |
| Pembrey Ski Slope | 344 | -350 | 118 | 111 | 359 | -356 | 118 | 121 | 9 | |
| Sports & Leisure West | 1 | 0 | 22 | 23 | 1 | 0 | 22 | 23 | 0 | |
| Newcastle Emllyn Sports Centre | 275 | -129 | 24 | 169 | 270 | -130 | 24 | 164 | -5 | |
| Carmarthen Leisure Centre | 1,567 | -1,606 | 618 | 579 | 1,556 | -1,538 | 618 | 635 | 57 | Forecasting lower sales volumes in income to budget |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

| Page 38 | Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | Notes |
|---------|---------------------------------------|----------------------|-----------------|-----------------------------------|--------------|----------------------|-----------------|-----------------------------------|--------------|---|--|
| | | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | |
| | St Clears Leisure Centre | 141 | -41 | 89 | 190 | 155 | -43 | 89 | 202 | 12 | Design fee costs to support Capital funding bid not budgetted |
| | Bro Myrddin Indoor Bowling Club | 0 | 0 | 75 | 75 | 0 | 0 | 75 | 75 | 0 | |
| | Sport & Leisure East | 57 | 0 | 17 | 74 | 57 | 0 | 17 | 74 | 0 | |
| | Amman Valley Leisure Centre | 846 | -707 | 79 | 218 | 831 | -745 | 79 | 166 | -52 | Forecasting higher sales volumes in income to budget |
| | Brynamman Swimming Pool | 0 | 0 | 7 | 7 | 0 | 0 | 7 | 7 | 0 | |
| | Llandovery Swimming Pool | 197 | -93 | 15 | 119 | 200 | -88 | 15 | 128 | 9 | |
| | Garnant Golf Course | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | |
| | Gwendraeth Sports Centre | 0 | 0 | 4 | 4 | 0 | 0 | 4 | 4 | 0 | |
| | Dinefwr Bowling Centre | 0 | 0 | 93 | 93 | -0 | 0 | 93 | 93 | -0 | |
| | Actif Communities | 124 | -22 | 0 | 103 | 124 | -22 | 0 | 103 | 0 | |
| | Actif Facilities | 336 | 0 | 0 | 336 | 336 | 0 | 0 | 336 | 0 | |
| | Actif health, fitness and dryside | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | |
| | Specialist populations | 54 | -54 | 0 | 0 | 54 | -54 | 0 | -0 | -0 | |
| | 5 x 60 (E) | 224 | -281 | 9 | -47 | 224 | -281 | 9 | -47 | -0 | |
| | Dragon Sport (E) | 120 | -51 | 26 | 95 | 120 | -51 | 26 | 95 | -0 | |
| | LAPA Additional Funding (E) | 26 | -26 | 0 | 0 | 26 | -26 | 0 | 0 | 0 | |
| | Sport & Leisure General | 877 | -58 | 44 | 863 | 884 | -51 | 44 | 877 | 14 | Free swim grant only approved for 6 months £14k |
| | National Exercise Referral Scheme (E) | 197 | -192 | 8 | 13 | 183 | -177 | 8 | 13 | 0 | |
| | Sport & Leisure South | 54 | -23 | 18 | 50 | 54 | -23 | 18 | 50 | 0 | |
| | PEN RHOS 3G PITCH | 24 | -36 | 0 | -12 | 16 | -27 | 0 | -10 | 1 | |
| | Llanelli Leisure Centre | 1,275 | -1,015 | 599 | 858 | 1,250 | -984 | 599 | 865 | 7 | |
| | Coedcae Sports Hall | 38 | -14 | 3 | 28 | 39 | -9 | 3 | 33 | 6 | |
| | ESD Rev Grant - Ynys Dawela | 43 | -43 | 2 | 2 | 43 | -43 | 2 | 2 | 0 | |
| | Wales Coast Path Maintenance Fund (E) | 66 | -66 | 1 | 1 | 66 | -66 | 1 | 1 | 0 | |
| | Country Parks General | 460 | 0 | 73 | 533 | 456 | -4 | 73 | 525 | -8 | |
| | Outdoor Recreation - Staffing costs | 229 | 0 | 89 | 319 | 275 | 0 | 89 | 364 | 45 | Operational staffing and Agency costs linked to long term sickness and implementation of restructure. This variance is likely to reduce once fully implemented |
| | Pembrey Country Park | 650 | -812 | 102 | -61 | 656 | -812 | 102 | -55 | 6 | |
| | Llyn Lech Owain Country Park | 85 | -33 | 22 | 75 | 84 | -52 | 22 | 53 | -22 | Forecasting higher income to budget due to sale of wood from planned Tree Felling |
| | Pembrey Country Park Restaurant | 334 | -260 | 0 | 74 | 335 | -261 | 0 | 75 | 0 | |
| | Carmarthen Library | 444 | -33 | 141 | 553 | 437 | -20 | 141 | 559 | 6 | |
| | Ammanford Library | 278 | -16 | 43 | 304 | 275 | -14 | 43 | 304 | -0 | |
| | Llanelli Library | 461 | -35 | 110 | 536 | 464 | -32 | 110 | 541 | 5 | |
| | Community Libraries | 221 | -9 | 202 | 414 | 223 | -7 | 202 | 418 | 3 | |
| | Libraries General | 1,070 | -1 | 62 | 1,131 | 1,063 | -1 | 62 | 1,124 | -7 | |
| | Mobile Library | 121 | 0 | 12 | 133 | 120 | 0 | 12 | 132 | -1 | |
| | Carmarthen Museum, Abergwili. | 179 | -14 | 86 | 251 | 179 | -16 | 86 | 248 | -3 | |
| | Kidwelly Tinplate Museum | 17 | 0 | 1 | 18 | 10 | 0 | 1 | 11 | -7 | |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | Notes |
|---|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | |
| Parc Howard Museum | 98 | -43 | 51 | 106 | 168 | -118 | 51 | 101 | -5 | |
| Museum of speed, Pendine | 71 | -25 | 20 | 66 | 52 | 0 | 20 | 72 | 6 | |
| Museums General | 175 | 0 | 12 | 187 | 193 | 0 | 12 | 205 | 18 | Unable to achieve vacancy factor |
| GT Great Places- Llanelli | 132 | -132 | 0 | 0 | 48 | -48 | 0 | 0 | 0 | |
| Archives General | 133 | -2 | 44 | 175 | 133 | -2 | 44 | 176 | 0 | |
| Arts General | 39 | 0 | 14 | 53 | 5 | 0 | 14 | 19 | -34 | Vacant post being held pending Service review |
| St Clears Craft Centre | 151 | -88 | 46 | 108 | 143 | -56 | 46 | 133 | 24 | Forecast shortfall in income to budget in this newly established in-house catering facility |
| Cultural Services Management | 82 | 0 | 11 | 93 | 82 | 0 | 11 | 93 | 0 | |
| Laugharne Boathouse | 147 | -109 | 30 | 68 | 168 | -116 | 30 | 83 | 15 | Forecast overspend in casual Customer Service Assistant posts |
| Lyric Theatre | 401 | -311 | 66 | 156 | 343 | -257 | 66 | 152 | -5 | |
| Y Ffwrnes | 783 | -480 | 170 | 473 | 703 | -406 | 170 | 468 | -5 | |
| Ammanford Miners Theatre | 59 | -26 | 2 | 35 | 52 | -17 | 2 | 37 | 2 | |
| Entertainment Centres General | 486 | -46 | 83 | 523 | 489 | -51 | 83 | 520 | -2 | |
| Oriel Myrddin Trustee | 187 | -187 | 0 | -0 | 191 | -191 | 0 | 0 | 0 | |
| Oriel Myrddin CCC | 108 | 0 | 37 | 146 | 118 | 0 | 37 | 156 | 10 | Backdated NNDR costs £6k and Internal Design fees £4k supporting ACW grant bid |
| Motor Sports Centre - Pembrey | 0 | -82 | 0 | -82 | 0 | -82 | 0 | -82 | 0 | |
| Pendine Beach | 5 | -30 | 0 | -25 | 5 | -27 | 0 | -22 | 3 | |
| Beach safety | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | -1 | |
| Leisure Management | 400 | 0 | 5 | 405 | 360 | 0 | 5 | 365 | -40 | Vacant posts being held pending Service review |
| Leisure & Recreation Total | 15,735 | -8,286 | 4,559 | 12,008 | 15,446 | -7,998 | 4,559 | 12,008 | -0 | |
| Council Fund Housing | | | | | | | | | | |
| Independent Living and Affordable Homes | 104 | -45 | 64 | 123 | 80 | -45 | 64 | 99 | -24 | Underspends on supplies and services |
| Supporting People Providers | 6,495 | -6,495 | 0 | 0 | 6,495 | -6,495 | 0 | -0 | -0 | |
| Rent Smart Wales Project (E) | 18 | -18 | 0 | 0 | 18 | -18 | 0 | 0 | 0 | |
| Syrian Resettlement Scheme (E) | 0 | 0 | 2 | 2 | -0 | 0 | 2 | 2 | -0 | |
| Local Housing Company | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | |
| GT Pre Tenancy Training | 16 | -16 | 0 | 0 | 12 | -11 | 0 | 0 | 0 | |
| Home Improvement (Non HRA) | 691 | -297 | 121 | 515 | 673 | -270 | 121 | 524 | 9 | |
| Pen Llŷn Traveller Site | 172 | -127 | 14 | 59 | 169 | -125 | 14 | 58 | -0 | |
| Llanfardd Incentive | 13 | -10 | 0 | 3 | 13 | -10 | 0 | 3 | -0 | |
| Homelessness | 156 | -66 | 18 | 109 | 196 | -105 | 18 | 109 | -0 | |
| Non HRA Affordable Housing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Non HRA Re-Housing (Inc Chr) | 160 | 0 | 4 | 164 | 160 | 0 | 4 | 164 | -0 | |
| Temporary Accommodation | 492 | -106 | 6 | 392 | 841 | -455 | 6 | 392 | -0 | |
| Social Lettings Agency | 782 | -786 | 10 | 5 | 686 | -672 | 10 | 24 | 19 | Underachievement of income on housing benefits |
| Houses Into Homes WG Grant Scheme | 0 | 0 | 0 | 0 | -0 | 0 | 0 | 0 | -0 | |
| Home Improvement Loan Scheme | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | |

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Monitoring

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 | Notes |
|--|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|-------|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Forecasted Variance for Year £'000 | |
| Houses Into Homes WG Loan Scheme | 0 | 0 | 4 | 4 | -0 | 0 | 4 | 4 | -0 | |
| Community Cohesion Fund Grant (H) | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | |
| Homelessness Prevention Grant Programme | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | |
| | | | | | | | | | | |
| Council Fund Housing Total | 9,098 | -7,964 | 243 | 1,377 | 9,342 | -8,205 | 243 | 1,380 | 4 | |
| | | | | | | | | | | |
| TOTAL FOR COMMUNITY | 41,226 | -27,679 | 11,316 | 24,863 | 40,499 | -26,611 | 11,316 | 25,205 | 342 | |

APPENDIX C

CHARGING DIGEST - Environment department

| 2018/19 Actual | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|-------------------|------------------------|------------------------|--|---|---|---|---|
| 14,260 | 13,500 | 13,770 | <u>Planning</u> Administration | <u>Street Naming & Numbering:</u> House name change Add a name to an existing numbered Property House Naming or Numbering for one dwelling Development with NO street name [Residential & Commercial] Development with a NEW street name [Residential & Commercial] | 35.00 £35.00 35.00 £35 per plot [1-5] £30 per plot [6-25] £25 per plot [26-75] £20 per plot [75+] | 35.00 £35.00 35.00 £35 per plot [1-5] £30 per plot [6-25] £25 per plot [26-75] £20 per plot [75+] | Covers the cost of investigations and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations, production of plot to number schedules, and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. Covers the cost of investigations, consultations with Local Member(s) & Town & Community Councils, site notice/visit, and production of plot to number schedules, notifications to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. |

APPENDIX C
CHARGING DIGEST - Environment department

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|---------------|---|--|--|--|
| Page 43 | | | | Property Conversion into Flats or Units [Residential & Commercial] | £35 + £15 per Flat/Unit | £35 + £15 per Flat/Unit | Covers the cost of investigations, production of flat/unit to number schedules, and notification to Royal Mail, internal and external organisations, customer confirmation, officer time and resources. |
| | | | | Amending schedule of development already issued following plot changes by developer | £35 per plot | £35 per plot | Covers the re-plan, amended plot to postal information, notification to Royal Mail, emergency services, other internal and external organisations, officer time and resources. |
| | | | | Renaming a street at residents request or Naming a road where no name exists | £150 + £35 per property legal costs & replacement street nameplate costs | £150 + £35 per property legal costs & replacement street nameplate costs | Covers the cost of investigations, consultations and notifications to residents and internal council and external organisations including Royal Mail and emergency services, officer time and resources. |
| | | | | Provision of official address confirmation for customer, solicitors and conveyancers | £30.00 | £30.00 | Covers the cost of (historic) investigations, officer time and resources. |
| | | | | To add or change a commercial trading name to a business premises | No Fee | No Fee | This is because it is in the interests of the businesses and external organisations including Royal Mail to have up-to-date information |
| | | | | Request to investigate any address anomaly | No Fee | No Fee | This is because it is in the interests of the residents and emergency services to have all anomalies corrected |
| | | | | Issuing of amended address information following an error on the Council's LLPG database or Royal Mail PAF. | No Fee | No Fee | Where an error has occurred, it is not reasonable to apply a charge in order to correct an address database, except where the problem has arisen as a direct consequence of development occurring without the required planning and/or Building Regulation permissions |

APPENDIX C

CHARGING DIGEST - Environment department

| 2018/19 Actual | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|-------------------|------------------------|------------------------|---------------|--|--|--|---|
| 181,613 | 224,915 | 228,790 | Minerals | <p>Provision of a case officer service in relation to mineral planning applications for new sites or extensions to existing sites</p> <p>Provision of a case officer service in relation to mineral planning applications for variation of conditions and applications for Periodic Review of Conditions</p> | <p>The Planning Application Fee (up to a maximum of £28,500 where SLA in place)</p> <p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p> | <p>The Planning Application Fee (up to a maximum of £28,500 where SLA in place)</p> <p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p> | <p>Includes discussions with applicants/agents, consultees and interested parties; preparation of detailed reports to Committee including recommendations; attendance at Committee meetings and Site Inspections; preparation of the Authority's case for any subsequent planning appeal and representation at any hearing or inquiry (provided the decision accords with the case officer recommendation).</p> |

APPENDIX C
CHARGING DIGEST - Environment department

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|---------------|---|---|---|--|
| | | | | Pre application discussions with prospective applicants/agents | 42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager) | 43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager) | Fee to be refunded if it results in a planning application |
| | | | | | 33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer) | 34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer) | |
| | | | | | 30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer) | 31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer) | |
| | | | | Preparation of Prohibition Orders | 42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager) | 43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager) | Includes attendance at any Appeal hearing/inquiry |
| | | | | | 33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer) | 34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer) | |
| | | | | Monitoring mineral and landfill sites in accordance with an annual programme established (by agreement) under the provisions of the Town & Country Planning (Fees for Applications and Deemed Applications) (Amendment No 2) (Wales) Regulations 2006 | The established monitoring fee (currently £330 for active sites and £110 for dormant sites) | The established monitoring fee (currently £330 for active sites and £110 for dormant sites) | Includes the preparation of reports of monitoring visits, identifying breaches of planning control and advising on appropriate action in respect of breaches of planning control |
| | | | | Additional site monitoring over and above that identified in the annual programme established at the beginning of each calendar year (by agreement) | 30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer) | 31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer) | |

APPENDIX C

CHARGING DIGEST - Environment department

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|---------------|---|--|--|----------|
| 2643 | | | | <p>Taking of formal enforcement action considered to be expedient in relation to breaches of planning control identified at mineral sites</p> <p>Preparation and presentation of evidence at any Appeal hearings, inquiry or court proceedings (when not covered by a planning application fee)</p> <p>Any minerals/waste work not covered by any of the above categories</p> | <p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>42.05 per hour (with SLA) 46.26 (without SLA) inclusive of expenses (Manager)</p> <p>33.47 per hour (with SLA) 36.82 (without SLA) inclusive of expenses (Planning Officer)</p> <p>30.68 per hour (with SLA) 33.75 (without SLA) inclusive of expenses (Monitoring Officer)</p> | <p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p> <p>43.12 per hour (with SLA) 47.43 (without SLA) inclusive of expenses (Manager)</p> <p>34.28 per hour (with SLA) 37.71 (without SLA) inclusive of expenses (Planning Officer)</p> <p>31.40 per hour (with SLA) 34.54 (without SLA) inclusive of expenses (Monitoring Officer)</p> | |

APPENDIX C
CHARGING DIGEST - Environment department

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|-------------------------------|--|---|--|---|
| 26,030 | 37,106 | 37,848 | Development Management | Chargeable Pre-application and post consent advice in relation to Developments of National Significance (DNS) (Planning Wales Act 2015) and Nationally Significant Infrastructure Projects (NSIP) (Planning Act 2008) | Subject to individual planning performance agreements/Service level agreements | Subject to individual planning performance agreements/Service level agreements | process agreed at Full Council on the 25th January 2017 |
| 854,587 | 1,223,905 | 1,248,383 | | Provision of a case officer service in relation to all formal planning applications | The Planning Application fee (depending on the fee category relevant to the development proposal type, and subject to a maximum of £287,500) in accordance with The Town and Country Planning (Fees for Applications, Deemed Applications and Site Visits)(Wales) Regulations 2015 and The Town and Country Planning (Fees for Applications, Deemed Applications and Site Visits)(Wales)(Amendments) Regulations 2016 | See attached breakdown of planning application fees | Includes discussions with applicants/agents, consultees and interested parties; preparation of detailed reports to Committee including recommendations; attendance at Committee meetings and Site Inspections; preparation of the Authority's case for any subsequent planning appeal and representation at any hearing or inquiry (provided the decision accords with the case officer recommendation) |
| 479,852 | 530,199 | 540,803 | Building Control | Building Regulation Charges | Costs on a case by case basis - quotations available directly from the Building Control Section | Costs on a case by case basis - quotations available directly from the Building Control Section | Some new charges to be added to our current list based on searches, demolitions and compliance shack applications. Still need to go through CMT first so are not ready to alter. |
| 75 | 0 | 0 | Forward Planning | Local Development Plan - Charge for Purchase | £75 per copy | £75 per copy | Fixed charge for the purchase of hard copies of the LDP |
| 2,353 | 0 | 0 | | Provision of an internal Planning consultancy service through the production of Planning and Development Briefs, preparation and submission of Planning Applications (incl. supporting material) and other bespoke planning work to guide developmental considerations and assist in asset disposal. | Costs on a case by case basis - based on hourly rate of officers. Service provided in accordance with signed Service Level Agreements. | Costs on a case by case basis - based on hourly rate of officers. Service provided in accordance with signed Service Level Agreements. | Reflects the ongoing 'not for profit' consultancy arrangement. The delivery of the project subject to review in light of the statutory work commitments and the impact on generating income. |

APPENDIX C

CHARGING DIGEST - Environment department

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|--|--|-----------------------------|-------------------------------|---|
| 0 | 5,195 | 5,299 | Conservation - Common Land Fees | Correction of a mistake made by registration Authority | No fee | No fee | |
| | | | | Correction of any other mistake that would not affect the extent of Common Land or Village Green, or what can be done by virtue of a right of common | 166.20 | 169.80 | Estimated 6 hours work |
| | | | | Removing duplicate entry from register | No fee | No fee | |
| | | | | Updating of names and addresses referred to in a register | 27.70 | 28.30 | Estimated 1 hours work |
| | | | | Updating an entry to take in to account accretion or diluvion | 27.70 | 28.30 | Estimated 1 hours work |
| | | | | Non- Registration of Common Land or Village Green | No fee | No fee | |
| | | | | Waste Land of the Manor not registered as common land | No fee | No fee | |
| | | | | Deregistration of certain land registered as common land or as town or village green | 1108.00 | 1132.00 | Estimated 40 hours work |
| 79,125 | 34,371 | 35,058 | Built Heritage skills training | Craft skills training | on application | on application | broad variety of prices depending upon the length of course & the level of knowledge imparted |

APPENDIX C

Planning Application Fees in Wales

The fee should be paid at the time the Application is submitted.

All outline Applications

| | | |
|---|----------------------------|-------------------------------|
| £380 per 0.1 hectare for sites up to and including 2.5 hectares | Not more than 2.5 hectares | £380 per 0.1 hectare |
| £9,500 + £100 for each 0.1 in excess of 2.5 hectares to a maximum of £143,750 | More than 2.5 hectares | £9,500 + £100 per 0.1 hectare |

Householder Applications

| | | |
|--|-----------------------------------|------|
| Alterations/extensions to a single dwelling, including works within boundary (such as domestic garages, garden sheds, gates, fences, boundary walls etc) | Single dwelling (excluding flats) | £190 |
|--|-----------------------------------|------|

FULL APPLICATIONS (and First Submissions of Reserved Matters)

| | | |
|---|--|--|
| Alterations/extensions to two or more dwellings, including works within boundaries | Two or more dwellings (or one or more flats) | £380 |
| New dwellings (up to and including 50) | New dwellings (not more than 50) | £380 per dwelling |
| New dwellings (for more than 50) £19,000 + £100 per additional dwelling in excess of 50 up to a maximum fee of £287,500 | New dwellings (not more than 50) | £19,000 + £100 per additional dwelling |

Erection of buildings (not dwellings, agricultural, glasshouses, plant nor machinery):

| | | |
|-------------------------|---|---|
| Increase of floor space | No increase in gross floor space or no more than 40m² | £190 |
| Increase of floor space | More than 40m² but no more than 75m² | £380 |
| Increase of floor space | More than 75m² | £380 for each 75m² or part thereof to a maximum of £287,500 |

The erection of buildings (on land used for agriculture for agricultural purposes)

| | | |
|-----------|---|---|
| Site area | Not more than 465m² | £70 |
| Site area | More than 465m² but not more than 540m² | £380 |
| Site area | More than 540m² | £380 for first 540m² + £380 for each 75m² (or part thereof) in excess |

Erection of glasshouses (on land used for the purposes of agriculture)

| | | |
|-------------------|---------------------|--------|
| Gross Floor space | Not more than 465m² | £70 |
| Gross Floor space | More than 465m² | £2,150 |

Erection/alterations/replacement of plant and machinery

| | | |
|--|--------------------------|---|
| • Site area Not more than 5 hectares £385 for each 0.1 hectare (or part thereof) | Not more than 5 hectares | £385 for each 0.1 hectare (or part thereof) |
| • Site area More than 5 hectares £19,000 + additional £100 for each 0.1 | More than 5 hectares | £19,000 + additional £100 for each 0.1 hectare (or part thereof) in excess of |

Applications other than Building Works

| | | |
|---|-------------------|------|
| Car parks, service roads or other accesses On land used for or by a single undertaking, and where the development is required for a purpose incidental to the existing use of the land. | For existing uses | £190 |
|---|-------------------|------|

Waste (Use of land for disposal of refuse or waste materials or deposit of material remaining after extraction or storage of minerals)

| | | |
|-----------|---------------------------|--|
| Site area | Not more than 15 hectares | £190 for each 0.1 hectare (or part thereof) |
| Site area | More than 15 hectares | £28,500 + £100 for each 0.1 hectare (or part thereof) in excess of |

Operations connected with exploratory drilling for oil or natural gas

| | | |
|--|----------------------------|--|
| Site area Not more than 7.5 hectares £380 for each 0.1 hectare (or part thereof) | Not more than 7.5 hectares | £380 for each 0.1 hectare (or part thereof) |
| • Site area More than 7.5 hectares £28,500 + additional £100 for each 0.1 | More than 7.5 hectares | £28,500 + additional £100 for each 0.1 hectare (or part thereof) in excess of 7.5 hectares up to a maximum of £287,500 |

Other operations (winning and working of minerals)

| | | |
|--|---------------------------|--|
| Site area | Not more than 15 hectares | £190 for each 0.1 hectare (or part thereof) |
| Site area | More than 15 hectares | £28,500 + £100 for each 0.1 hectare (or part thereof) in excess of 15 hectare up to a maximum of £74,800 |
| Other operations (not coming within any of the above categories) | Any site area | £190 for each 0.1 hectare (or part thereof) up to a maximum of £287,500 |

Fees in respect of the monitoring of mining and landfill sites

| | | |
|--|---------------------------------------|--|
| The maximum number of site visits to any one such site for which a fee is payable under this regulation in any period of 12 months beginning with the date of the first visit during that period is: | where the site is an active site: 8 | £330 (where the whole or a part of the site is an active site) |
| | where the site is an inactive site: 1 | £110 (where the site is an inactive site) |

APPENDIX C

Lawful Development Certificate (LDC)

| | | |
|---|--|------------------------------|
| Existing use or operation Same as Full | | Same as Full |
| Existing use or operation - lawful not to comply with any condition or limitation | | £190 |
| Proposed use or operation Half the normal planning fee | | Half the normal planning fee |

Reserved Matters

| | | |
|--|--|--|
| Application for removal or variation of a condition following grant of planning permission | | £190 |
| Application for approval of reserved matters following outline approval | | Full fee due or if full fee already paid then £385 due |

Change of Use of a building to use as one or more separate dwelling houses, or other cases

| | | |
|---|----------------------------|---|
| Change of use of a single Dwelling to be used for two or more dwellings | Not more than 50 dwellings | £380 for each |
| | More than 50 dwellings | £19,000 + £100 for each in excess of 50 up to a maximum of £287,500 |
| Change of use of a building for 1 or more separate dwellings | Not more than 50 dwellings | £380 for each |
| | More than 50 dwellings | £19,000 + £100 for each in excess of 50 to a maximum of £287,500 |
| Other material change of use of building or land | | £380 |

Fees for post submission amendments to major development applications

| | | |
|----------------------------|--|------|
| Post submission amendments | | £190 |
|----------------------------|--|------|

Application for a Non-material Amendment Following a Grant of Planning Permission

| | | |
|---|--|-----|
| Applications in respect of householder developments | | £30 |
| Applications in respect of other developments | | £95 |

Removal or Variation of a condition

| | | |
|--|--|------|
| Application for removal or variation of a condition following grant of planning permission | | £190 |
|--|--|------|

Renewal

| | | |
|---|--|------|
| Renew unimplemented permission within the time period | | £190 |
|---|--|------|

Advertising

| | | |
|--|--|------|
| Relating to the business on the premises | | £100 |
| Advance signs which are not situated on or visible from the site, directing the public to a business | | £100 |
| Other advertisements | | £380 |

Enforcement Appeal

| | | |
|--|--|--|
| Fee based on the relevant fee category | | |
|--|--|--|

Cross Boundary Applications

Where applications are made for planning permission, for approval of reserved matters or for certificates of lawful use or development which relate to land in the area of two or more local planning authorities, a fee is payable to each local planning authority. The fee payable is calculated in

CONCESSIONS - EXEMPTIONS FROM PAYMENT

| |
|--|
| For alterations, extensions, etc. to a dwelling house for the benefit of a registered disabled person |
| An application solely for the carrying out of the operations for the purpose of providing a means of access for disabled persons to or within a building or premises to which members of the public are admitted |
| Listed Building Consent |
| Conservation Area Consent |
| Works to Trees covered by a Tree Preservation Order or in a Conservation Area Hedgerow Removal |
| If the proposal relates to works that require planning permission only by virtue of an Article 4 Direction of the Town & Country Planning (General Permitted Development) Order 1995, i.e. where the application is required only because of a direction or planning condition removing permitted |
| If the application is for a lawful development certificate, for existing use, where an application for planning permission for the same development would be exempt from the need to pay a planning fee under any other planning fee regulation |
| If the application is for consent to display an advertisement following either a withdrawal of an earlier application (before notice of decision was issued) or where the application is made following refusal of consent for display of an advertisement, and where the application is made by or on |
| If the application is for consent to display an advertisement which results from a direction under Regulation 7 of the Control of Advertisements Regulations 1992, dis-applying deemed consent under Regulation 6 to the advertisement in question |
| If the application is for alternate proposals for the same site by the same applicant, in order to benefit from the permitted development right in Schedule 2 Part 3 Class E of the Town and Country Planning (General Permitted Development) Order 1995 |
| If the proposal is the first revision of an application for development of the same character, on the same site, by the same applicant within 12 months of the date of original application if withdrawn or of the date of decision where planning permission has been refused? |
| If the application is being made on behalf of a non-profit making sports club for works for playing fields not involving buildings then the fee is £385 |
| If the application is being made on behalf of a parish or community council then the fee is 50% |
| If the application is an alternative proposal being submitted on the same site by the same applicant on the same day, where this application is of lesser cost then the fee is 50% |
| In respect of reserved matters you must pay a sum equal to or greater than what would be payable at current rates for approval of all the reserved matters. If this amount has already been paid then the fee is £385 |
| If the application is for a Lawful Development Certificate for a Proposed use or development, then the fee is 50% |
| If two or more applications are submitted for different proposals on the same day and relating to the same site then you must pay the fee for the highest fee plus half sum of the others |
| Where an application relates to development which is within more than one fee category, the correct fee is simply the highest of the fees payable |
| Where an application consists of the erection of dwellings and the erection of other types of buildings the fees are added together. |

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | 2019/20 Charge Levied £ | 2020/21 Proposed Charge £ | Comments |
|------------------------|------------------------|------------------------|--|---|--|--|---|
| 64,095 | 51,733 | 52,767 | COUNTRY PARKS | | | | |
| | | | Pembrey Country Park | | | | |
| | | | Riding Centre (Leased) | Riding Centre tacked horses | | | Livery tenant has 2 comps then all other staff & visitors pay |
| | | | Park hire | | | | |
| | | | Events Field (old archery site) | Daily hire of: full field Weekly hire rate: full field | 500.00 2500.00 | 500.00 2500.00 | Rental charge will be applied for activities that do not come under the event bracket (below), for example: weddings; private functions; experiential marketing; caravan rallies with the appropriate insurances etc (in the hire agreement it will state the maximum number of campers for each field). |
| | | | Monk's Head Field | Daily hire of: full field Weekly hire rate: full field | 750.00 4500.00 | 750.00 4500.00 | |
| | | | Medium Area of Land | Daily Hire Size to be agreed | 300.00 | 300.00 | |
| | | | Small area of land | Daily Hire Size to be agreed | 150.00 | 200.00 | |
| | | | Major Events within the Park this classifies as event footfall of over 5,000 | Rates negotiable depending on scale and location of event | | | Charge set by Senior Outdoor Rec Manager, Events Manager and Event Co-ordinator to maximise events income taking into account the following (examples): size of event, area required, event profile, expected visitor numbers, disruption, time of year, the additional work required from the service, how well established or new event, charitable or commercial etc. Charge may also include park entry and/or participant entry fee. |
| | | | Events within the park organised by an external organiser (less than 5,000 footfall) | Commercial | Park entry to be charged per vehicle plus £2 per entrant | 2.40 | New charge for events - with a footfall of less than 5000 people. |
| | | | | Charity/Non profit etc | Park entry to be charged per vehicle £27 per hour | Park entry to be charged per vehicle £27 per hour | |
| | | | Hourly Staff rate for External Events | Member of the team to help with external events | | | Charge to cover staff time before, during or after an event |
| | | | Events run by the events team within the park throughout the year | Price per ticket | Max ticket price of £10 per head | Max price of £20 per head | Price will be dependant on event type and costs, which will be covered in event plan |
| | | | | Tradestands at events | Trade stands max £50 per day, Food stalls max £100 £54 for half a day | Max price £50 per day food stalls max £200 per day Max Price of £10 per head £2 per unit | Max number of 35 per ranger |
| | | | Guided Walks | Guided Walks for groups with Rangers | | | |
| | | | Fencing hire | | | | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | 2019/20 Charge Levied £ | 2020/21 Proposed Charge £ | Comments |
|------------------------|------------------------|------------------------|--|--|--|--|---|
| 370,967 | 323,368 | 329,836 | Bins | | | General waste £20 per bin, Recycling £9 Glass £12 | |
| | | | Commercial (Filming) | Full Day filming | 500.00 | 500.00 | Plus any rent for field etc |
| | | | Staff Service (Filming support) | Promoting the park in a positive manner Hourly Rate per Team member | See comments £27 per hour | £27 per hour | Discretionary by Senior Manager Manage public, enviromental and film crew assistance fees to be agreed by a small group of officers as above |
| | | | Bushcraft activites | | Adults Max £25 per day | Max £50 per day | New activity offering at all Country Parks, activity run by rangers |
| | | | Bushcraft activites | | Children Max £10 per day | Max £25 per day | New activity offering at all Country Parks, activity run by rangers |
| | | | Conference Facilities | | Max price of £100 per day | Max price of £100 per day | Room Hire charge only F&B offering will be etc |
| | | | Team Building Activities | | Max price of £25 per person per day | Max £50 per day | New |
| | | | Birthday Party activites | | Max £10 per child per head minimum of 10 children | Max £25 per head | New |
| | | | MCP field hire / events | Eisteddfod Fields hire | | | |
| | | | | Daily hire of: Full Site (3 Fields) | 500.00 | 500.00 | Rental charge will be applied for activities that do not come under the event bracket for example weddings, private functions, experiential marketing,circus etc. Fee can be negotiated for larger events as per events charges for PCP |
| | | | | Weekly hire rate: Full Site (3 Fields) | 2500.00 | 2500.00 | |
| | | | | Charity rates | | | |
| | | | | Daily hire of: Full Site (3 Fields) | | | |
| | | | | Weekly hire rate: Full Site (3 Fields) | | | |
| | | | | Event non commerical | Car parking | Car Parking | |
| | | | | Events commerical | Car parking plus £2 per participant | Carparking plus £2.40 per head | |
| | | | North Dock | North Dock events hire | £25 per hour | £25 per hour | Cannot guarantee exclusivity |
| | | | PCP Caravan and camp site (CCC) | | upgraded facilities for 2019/20 season | | |
| | | | | Full Season (with electric) | 1900.00 | 1940.00 | 1st March to 31st October |
| | | | | Full Season (non electric) | 1200.00 | 1230.00 | 1st March to 31st October |
| | | | | Full Season (with Electric) Returning Customers | To be discontinued | 15.00 | 1st March to 31st October |
| | | | | Full Season (non Electric) Returning Customers | To be discontinued | | 1st March to 31st march |
| | | | | Full season serviced plot | 2300.00 | 2350.00 | New offering |
| | | | | Summer Season (with electric) | 770.00 | 790.00 | six weeks school holidays |
| | | | | Summer Season (non electric) | 550.00 | 550.00 | six weeks school holidays |
| | | | | Daily rate peak periods (with electric) | 23.00 | 25.00 | April -September 5th |
| | | | | Daily rate peak periods (non electric) | 20.00 | 21.00 | April -September 5th |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | 2019/20 Charge Levied £ | 2020/21 Proposed Charge £ | Comments |
|------------------------|------------------------|------------------------|---|--|-------------------------------|---|---|
| Page 53 | | | PCP General Camping | Daily rate off-peak (with electric) | 19.00 | 23.00 | March and September 5th -1st Nov |
| | | | | Daily rate off-peak (non electric) | 17.00 | 19.00 | March and September 5th -1st Nov |
| | | | | Serviced Peak | 26.00 | 28.00 | April -September 5th |
| | | | | Serviced off peak | 23.00 | 25.00 | March and September 5th -1st Nov |
| | | | | Cyclists/Walkers Peak | 10.00 | 10.00 | No Vehicle 1 man tent |
| | | | | Cyclists/walkers off peak | 7.50 | 7.50 | No Vehicle 1 man tent |
| | | | | Extra Vehicle | 5.50 | 5.50 | |
| | | | | Per Extra Adult | 5.00 | 5.00 | |
| | | | | Group bookings (bona fide charitable organisations e.g. Scouts, guides, church groups etc) | 3.00 | 3.00 | Off Peak only. Other times of year field hire will apply |
| | | | | Rallies that are in fields across the Country Park minimum charge for 10 units, must sign Rally Agreement and have relevant insurances | £12 per unit (new charge) | £12 per unit or £3 vacant caravans | Marshalls/deputy marshals for rallies of 20+caravans stay free of charge. |
| | | | Pitches for Seasonal Campsite staff (Site Wardens) | Free of Charge | Free of charge | Wardens to stay on site to provide 24 hour security/maintenance. New Warden's cabin being installed Signed by HOS | |
| | | | Pitches for journalists and media positively promoting PCP | Senior Manager Discretion | Senior Manager Discretion | | |
| | | | Beach access | | | | |
| | | | Beach Key Fob Entry | £50 PER YEAR | £50 PER YEAR | Fisherman permit required | |
| | | | Memorial Bench | | | | |
| | | | Brompton Seat | 929.88 | 929.88 | Available in MCP, PCP and LLO | |
| | | | Grafton Seat | 1249.42 | 1249.42 | | |
| | | | Llyn Llech Owain | | | | |
| | | | Catering | | | franchise in park | |
| | | | Millennium Coastal Park | | | | |
| Catering | | | Catering franchises along MCP | | | | |
| Burry Port Harbour | | | Charges now set by Burry Port Marina Ltd who have taken over the running of the Harbour since April 2018. | | | | |
| 25,450 | 19,158 | 19,541 | Catering | | | | |
| 19,022 | 30,359 | 30,967 | Discovery Centre | | | Building being leased to private operator for 2019/20 | |
| | | | Catering | | | | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | 2019/20 Charge Levied £ | 2020/21 Proposed Charge £ | Comments |
|------------------------|------------------------|------------------------|---------------|---|-------------------------------|---------------------------------|--|
| 55,746 | 48,311 | 49,277 | Ski Slope | Recreational Skiing | | | All Charges have been reviewed by evaluation of other premises and feedback from customers. Historically annual charges have made the Ski Instruction no inline with market pricing |
| | | | | Adult - Rec Ski | 13.10 | 13.00 | |
| | | | | Junior - Rec Ski | 0.00 | 9.00 | |
| | | | | Adult - Own Equipment | 9.50 | 10.00 | |
| | | | | Junior - Own Equipment | 7.40 | 7.50 | |
| | | | | Student | 8.40 | 8.50 | |
| | | | | Race Club | | 7.50 | |
| 73,001 | 85,234 | 86,939 | | OAP/UB40 | 8.40 | 8.50 | |
| | | | | 7 day consecutive pass rec ski child | | 35.00 | |
| | | | | 7 day consecutive pass rec ski adult | | 40.00 | |
| | | | | 3 month pass for rec ski Jan, Feb March Child | | 150.00 | 90 mins coaching followed by coffee and cake Saturday Club for 90 mins ensure numbers for staffing |
| | | | | 3 month pass for rec ski Jan, Feb March Adult | | 170.00 | |
| | | | | Instruction | | | |
| | | | | Adult Lesson | 17.80 | 18.00 | |
| | | | | Junior Lesson | 11.60 | 12.00 | |
| | | | | Adult Group Coaching Club | New offering for 2020 | 20.00 | |
| | | | | Kids Club | 0.00 | 8.50 | |
| | | | | Kids Club block booking of 6 weeks | | 40.00 | |
| | | | | Ski Party | | 10.00 | |
| | | | | Adult Party | 10.50 | 10.50 | |
| | | | | Junior Party | 7.40 | 7.50 | Group of 12 students For groups bring more than allocated 50mins + 30 min practice 1 hr + practice 1 hr + practice 1 hr + practice 1 hr + practice 1 hr + practice Part of the Ski 4 all group |
| 22,406 | 12,350 | 12,597 | | Junior School Group | 62.90 | 66.00 | |
| | | | | Extra person for Group | 0.00 | 5.50 | |
| | | | | Private Lesson 1 person | 39.80 | 35.00 | |
| | | | | Private Lesson 2 people | 56.60 | 50.00 | |
| | | | | Private Lesson 3 people | 73.30 | 65.00 | |
| | | | | Private Lesson 4 people | 90.10 | 80.00 | |
| | | | | Private Lesson 5 people | 0.00 | 95.00 | |
| | | | | Private Lesson 6 people | 123.60 | 110.00 | |
| | | | | Adaptive Ski session | | 6.00 | |
| | | | | Adaptive ski private lesson | | 18.00 | New option 1 hour lesson New option 1 hour lesson |
| 74,232 | 81,612 | 83,244 | | Passport to Ski Lessons | | | |
| | | | | Under 16 P2S 6 week course | | 60.00 | |
| | | | | Over 16 P2S 6 week course | | 90.00 | |
| | | | | Private 1-2-1 P2S 6 Week course | | 180.00 | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges unless stated otherwise

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | 2019/20 Charge Levied £ | 2020/21 Proposed Charge £ | Comments |
|------------------------|------------------------|------------------------|---------------|---|-------------------------------|---------------------------------|--------------------------------|
| Page 55 | | | Golf | Shop & servicing of equipment | | | |
| | | | | Custom foot beds | | 60.00 | |
| | | | | Ski Servicing Full | | 35.00 | |
| | | | | Ski Servicing basic | | 25.00 | |
| | | | | Footbeds | | 45.00 | |
| | | | | Ski & Boot Hire | | 5.00 | |
| | | | | Slope Hire | | | |
| | | | | All day both slopes | | 600.00 | |
| | | | | Slope hire full day | | 450.00 | |
| | | | | Slope hire half day | | 300.00 | |
| | | | | Slope hire 1 hour | | 100.00 | |
| | | | | Cycle Hire | | | |
| | | | | 2 hours - Adult | 8.40 | 8.50 | Reduced from 3hrs hire to 2hrs |
| | | | | 2 hours - Child | 5.30 | 5.50 | New charge |
| | | | | 4 hours - Adult | 10.50 | 10.50 | New charge |
| | | | | 4 hours - Child | 7.40 | 7.50 | New charge |
| | | | | 1 day - Adult | 16.80 | 17.00 | |
| | | | | 1 day - Child | 10.50 | 11.00 | |
| | | | | Trailer | 5.30 | 5.50 | |
| | | | | Tow along - per hr (inc helmet) | 5.30 | 5.30 | |
| | | | | Adaptive bikes | | 5.00 | |
| | | | | Child seats - per hr (inc helmet) | 3.80 | 3.80 | |
| | | | | 4 Seater bikes | | £15.00 per hour | |
| | | | | Toboggan | | | |
| | | | | 1 Ride | 2.70 | 3.00 | |
| | | | | 10 rides | | 17.50 | |
| | | | | 3 Rides | 5.40 | 6.00 | |
| | | | | Pitch and Putt | | | |
| | | | | Child, OAP & Unwaged (9 holes) | 3.20 | 3.20 | |
| | | | | Child, OAP & Unwaged (additional 9 holes) | 2.20 | 2.20 | |
| | | | | Adult | 5.30 | 5.30 | |
| | | | | Adult (additional 9 holes) | 3.20 | 3.20 | |
| | | | | Disc Golf | | | |
| | | | | Child, OAP & Unwaged | 2.70 | 2.70 | |
| | | | | Adult | 3.70 | 3.70 | |
| | | | | Crazy Golf | | | |
| | | | | Child, OAP & Unwaged | 2.20 | 4.00 | |
| | | | | Adult | 2.70 | 5.00 | |
| | | | | Family Ticket | | 17.50 | 2 adults and 3 children |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | 2019/20 Charge Levied | | | | | | | | | 2020/21 Proposed Charge | | | | | | | | | Comments | | | | |
|--------------------------|----------------|----------------|-------------------|----------------|----------------|--|--|--------------------------|------------|---------------------------|-------------|------------|-------------|--------------------|----------|--|--------------------------|------------|---------------------------|-------------|------------|-------------|--------------------|---|--|--|--|--|--|
| Season Tickets (£) | | | Pay & Display (£) | | | | SEASON TICKETS | | | Pay & Display Charges (£) | | | | | | SEASON TICKETS | | | Pay & Display Charges (£) | | | | | | | | | | |
| Millennium Coastal Parks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 97,032 | 125,056 | 127,557 | Car Parks | | | Short stay | | | Long stay | | | | | | Short stay | | | Long stay | | | | | | | | |
| | | | | | | | per year | For 6 months (Oct-March) | up to 1 hr | up to 2 hrs | up to 4 hrs | up to 1 hr | up to 4 hrs | all day (max 8hrs) | per year | Lost tickets & change of car details as per lost policy | For 6 months (Oct-March) | up to 1 hr | up to 2 hrs | up to 4 hrs | up to 1 hr | up to 4 hrs | all day (max 8hrs) | | | | | | |
| | | | | | | | | | | 1.10 | 1.70 | 2.70 | 1.10 | 2.70 | 3.20 | | | | 1.10 | 1.70 | 2.70 | 1.10 | 2.70 | 3.20 | No Increase due to car parking issues | | | | |
| | | | | | | Trailer Park | | | | To Be discontinued | | | | | | | | | | | | | | | Burry Port Harbour Motorhomes car park closed on H&S grounds, pending review | | | | |
| | | | | | | Boat & Trailer Season Ticket (Burry Port only) | 55.00 | 10.00 | N/A | | | | | | | | | | 55.00 | | | | | | 12 month ticket as per policy with trailer to park within MCP | | | | |
| | | | | | | MCP general car parks | £37.50 for one vehicle | 10.00 | 20.00 | | | | | | | 37.50 | 10.00 | | | | | | | 12 month ticket as per policy with to park within MCP car parks | | | | | |
| | | | | | | Blue Badge Scheme Holders | Get additional 1 hr free with any ticket purchased in line with CCC parking policy | | | | | | | | | Get additional 1 hour free with any ticket purchased in line with CCC parking policy | | | | | | | | | | | | | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | 2019/20 Charge Levied | | | | | | | | | | 2020/21 Proposed Charge | | | | | | | | Comments |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|---|--|-----|------------------------------------|---------------|---------------------------|----------------|--|--|-----------------------------|--|-------------------------|----|------|------|---------------------------|--|--------------------------|--|----------|
| Season Tickets (£) | | | Pay & Display (£) | | | | SEASON TICKETS | | | | Pay & Display Charges (£) | | | | | | SEASON TICKETS | | | | Pay & Display Charges (£) | | | | |
| <u>Pendine Beach Car Parking</u> | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 36,685 | 27,969 | 28,528 | Car Park Blue Badge Scheme Holders | per year | | For 6 months (Oct- March) | up to 1 hr | up to 2 hrs | up to 4 hrs | | | all day (max 8hrs) | | | | | | | | More choice for users | | |
| | | | | | | | N/A | N/A | N/A | 1.10 | 1.70 | 2.70 | | | 3.20 | NA | NA | NA | 1.10 | 1.70 | 2.70 | | 3.20 | | |
| | | | | | | | Get additional 1 hr free with any ticket purchased in line with CCC parking policy | | | | | | | | | Get additional 1 hour free with any ticket purchased in line with CCC parking policy | | | | | | | | | |

Outdoor Recreation Membership options

Bronze Option 1 Park no discounts normal charges apply
Silver option £85 choose 2 parks 10% discount in F & B and Activities
Gold Option £100 Choose 3 parks 10% discount in F & B And activities
All the above are 12month passes for 2 vehicles registered at the same address

APPENDIX C

CHARGING DIGEST - Leisure

Country Parks Parking Charges

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | 2019/20 Charge Levied | | 2020/21 Proposed Charge | | Comments |
|----------------------------------|-------------------|-------------------|--|-------------------|-------------------|----------------------------------|----------------------------------|--|----------------------------------|--|--|
| <u>Pay & Display Charges</u> | | | <u>Vehs displaying Disabled Blue Badge</u> | | | | <u>Pay & Display Charges</u> | <u>Vehs displaying Disabled Blue Badge</u> | <u>Pay & Display Charges</u> | <u>Vehs displaying Disabled Blue Badge</u> | |
| £ | | | £ | | | | £ | £ | £ | £ | |
| <u>Pembrey Country Park</u> | | | | | | | | | | | |
| 179,353 | 181,748 | 185,383 | | | | <i>Cars & Coaches</i> | | | | | All day £5.50. Up to 2 hours £3. No increase previously due to barrier system and improvement in the park. Free access for people who book a course of lessons at Country park for the hours of instruction |

APPENDIX C

CHARGING DIGEST - Leisure

Country Parks Parking Charges

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | 2019/20 Charge Levied | | 2020/21 Proposed Charge | | Comments |
|----------------------------------|-------------------|-------------------|--|-------------------|-------------------|--|----------------------------------|--|----------------------------------|--|--|
| <u>Pay & Display Charges</u> | | | <u>Vehs displaying Disabled Blue Badge</u> | | | | <u>Pay & Display Charges</u> | <u>Vehs displaying Disabled Blue Badge</u> | <u>Pay & Display Charges</u> | <u>Vehs displaying Disabled Blue Badge</u> | |
| £ | | | £ | | | | £ | £ | £ | £ | |
| | | | | | | Annual - First Time Buyers 12 month Annual Tickets | Price per year 55.00 | | 55.00 | | 12 month tickets to increase income all year if there is price increase it would be in the next charge after initial 12 months |
| | | | | | | 7 day pass Change of vehicle/Lost tickets | 20.00 10.00 | | 20.00 10.00 | | As per lost policy |
| | | | | | | Annual Renewals Loyalty 12 month annual ticket | 50.00 | | 50.00 | | 12 month tickets to increase income all year if there is price increase it would be in the next charge after initial 12 months. Loyalty will be for season tickets who were previous ticket holder in the past 12 months |
| | | | | | | Oct - Mar | To be discontinued | | | | |
| | | | | | | | | | | | |
| Page | 20,690 | 26,768 | 27,303 | | | Season Tickets 12 month ticket | 25.00 | | 25.00 | | 12 month tickets to increase income all year if there is price increase it would be in the next charge after initial 12 months |
| | | | | | | Season Tickets - October to March | To be discontinued | | | | |
| | | | | | | Lost tickets change of vehicle | | | | | |
| | | | | | | 1 Hour | 1.10 | | 1.10 | | When the car park P&D m/c can accommodate then the charges will change to the same charges as MCP/Pendine |
| | | | | | | up to 3 hours | 2.20 | | 2.20 | | |
| | | | | | | Over 3 hours | 3.20 | | 3.20 | | |

Membership options on Car parks fees and charges pages

APPENDIX C

CHARGING DIGEST - Leisure

Pennine Outdoor Education Centre

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Service | Charge Levied 2019/20 £ | | | | Proposed Charge 2020/21 £ | | | |
|------------------------|------------------------|------------------------|--|----------------------------|--------------------------|--------------------------|--|------------------------------|--------------------------|--------------------------|--|
| | | | | Schools | | Non-Schools | | Schools | | Non-Schools | |
| | | | | Carms | Out of County | Groups | Comment | Carms | Out of County | Groups | Comment |
| 301,345 | 332,662 | 339,316 | Bed and Breakfast | 20.00 | 20.00 | 20.00 | 'All in' packages comprise 50% cost for activity instruction & 50% Food and Board. (*) VAT will only be charged on Food and Board - 50% of total net cost. 'Instructor led activities' are VAT exempt. | 20.00 | 20.00 | >25.00 | 'All in' packages comprise 50% cost for activity instruction & 50% Food and Board. (*) VAT will only be charged on Food and Board - 50% of total net cost. 'Instructor led activities' are VAT exempt. |
| | | | Day visit (no food) 2 activities * | >20.00 | >25.00 | >25.00 | Minimum numbers apply | >20.00 | >25.00 | >25.00 | Minimum numbers apply |
| | | | * Mon-Fri lunch "All in" | 168.00 (120.00 FSM) | 210.00 | 245.00 | Free places for leaders (ratio 1: 12) | 175.00 (125.00 FSM) | 220.00 | 255.00 | Free places for leaders (ratio 1: 12) |
| | | | 4 day 'All in' | 144.00 (102.00 FSM) | 180.00 | 212.00 | Reduced rates may be offered under the following circumstances (Signed off by Snr Outdoor Rec Mgr): | 150.00 (106 FSM) | 187.00 | 220.00 | Reduced rates may be offered under the following circumstances (Signed off by Snr Outdoor Rec Mgr): |
| | | | 3 day 'All in' | 112.50 (80.00 FSM) | 142.50 | 160.00 | • To obtain a first time booking. | 118.00 (85.00 FSM) | 150.00 | 168.00 | • To obtain a first time booking. |
| | | | Fri tea - Sun lunch (no activity) | 73.00 | 86.00 | 90.00 | • To increase out of season bookings. | 78.00 | 90.00 | 95.00 | • To increase out of season bookings. |
| | | | Activities - 1/2 day rate min 8 in group or £72.00 | >12.50 | 12.50 | >20.00 | • To encourage customer loyalty. | >12.50 | 12.50 | >20.00 | • To encourage customer loyalty. |
| | | | Meals | 3.50 | 3.50 child 4.50 adult | 4.00 child 5.00 adult | • During periods of lower demand at POEC. | 3.50 | 3.50 child 4.50 adult | 4.00 child 5.00 adult | • During periods of lower demand at POEC. |
| | | | Camping | 6.00 | 6.00 | 6.00 | | 6.00 | 6.00 | 6.00 | |
| | | | Bunkhouse | 10.00 | 10.00 | 10.00 | Min numbers apply / Bring own bedding | 10.00 | 10.00 | 12.00 | Min numbers apply / Bring own bedding |
| | | | | No VAT | Plus VAT | Plus VAT(*) | | No VAT | Plus VAT | Plus VAT | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Coedcae | | | Gwendraeth | | | St Clears | | | | Coedcae | | Gwendraeth | | St Clears | | |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--|---------------------------|-----------------------------|--|-----------------------------|---------------------------|-----------------------------|--|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Comments |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | £ | £ | |
| 11,718 | 19,472 | 19,861 | 0 | 4,313 | 4,399 | 29,036 | 38,694 | 39,467 | Fusion Household £365 (Gym, classes, swim all times monthly DD) Adult Activity Session (encompassing all mainstream sessions) Direct Debit Membership for Fitness Room Actif Household membership with access to bolt-on extras (Gym, classes, swim all times monthly DD) Actif Towel Actif RFID Wristband Actif Water Bottle Actif RFID Button Actif Membership Card (Replacement) Actif Locker Coin Keyring Actif Gift Bundle (comprising towel, wristband, water bottle, button and Keyring) Gym Squash (per 40 mins) Badminton Table Tennis Main Hall non block | 23.10 | 23.70 | All charges removed - management transferred to community organisation | | 23.10 | 23.70 | Resale item - stock cost held Resale item - stock cost held Resale item - stock cost held Resale item - stock cost held Resale item - stock cost held Resale item - stock cost held |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | 9.00 | 9.30 | | | 5.80 | 6.00 | |
| | | | | | | | | | | | | | | 6.80 | 7.00 | |
| | | | | | | | | | | | | | | 9.00 | 9.30 | |
| | | | | | | | | | | | | | | 6.80 | 7.00 | |
| | | | | | | | | | | | | | | 30.60 | 31.30 | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Coedcae | | | Gwendraeth | | | St Clears | | | | Coedcae | | Gwendraeth | | St Clears | | |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--|---------------------------|-----------------------------|------------------------|-----------------------------|---------------------------|-----------------------------|---|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Comments |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | £ | £ | |
| | | | | | | | | | Function rooms / kitchen hire | | | | | 22.00 | 22.60 | |
| | | | | | | | | | Outdoor area - (October - March) | | | | | 20.70 | 21.20 | |
| | | | | | | | | | Outdoor area - (April - September) | | | | | 17.80 | 18.20 | |
| | | | | | | | | | Tennis | | | | | 8.70 | 9.00 | |
| | | | | | | | | | Per child | | | | | 10.30 | 10.60 | |
| | | | | | | | | | Go Actif Card (12 months) | | | | | 13.00 | 14.00 | |
| | | | | | | | | | 7 day leisure centre membership - Adult | 15.50 | 15.90 | | | 15.50 | 15.90 | New product |
| | | | | | | | | | 7 day leisure centre membership - Child (<18) | 10.50 | 10.80 | | | 10.50 | 10.80 | New product |
| | | | | | | | | | 7 day leisure centre membership - Family (up to 2 adults and 2 children) | 26.00 | 26.60 | | | 26.00 | 26.60 | New product |
| | | | | | | | | | All Jnr Activity Courses per 55 mins | | | | | 3.70 | 4.00 | |
| | | | | | | | | | Direct Debit 'Active Young People' sessions - linked to membership | | | | | 15.40 | 16.00 | Price retained - newly introduced product |
| | | | | | | | | | Direct Debit 'Active Young People' sessions - not linked to membership | | | | | 15.40 | 16.00 | Price retained - newly introduced product |
| | | | | | | | | | Health/Fitness Class | | | | | | | |
| | | | | | | | | | Induction | | | | | 15.00 | 15.00 | Market value |
| | | | | | | | | | Hall/Outdoor Facility Hire - also see note below | | | | | | | |
| | | | | | | | | | Dance Studio/Small Gym | 17.60 | 18.00 | | | | | |
| | | | | | | | | | Sports Hall (Whole) | 34.60 | 35.50 | | | | | |
| | | | | | | | | | Sports Hall (Half) | 18.40 | 18.90 | | | | | |
| | | | | | | | | | Full Red Gravel Pitch (without lights) | 35.90 | 36.80 | | | | | |
| | | | | | | | | | Half Red Gravel Pitch (without lights) | 19.00 | 19.50 | | | | | |
| | | | | | | | | | Outside Football/Rugby Pitch without showers | | | | | | | No longer available at Coedcae |
| | | | | | | | | | Outside Netball Court | | | | | | | No longer available at Coedcae |
| | | | | | | | | | Change/shower facilities | | | | | 2.10 | 2.90 | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Coedcae | | | Gwendraeth | | | St Clears | | | | Coedcae | | Gwendraeth | | St Clears | | |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-----------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|---------------------------|-----------------------------|----------------------|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Comments |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | £ | £ | |
| | | | | | | | | | <u>Equipment Hire Charges</u> | | | | | | | |
| | | | | | | | | | Squash Ball (Buy) | | | | | | | No squash at Coedcae |
| | | | | | | | | | Short Tennis Racket | 3.00 | 3.20 | | | | | No squash at Coedcae |
| | | | | | | | | | Squash Racket Hire | | | | | | | |
| | | | | | | | | | Table Tennis Bat Hire | 3.00 | 3.20 | | | | | |
| | | | | | | | | | Table Tennis Ball Hire | 1.00 | 1.10 | | | | | |
| | | | | | | | | | Badminton Racket Hire | 3.00 | 3.20 | | | | | |
| | | | | | | | | | Badminton Shuttle Buy | 2.00 | 2.10 | | | | | |
| | | | | | | | | | Racquet Hire | | | | | 3.00 | 3.20 | |
| | | | | | | | | | Football Hire | | | | | 3.00 | 3.20 | |
| | | | | | | | | | <u>Holiday Activity Programme</u> | | | | | | | |
| | | | | | | | | | Full Day | | | | | N/A | | With food |
| | | | | | | | | | Weekly | | | | | N/A | | With food |
| | | | | | | | | | Full Day | | | | | 16.30 | 21.00 | Without food |
| | | | | | | | | | Weekly | | | | | 73.30 | 94.50 | Without food |

Note on Facility Hire: Where a customer applies to hire a facility on a commercial basis, the cost can be charged at up to 2.5 times that of the normal hire rate and charitable organisations may apply for up to 50% reduction for fundraising events.

Due to the commercial market that Sport & Leisure facilities operate within, it will be necessary to set offers at relevant times in the year and set 'bolt-on' options to allow customers that purchase selected combinations of products pre-set discounts. Where this is the case, this will require approval by the Sport & Leisure Management Team, will be minuted and consistent

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Carmarthen LC | | | Newcastle Emlyn | | | | Carmarthen LC | | Newcastle Emlyn | | Comment |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--|--------------------------------|----------------------------------|--------------------------------|----------------------------------|--|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Budget | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 £ | Proposed charge 20/21 £ | Charge Levied 19/20 £ | Proposed charge 20/21 £ | |
| £ | £ | £ | £ | £ | £ | | | | | | |
| 531,170 | 481,839 | 491,475 | 102,607 | 107,795 | 109,951 | Health & Fitness Classes | | | | | |
| | | | | | | Adult Activity Session (encompassing all mainstream sessions) | 5.80 | 6.00 | 5.80 | 6.00 | |
| | | | | | | Junior Activity Sessions (u16) | 3.70 | 4.00 | 3.70 | 4.00 | |
| | | | | | | AquaFit | 6.30 | 6.50 | | | |
| | | | | | | Health / Fitness Club | | | | | |
| | | | | | | Administration Fee | 15.00 | 15.00 | 15.00 | 15.00 | To be applied to other DD access memberships from 1st April 2020 (including Bronze) To be applied to other DD access memberships from 1st April 2020 (including Bronze) Price hold - many competitors don't charge admin fee so increase would deter customers from joining Not able to implement prior - new |
| | | | | | | Online Incentive Administration Fee | 10.00 | 10.00 | 10.00 | 10.00 | |
| | | | | | | Household Membership Administration Fee | 30.00 | 30.00 | 30.00 | 30.00 | |
| | | | | | | Household Membership Online Incentive Administration Fee | 20.00 | 20.00 | 20.00 | 20.00 | |
| | | | | | | Gym Session | 5.80 | 6.00 | 5.80 | 6.00 | |
| | | | | | | Junior Gym Session | 3.70 | 4.00 | 3.70 | 4.00 | |
| | | | | | | New Platinum All inclusive all times | 34.30 | 35.00 | 34.30 | 35.00 | |
| | | | | | | OAP/Student Saver Scheme (Gym & Swim) | 26.10 | 27.00 | 26.10 | 27.00 | |
| | | | | | | Fusion Household £365 (Gym, classes, swim all times monthly DD) | 37.80 | 39.00 | 37.80 | 39.00 | Product closed. Price increase for existing 365 members only |
| | | | | | | Actif Household membership with access to bolt-on extras (Gym, classes, swim all times monthly DD) | 43.00 | 45.00 | 43.00 | 45.00 | |
| | | | | | | Actif Household additional membership | | 6.00 | | 6.00 | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Carmarthen LC | | | Newcastle Emlyn | | | | Carmarthen LC | | Newcastle Emlyn | | Comment |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---|--------------------------------|----------------------------------|--------------------------------|----------------------------------|---|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Budget | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 £ | Proposed charge 20/21 £ | Charge Levied 19/20 £ | Proposed charge 20/21 £ | |
| Page 65 | | | | | | Triathlon Membership monthly DD (access to specified programme) | 34.30 | 35.10 | 34.30 | 35.10 | New Product |
| | | | | | | Triathlon Membership Bolt-on monthly DD (core subscription required) | 25.75 | 26.40 | 25.75 | 26.40 | New Product |
| | | | | | | Synrgy Membership monthly DD (access to specified programme) | 23.00 | 23.60 | | | |
| | | | | | | Synrgy Membership Bolt-on monthly DD (core subscription required) | 17.25 | N/A | | | Now Included in all core gym memberships |
| | | | | | | Junior Synrgy Membership monthly DD (access to specified programme) | 14.80 | N/A | | | Now Included in all core gym memberships |
| | | | | | | Junior Synrgy Membership Bolt-on monthly DD (core subscription required) | 10.80 | N/A | | | Now Included in all core gym memberships |
| | | | | | | Actif Towel | 6.20 | 6.40 | 6.20 | 6.40 | |
| | | | | | | Actif RFID Wristband | 4.80 | 5.00 | 4.80 | 5.00 | |
| | | | | | | Actif Water Bottle | 2.50 | 2.60 | 2.50 | 2.60 | |
| | | | | | | Actif RFID Button | 2.00 | 2.00 | 2.00 | 2.00 | |
| | | | | | | Actif Membership Card (Replacement) | 2.00 | 2.00 | 2.00 | 2.00 | |
| | | | | | | Actif Locker Coin Keyring | 1.00 | 1.10 | 1.00 | 1.10 | |
| | | | | | | Actif Gift Bundle (comprising towel, wristband, water bottle, button and Keyring) | 14.50 | 14.50 | 14.50 | 14.50 | |
| | | | | | | CORPORATE PLATINUM - Gym, classes, swim all times monthly DD | 29.30 | 30.00 | 29.30 | 30.00 | |
| | | | | | | GP Referrals - per visit for 16 weeks | 2.00 | 2.00 | 2.00 | 2.00 | Nationally agreed charge |
| | | | | | | Health-related outreach session | 3.30 | 3.60 | 3.30 | 3.60 | Not included in previous report - community session |
| | | | | | | Induction assessment for 'Pay as you go' customers | 20.00 | 20.00 | 20.00 | 20.00 | Price held as at top of comparable products |
| | | | | | | Fitness Test/Programmes | 20.00 | 25.00 | 20.00 | 25.00 | Price held as at top of comparable products |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Carmarthen LC | | | Newcastle Emlyn | | | | Carmarthen LC | | Newcastle Emlyn | | Comment |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---|--------------------------------|----------------------------------|--------------------------------|----------------------------------|--|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Budget | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 £ | Proposed charge 20/21 £ | Charge Levied 19/20 £ | Proposed charge 20/21 £ | |
| 418,922 | 448,264 | 457,229 | | | | <u>Health / Fitness Club</u> | | | 8.70 | 9.00 | £2.15 implemented Sept 2017. £2.20 to be implemented Sept 2018. £2.30 to be implemented Sept 2019 Not included in previous report - an optional extra for schools who may desire it For existing members only New Product New Product New Product |
| | | | | | | Gym & Sauna | | | | | |
| | | | | | | <u>Health Suite/Swim</u> | | | | | |
| | | | | | | Health Suite session | | | | | |
| | | | | | | Recreation morning | | | | | |
| | | | | | | Health Suite & Swim session | 7.70 | 8.00 | | | |
| | | | | | | <u>Swimming</u> | | | | | |
| | | | | | | Adult Swim Session | 4.70 | 4.90 | | | |
| | | | | | | Jnr Swim Session | 2.80 | 2.90 | | | |
| | | | | | | School Swim Session (per child) | 2.30 | 2.35 | 2.30 | 2.35 | |
| | | | | | | Additional School Swim Instructor recharge | 15.00 | 16.00 | 15.00 | 16.00 | |
| | | | | | | Family Swim Session (2 adults & 2 children) | 12.20 | 12.70 | | | |
| | | | | | | Inflatable Session | 4.70 | 4.00 | | | |
| | | | | | | BRONZE - Swim All Times monthly DD adult | 24.10 | 25.00 | | | |
| | | | | | | CORPORATE BRONZE - Swim All Times monthly DD | 21.60 | 22.00 | | | |
| | | | | | | Annual Swim | | 160.00 | | | |
| | | | | | | FAST session | 5.80 | 6.00 | | | |
| | | | | | | FAST Light Membership monthly DD (access to specified swim programme) | 11.60 | 13.50 | | | |
| | | | | | | FAST Light Membership Bolt-on monthly DD (core subscription required) | 8.70 | 10.15 | | | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Carmarthen LC | | | Newcastle Emlyn | | | | Carmarthen LC | | Newcastle Emlyn | | Comment |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---|--------------------------------|----------------------------------|--------------------------------|----------------------------------|--------------------------------|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Budget | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 £ | Proposed charge 20/21 £ | Charge Levied 19/20 £ | Proposed charge 20/21 £ | |
| | | | | | | FAST Membership monthly DD (access to specified swim programme) | 23.20 | 27.00 | | | |
| | | | | | | FAST Membership Bolt-on monthly DD (core subscription required) | 17.40 | 20.30 | | | |
| | | | | | | FAST Prime Membership monthly DD (access to specified swim programme) | 34.80 | 40.50 | | | New Product not yet introduced |
| | | | | | | FAST Prime Membership Bolt-on monthly DD (core subscription required) | 26.10 | 30.45 | | | New Product not yet introduced |
| | | | | | | <u>Swimming Instruction</u> | | | | | |
| | | | | | | Junior / Adult Lessons Stage 1-7 Direct Debit | 23.50 | 24.10 | | | |
| | | | | | | Stage 8 (3 - 4.5 hours) | 42.50 | 43.50 | | | |
| | | | | | | Stage 9 (5 - 8 hours) | 50.00 | 51.20 | | | |
| | | | | | | Stage 10 (8.5 - 10.5 hours) | 50.00 | 51.20 | | | New product |
| | | | | | | Stage 11-12 (12-13.0 hours) | 60.00 | 61.40 | | | |
| | | | | | | Stage 11-12 (13.5-16.5 hours) | 65.00 | 66.50 | | | New Product |
| | | | | | | 15-20 hours training | 75.00 | 76.80 | | | |
| | | | | | | One to One Lessons (Scheme) - per 30 mins | 14.80 | 15.20 | | | |
| | | | | | | One to One Lessons (External) - per 30 mins | 42.00 | 43.00 | | | |
| | | | | | | <u>Lifeguard Course (All Sites)</u> | | | | | |
| | | | | | | Pool Lifeguard Qualification (per course) | 270.00 | 280.00 | | | |
| | | | | | | Automated External Defibrillator Training | 50.00 | 51.20 | | | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Carmarthen LC | | | Newcastle Emlyn | | | | Carmarthen LC | | Newcastle Emlyn | | Comment |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--|--------------------------------|----------------------------------|--------------------------------|----------------------------------|--|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Budget | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 £ | Proposed charge 20/21 £ | Charge Levied 19/20 £ | Proposed charge 20/21 £ | |
| £ | £ | £ | £ | £ | £ | | | | | | |
| 134,689 | 188,196 | 191,960 | | | | Facility Hire - also see note below | | | | | |
| | | | | | | Sports Hall - Full per 55 mins | 45.30 | 46.40 | 45.30 | 46.40 | |
| | | | | | | Small Hall/Dance Studio | 35.70 | 36.60 | | | |
| | | | | | | Conference room (All day) | 131.00 | 135.00 | | | |
| | | | | | | Conference room Morning/Afternoon/ Evening | 68.10 | 70.00 | | | |
| | | | | | | Multipurpose Room | 23.10 | 24.00 | | | |
| | | | | | | Main Swimming Pool (1 lifeguard) per 55mins | 94.40 | 96.80 | | | |
| | | | | | | Small Swimming Pool (1 lifeguard) per 55mins | 35.40 | 36.30 | | | |
| | | | | | | Main Swimming Pool per Lane | 11.80 | 12.10 | | | |
| | | | | | | Athletic Track (club - per hr) | 45.30 | 48.00 | | | |
| | | | | | | Athletic Track (per person per hr) | 4.80 | 6.00 | | | |
| | | | | | | Athletic Track Steward (1 Hour) | | 16.00 | | | |
| | | | | | | Athletic Track Steward (Half Hour) | | 8.00 | | | |
| | | | | | | Full Astroturf | 58.00 | 60.00 | | | |
| | | | | | | Half Astroturf | 34.70 | 36.00 | | | |
| | | | | | | Outside Netball Court | 17.30 | 23.20 | | | |
| | | | | | | Football pitch - middle of track | 35.90 | 38.00 | | | |
| | | | | | | Changing Facilities | 21.00 | 21.50 | 21.00 | 21.50 | |
| | | | | | | Changing Facilities (per person) | 2.00 | 2.90 | 2.00 | 2.90 | New charge |
| | | | | | | Function Rooms | | | | | |
| | | | | | | Activity Room - Standard | | | 23.10 | 23.70 | |
| | | | | | | Children's Birthday Parties | | | | | |
| | | | | | | Per Child | | 10.20 | | 10.20 | Minimum of 10 children for dryside & minimum of 15 children wetside) |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Carmarthen LC | | | Newcastle Emlyn | | | | Carmarthen LC | | Newcastle Emlyn | | Comment |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--|--------------------------------|----------------------------------|--------------------------------|----------------------------------|---------|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Budget | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 £ | Proposed charge 20/21 £ | Charge Levied 19/20 £ | Proposed charge 20/21 £ | |
| | | | | | | <u>Leisure Saver Scheme</u> | | | | | |
| | | | | | | Go Actif Card (12 months) | 13.00 | 14.00 | | | |
| | | | | | | Go Actif Card - Benefits (12 Months) | 13.00 | 14.00 | | | |
| | | | | | | 7 day leisure centre membership - Adult | 15.50 | 15.90 | 15.50 | 15.90 | |
| | | | | | | 7 day leisure centre membership - Child (<18) | 10.50 | 10.80 | 10.50 | 10.80 | |
| | | | | | | 7 day leisure centre membership - Family (up to 2 adults and 2 children) | 26.00 | 26.60 | 26.00 | 26.60 | |
| | | | | | | <u>Hire Charges</u> | | | | | |
| | | | | | | <u>Racket Sports</u> | | | | | |
| | | | | | | Squash Racket Hire | 3.10 | 3.20 | 3.10 | 3.20 | |
| | | | | | | Badminton Racket Hire | 3.10 | 3.20 | 3.10 | 3.20 | |
| | | | | | | Short Tennis Racket | 3.10 | 3.20 | 3.10 | 3.20 | |
| | | | | | | Table Tennis Bat Hire | 3.10 | 3.20 | 3.10 | 3.20 | |
| | | | | | | Tennis Racket Hire | 3.10 | 3.20 | 3.10 | 3.20 | |
| | | | | | | Football Hire | 3.10 | 3.20 | 3.10 | 3.20 | |
| | | | | | | <u>Racket Sports</u> | | | | | |
| | | | | | | Short Tennis (per court, 55 mins) | 9.00 | 9.30 | 9.00 | 9.30 | |
| | | | | | | Squash (per court, per 40 mins) | 6.80 | 7.00 | 6.80 | 7.00 | |
| | | | | | | Badminton (per court, per 55 mins) | 9.00 | 9.30 | 9.00 | 9.30 | |
| | | | | | | Table Tennis (per table, per 55 mins) | 6.80 | 7.00 | 6.80 | 7.00 | |
| | | | | | | Tennis (per court, per 55 mins) | 9.00 | 9.30 | 9.00 | 9.30 | |

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

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APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Amman Valley LC | | | Llandovery SP | | | Llanelli Leisure Centre | | | | Amman Valley LC | | Llandovery SP | | Llanelli Leisure Centre | | Comment |
|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|----------------|----------------|---|---------------------|-----------------------|---------------------|-----------------------|-------------------------|-----------------------|--|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | | £ | |
| 293,889 | 300,648 | 306,661 | 8,731 | 8,932 | 9,110 | 327,398 | 334,928 | 341,627 | Health & Fitness Classes | | | | | | | |
| | | | | | | | | | Adult Activity Session (encompassing all mainstream sessions) | 5.80 | 6.00 | 5.80 | 6.00 | 5.80 | 6.00 | |
| | | | | | | | | | Junior Activity Session(u16) | 3.70 | 4.00 | | | 3.70 | 4.00 | |
| | | | | | | | | | Aquafit | 6.30 | 6.50 | 6.30 | 6.50 | 6.30 | 6.50 | |
| | | | | | | | | | Health / Fitness Club | | | | | | | |
| | | | | | | | | | Administration Fee | 15.00 | 15.00 | 15.00 | 15.00 | 15.00 | 15.00 | To be applied to other DD access memberships from 1st April 2020 (including Bronze) To be applied to other DD access memberships from 1st April 2020 (including Bronze) Price hold - many competitors don't charge admin fee so increase would deter customers from joining Price hold - many competitors don't charge admin fee so increase would deter customers from joining |
| | | | | | | | | | Online Incentive Administration Fee | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | |
| | | | | | | | | | Household Membership Administration Fee | 30.00 | 30.00 | 30.00 | 30.00 | 30.00 | 30.00 | |
| | | | | | | | | | Household Membership Online Incentive Administration Fee | 20.00 | 20.00 | 20.00 | 20.00 | 20.00 | 20.00 | |
| | | | | | | | | | Gym Session | 5.80 | 6.00 | 5.80 | 6.00 | 5.80 | 6.00 | |
| | | | | | | | | | Junior Gym Session (u16) | 3.70 | 4.00 | | | 3.70 | 4.00 | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Amman Valley LC | | | Llandovery SP | | | Llanelli Leisure Centre | | | | Amman Valley LC | | Llandovery SP | | Llanelli Leisure Centre | | Comment |
|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|----------------|----------------|--|---------------------|-----------------------|---------------------|-----------------------|-------------------------|-----------------------|---|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | £ | £ | |
| 217,528 | 222,531 | 226,982 | 63,960 | 65,431 | 66,740 | 377,266 | 385,943 | 393,662 | CORPORATE PLATINUM - Gym, classes, swim all times monthly DD | 29.30 | 30.00 | 29.30 | 30.00 | 29.30 | 30.00 | Nationally agreed charge |
| | | | | | | | | | GP Referrals - per visit for 16 weeks | 2.00 | 2.00 | | | 2.00 | 2.00 | |
| | | | | | | | | | Health-related outreach session | 3.30 | 3.60 | | | 3.30 | 3.60 | |
| | | | | | | | | | Induction assessment for 'Pay as you go' customers | 20.00 | 20.00 | | | 20.00 | 20.00 | Price held as at top of comparable products |
| | | | | | | | | | Fitness Test/Programmes | 20.00 | 25.00 | | | 20.00 | 25.00 | |
| | | | | | | | | | <u>Health Suite/Swim</u> | | | | | | | |
| | | | | | | | | | Health Suite session | | | | | | | |
| | | | | | | | | | Recreation morning Health Suite & Swim session | | | 7.70 | 8.00 | | | |
| | | | | | | | | | <u>Swimming</u> | | | | | | | |
| | | | | | | | | | Adult Swim Session | 4.70 | 4.90 | 4.70 | 4.90 | 4.70 | 4.90 | £2.15 implemented Sept 2017. £2.20 to be implemented Sept 2018. £2.30 to be implemented Sept 2019, £2.35 to be implemented Sept 2020. |
| | | | | | | | | | Jnr Swim Session | 2.80 | 2.90 | 2.80 | 2.90 | 2.80 | 2.90 | |
| | | | | | | | | | School Swim Session (per child) | 2.30 | 2.35 | 2.30 | 2.35 | 2.30 | 2.35 | |
| | | | | | | | | | Additional School Swim Instructor recharge | 15.00 | 16.00 | 15.00 | 16.00 | 15.00 | 16.00 | |
| | | | | | | | | | Family Swim Session (2 adults & 2 children) | 12.20 | 12.70 | 12.20 | 12.70 | 12.20 | 12.70 | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Amman Valley LC | | | Llandovery SP | | | Llanelli Leisure Centre | | | | Amman Valley LC | | Llandovery SP | | Llanelli Leisure Centre | | Comment |
|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|----------------|----------------|---|---------------------|-----------------------|---------------------|-----------------------|-------------------------|-----------------------|--------------------------------|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | £ | £ | |
| | | | | | | | | | Inflatable Session | 4.70 | 4.00 | 4.70 | 4.00 | 4.70 | 4.00 | For existing members only |
| | | | | | | | | | BRONZE - Swim All Times monthly DD adult | 24.10 | 25.00 | 24.10 | 25.00 | 24.10 | 25.00 | |
| | | | | | | | | | CORPORATE BRONZE - Swim All Times monthly DD | 21.60 | 22.00 | 21.60 | 22.00 | 21.60 | 22.00 | |
| | | | | | | | | | Annual Swim | | 160.00 | | | | 160.00 | |
| | | | | | | | | | FAST session | 5.80 | 6.00 | 5.80 | 6.00 | 5.80 | 6.00 | |
| | | | | | | | | | FAST Light Membership monthly DD (access to specified swim programme) | 11.60 | 13.50 | 11.60 | 13.50 | 11.60 | 13.50 | |
| | | | | | | | | | FAST Light Membership Bolt-on monthly DD (core subscription required) | 8.70 | 10.15 | 8.70 | 10.15 | 8.70 | 10.15 | |
| | | | | | | | | | FAST Membership monthly DD (access to specified swim programme) | 23.20 | 27.00 | 23.20 | 27.00 | 23.20 | 27.00 | |
| | | | | | | | | | FAST Membership Bolt-on monthly DD (core subscription required) | 17.40 | 20.30 | 17.40 | 20.30 | 17.40 | 20.30 | |
| | | | | | | | | | FAST Prime Membership monthly DD (access to specified swim programme) | 34.80 | 40.50 | 34.80 | 40.50 | 34.80 | 40.50 | New Product not yet introduced |
| | | | | | | | | | FAST Prime Membership Bolt-on monthly DD (core subscription required) | 26.10 | 30.45 | 26.10 | 30.45 | 26.10 | 30.45 | New Product not yet introduced |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Amman Valley LC | | | Llandovery SP | | | Llanelli Leisure Centre | | | | Amman Valley LC | | Llandovery SP | | Llanelli Leisure Centre | | Comment |
|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|----------------|----------------|---|---------------------|-----------------------|---------------------|-----------------------|-------------------------|-----------------------|---------|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | | £ | |
| 25,850 | 26,445 | 26,973 | 0 | 0 | 0 | 179,782 | 183,917 | 187,595 | Swimming Instruction | | | | | | | |
| | | | | | | | | | Junior / Adult Lessons Stage 1-7 Direct Debit | 23.50 | 24.10 | 23.50 | 24.10 | 23.50 | 24.10 | |
| | | | | | | | | | Stage 8 (3 - 4.5 hours) | 42.50 | 43.50 | | 43.50 | 42.50 | 43.50 | |
| | | | | | | | | | Stage 9 (5 - 8 hours) | 50.00 | 51.20 | | | 50.00 | 51.20 | |
| | | | | | | | | | Stage 10 (8.5 - 10.5 hours) | 50.00 | 51.20 | | | 50.00 | 51.20 | |
| | | | | | | | | | Stage 11-12 (12-13 hours) | 60.00 | 61.40 | | | 60.00 | 61.40 | |
| | | | | | | | | | Stage 11-12 (13.5 hours) | 65.00 | 66.50 | | | 65.00 | 66.50 | |
| | | | | | | | | | 15- 20 hours training | 75.00 | 76.80 | | | 75.00 | 76.80 | |
| | | | | | | | | | One to One Lessons (Scheme) - per 30 mins | 14.80 | 15.20 | 14.80 | 15.20 | 14.80 | 15.20 | |
| | | | | | | | | | One to One Lessons (External) - per 30 mins | 42.00 | 43.00 | 42.00 | 43.00 | 42.00 | 43.00 | |
| | | | | | | | | | Lifeguard Course (All Sites) | | | | | | | |
| | | | | | | | | | Pool Lifeguard Qualification (per course) | 270.00 | 280.00 | 270.00 | 280.00 | 270.00 | 280.00 | |
| | | | | | | | | | Automated External Defibrillator Training | 50.00 | 51.20 | 50.00 | 51.20 | 50.00 | 51.20 | |
| | | | | | | | | | Facility Hire - also see note below | | | | | | | |
| | | | | | | | | | Sports Hall - Full per 55 mins | 45.30 | 46.40 | | | 45.30 | 46.40 | |
| | | | | | | | | | Sports Hall - Double per 55 | | | | | 90.50 | 92.60 | |
| | | | | | | | | | Sports Hall - Half per 55 mins | | | | | | | |
| | | | | | | | | | Small Hall/Dance Studio | 35.70 | 36.60 | | | 35.70 | 36.60 | |
| | | | | | | | | | Conference room (All day) | | | | | | | |
| | | | | | | | | | Conference room Morning / Afternoon /Evening | | | | | | | |
| | | | | | | | | | Multipurpose Room (per hr) | 23.10 | 24.00 | | | 23.10 | 24.00 | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Amman Valley LC | | | Llandovery SP | | | Llanelli Leisure Centre | | | | Amman Valley LC | | Llandovery SP | | Llanelli Leisure Centre | | Comment |
|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|----------------|----------------|--|---------------------|-----------------------|---------------------|-----------------------|-------------------------|-----------------------|---|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | £ | £ | |
| | | | | | | | | | Main Swimming Pool (1 lifeguard) per 55mins | 59.00 | 60.50 | 42.00 | 43.00 | 70.80 | 72.60 | |
| | | | | | | | | | Small Swimming Pool (1 lifeguard) per 55mins | 35.40 | 36.30 | 28.50 | 29.20 | 35.40 | 36.30 | |
| | | | | | | | | | Main Swimming Pool per lane | 11.80 | 12.10 | 11.80 | 12.10 | 11.80 | 12.10 | |
| | | | | | | | | | Athletic Track (club - per hr) | 45.30 | 48.00 | | | | | |
| | | | | | | | | | Athletic Track (per person per hr) | 4.80 | 6.00 | | | | | |
| | | | | | | | | | Full Astroturf | 58.00 | 60.00 | | | 45.10 | 46.15 | |
| | | | | | | | | | Half Astroturf | 34.70 | 36.00 | | | 24.10 | 24.70 | |
| | | | | | | | | | Full 3G Pitch | 76.80 | 78.60 | | | 76.80 | 78.60 | New for AVLC pending new pitch |
| | | | | | | | | | Half 3G Pitch | 46.10 | 47.20 | | | 46.10 | 47.20 | New for AVLC pending new pitch |
| | | | | | | | | | Match hire (2 hrs) | 92.10 | 94.30 | | | 92.10 | 94.30 | New for AVLC pending new pitch |
| | | | | | | | | | Outside Netball Court | 17.30 | 17.70 | | | | | |
| | | | | | | | | | Grass Football pitch - middle of track | 36.00 | 36.90 | | | | | New charge |
| | | | | | | | | | Changing Facilities (per person) | 2.00 | 2.90 | 2.00 | 2.90 | 2.00 | 2.90 | New charge |
| | | | | | | | | | Function Rooms | | | | | 23.10 | 23.70 | |
| | | | | | | | | | Activity Room - Standard | | | | | | | |
| | | | | | | | | | Children's Birthday Parties | | | | | | | |
| | | | | | | | | | Per Child | 9.95 | 10.20 | 9.95 | 10.20 | 9.95 | 10.20 | Minimum of 12 children required (not yet implemented) 15 children Wetside |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Amman Valley LC | | | Llandovery SP | | | Llanelli Leisure Centre | | | | Amman Valley LC | | Llandovery SP | | Llanelli Leisure Centre | | Comment |
|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|----------------|----------------|--|---------------------|-----------------------|---------------------|-----------------------|-------------------------|-----------------------|---------|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | | £ | |
| Page 77 | | | | | | | | | <u>Leisure Saver Scheme</u> | | | | | | | |
| | | | | | | | | | Actif Card Points | | | | | | | |
| | | | | | | | | | Go Actif Card (12 months) | 13.00 | 14.00 | 13.00 | 14.00 | 13.00 | 14.00 | |
| | | | | | | | | | Go Actif Card - Benefits (12 Months) | 13.00 | 14.00 | 13.00 | 14.00 | 13.00 | 14.00 | |
| | | | | | | | | | 7 day leisure centre membership - Adult | 15.50 | 15.90 | 15.50 | 15.90 | 15.50 | 15.90 | |
| | | | | | | | | | 7 day leisure centre membership - Child (<18) | 10.50 | 10.80 | 10.50 | 10.80 | 10.50 | 10.80 | |
| | | | | | | | | | 7 day leisure centre membership - Family (up to 2 adults and 2 children) | 26.00 | 26.60 | 26.00 | 26.60 | 26.00 | 26.60 | |
| | | | | | | 23,034 | 23,564 | 24,035 | <u>Hire Charges</u> | | | | | | | |
| | | | | | | | | | <u>Racket Sports</u> | | | | | | | |
| | | | | | | | | | Squash Racket Hire | 3.00 | 3.20 | | | 3.00 | 3.20 | |
| | | | | | | | | | Badminton Racket Hire | 3.00 | 3.20 | | | 3.00 | 3.20 | |
| | | | | | | | | | Short Tennis Racket | 3.00 | 3.20 | | | 3.00 | 3.20 | |
| | | | | | | | | | Table Tennis Bat Hire | 3.00 | 3.20 | | | 3.00 | 3.20 | |
| | | | | | | | | | Tennis Racket Hire | 3.00 | 3.20 | | | 3.00 | 3.20 | |
| | | | | | | | | | Football Hire | 3.00 | 3.20 | | | 3.00 | 3.20 | |
| | | | | | | | | | <u>Racket Sports</u> | | | | | | | |
| | | | | | | | | | Short Tennis (per court, 55 mins) | 9.00 | 9.30 | | | 9.00 | 9.30 | |
| | | | | | | | | | Squash (per court, per 40 mins) | | | | | 6.80 | 7.00 | |
| | | | | | | | | | Badminton (per court, per 55 mins) | 9.00 | 9.30 | | | 9.00 | 9.30 | |
| | | | | | | | | | Table Tennis (per table, per 55 mins) | 6.90 | 7.00 | | | 6.80 | 7.00 | |
| | | | | | | | | | Tennis (per court, per 55 mins) | 9.00 | 9.30 | | | 9.00 | 9.30 | |

APPENDIX C

CHARGING DIGEST - Leisure

Leisure Centres/Dual use sports halls/Swimming Pools/Bowls Centres

It should be noted that all charges included within this charging digest are maximum charges

| Amman Valley LC | | | Llandovery SP | | | Llanelli Leisure Centre | | | | Amman Valley LC | | Llandovery SP | | Llanelli Leisure Centre | | Comment |
|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|----------------|----------------|---|---------------------|-----------------------|---------------------|-----------------------|-------------------------|-----------------------|--------------|
| 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | 2018/19 Actual | 2019/20 Budget | 2020/21 Budget | | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | Charge Levied 19/20 | Proposed charge 20/21 | |
| £ | £ | £ | £ | £ | £ | £ | £ | £ | | £ | £ | £ | £ | | £ | |
| | | | | | | | | | <u>Children's Instructed Sessions</u> All Jnr Activity Courses per 55 mins Direct Debit 'Active Young People' sessions - linked to membership Direct Debit 'Active Young People' sessions - not linked to membership | 3.70 | 4.00 | | | 3.70 | 4.00 | |
| | | | | | | | | | | | | | | 15.40 | 16.00 | |
| | | | | | | | | | | | | | | 15.40 | 16.00 | |
| | | | | | | | | | <u>Holiday Activity Programmes</u> Full Day Weekly Full Day Weekly | 16.30 | 21.00 | | | 21.00 | 25.00 | With Food |
| | | | | | | | | | | 73.35 | 94.50 | | | 94.50 | 112.50 | With Food |
| | | | | | | | | | | | | | | | | Without food |
| | | | | | | | | | <u>Sauna</u> Sauna (per 55 minute session) | | | 7.20 | 7.40 | | | Without food |

Note on Facility Hire: Where a customer applies to hire a facility on a commercial basis, the cost can be charged at up to 2.5 times that of the normal hire rate. Actif, partner and charitable organisations may apply for up to 50% reduction for fundraising events. Both will be require approval by the Actif Management Team

Due to the commercial market that Sport & Leisure facilities operate within, it will be necessary to set offers at relevant times in the year and set 'bolt-on' options to allow customers that purchase selected combinations of products pre-set discounts. Where this is the case, this will require approval by the Sport & Leisure Management Team, will be minuted and consistent

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|--------------------------------|--|-----------------------------|-------------------------------|---|
| 37,036 | 36,645 | 37,378 | ARTS & THEATRES | Hire of Venue | | | Charges proposed with sensitivity and knowledge of market to ensure sustainability of users |
| | | | Lyric | | | | |
| | | | Performances | Single performance hire: | 1,040.00 | 1,070.00 | Minimum 5 hour call. Inclusive of 3 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Single performance hire: Additional hours per hour | 65.00 | 67.00 | Up to an additional 5 hours per day. (Max 10 hour day) |
| | | | | Fit-ups and Rehearsals: | 585.00 | 600.00 | Minimum 4 hour call. Inclusive of 3 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). Streamlined costs which are standardised across the venues. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Fit-ups and Rehearsals: Additional hours per hour | 39.00 | 40.00 | Up to an additional 6 hours per day. (Max 10 hour day) |
| | | | | Full week hire | 4,285.00 | 4,400.00 | Inclusive of 3 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups. |
| | | | Conferences | Conferences | 523.00 | 530.00 | Minimum 4 hours. Includes projector, furniture, basic sound, basic lighting and technician/FoH staff. CCC departments qualify for 20% discount |
| | | | | Conferences: Additional hours per hour | 113.00 | 115.00 | |
| Page 79 | | | Classes & Workshops | Studio Hire Daytimes per hour | 15.50 | 15.50 | |
| | | | | Studio Hire evenings & weekends per hour | 25.50 | 25.50 | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|---------------------------|--|-----------------------------|-------------------------------|---|
| 129,803 | 183,159 | 186,822 | Y Ffwrnes Performances | Hire of Venue Main House Single performance hire: | 1,040.00 | 1,070.00 | Minimum 5 hour call. inclusive of 3 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Main House Single performance hire: Additional hours per hour | 65.00 | 67.00 | Up to an additional 5 hours per day. (Max 10 hour day) |
| | | | | Main House Fit-ups and Rehearsals: | 585.00 | 600.00 | Minimum 4 hour call. Inclusive of 3 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). Streamlined costs which are standardised across the venues. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Main House Fit-ups and Rehearsals: Additional hours per hour | 39.00 | 40.00 | Up to an additional 6 hours per day. (Max 10 hour day) |
| | | | | Main House Full week hire | 4,285.00 | 4,400.00 | Inclusive of 3 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups. |
| | | | | Stiwdio Stepni Single performance hire: | 520.00 | 530.00 | Minimum 5 hour call. Inclusive of 1 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Stiwdio Stepni Single performance hire: Additional hours per hour | 65.00 | 67.00 | Up to an additional 5 hours per day. (Max 10 hours day) |
| | | | | Stiwdio Stepni Fit-ups and Rehearsals: | 273.00 | 280.00 | Minimum 4 hour call. Inclusive of 1 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Stiwdio Stpeni Fit-ups and Rehearsals: Additional hours per hour | 39.00 | 40.00 | Up to an additional 6 hours per day. (Max 10 hours day) |

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|-------------------------------------|---|-----------------------------|-------------------------------|---|
| | | | | Stiwdio Stepni Full week hire | 1,715.00 | 1,750.00 | Hire charge is inclusive of 1 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups. |
| | | | Conferences | Main House Conferences | 523.00 | 530.00 | Minimum 4 hours. Includes projector, furniture, basic sound, basic lighting and technician/FoH staff. CCC departments qualify for 20% discount |
| | | | | Main House Conferences: Additional hours per hour | 113.00 | 115.00 | |
| | | | | Studio & Crochan Conferences | 210.00 | 215.00 | Minimum 4 hours. Includes projector, furniture, basic sound, basic lighting and technician/FoH staff. CCC departments qualify for 20% discount |
| | | | | Studio & Crochan Conferences: Additional hours per hour | 51.00 | 53.00 | |
| | | | Classes & Workshops | Studio & Crochan Workshops - Daytimes | 15.50 | 15.50 | |
| | | | | Studio & Crochan Workshops - evenings & weekends per hour | 25.50 | 25.50 | |
| 4,723 | 5,387 | 5,495 | Miner's Theatre Performances | Monday to Sunday | | | |
| | | | | Single performance hire: | 357.00 | 360.00 | Minimum 5 hour call. Inclusive of 1 technical staff, Box Office Staff, FoH and Bar staff in line with scale of the event, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Single performance hire: Additional hours per hour | 32.50 | 33.00 | |
| | | | | Fit-ups and Rehearsals: | 195.00 | 200.00 | Minimum 4 hour call. Inclusive of 1 technical staff, basic lighting and basic sound, get-in and get-out and dressing rooms (No FoH/Bar staff). 30% discount for community, amateur and not for profit groups. 10% discount for multiple performances of 3+. |
| | | | | Fit-ups and Rehearsals: Additional hours per hour | 19.50 | 20.00 | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|---------------------|---------------------|---------------------|--|---|---|---|---|
| | | | | Full week hire | 1,428.00 | 1,470.00 | Hire charge is inclusive of 1 technical staff up to 40 hours, Box Office Staff, FoH and Bar staff for up to 4 performances, basic lighting and basic sound, get-in and get-out and dressing rooms. 30% discount for community & amateur groups. |
| | | | Classes & Workshops | Workshops Hire Daytimes per hour | 15.50 | 15.50 | |
| | | | | Workshops Hire evenings & weekends per hour | 25.50 | 25.50 | |
| 116,436 | 78,643 | 80,216 | All Theatres Misc Resources | Box Office Commission | 5% | 5% | Charged on the net box office takings |
| | | | | PRS | Recharged to applicable tariff | Recharged to applicable tariff | Performing Rights Society recharge - tariffs varies according to type of show. Charged on the net box office takings |
| | | | | Credit Card Commission | 2% | 2% | Charged on the net box office takings |
| | | | | Tickets for Performances & Events | Price set according to individual contracts, taking into account factors such as venue capacity/artist fee/likely demand/time of year etc | Price set according to individual contracts, taking into account factors such as venue capacity/artist fee/likely demand/time of year etc | Tickets prices set in accordance with programming strategy, and with sensitivity and knowledge of market and local audiences. Occassional special iniatives (such as 'Pay What you Decide' or discounted/free tickets offered to specific community groups, offered to incentivise and develop or diversify audiences, and to be determined in line with audience development plans |
| | | | | Additional discounts on hire charges for specific initiatives | Management discretion | Management discretion | Occassional special iniatives such as discounted/free venue hire offered to specific community groups, offered to incentivise and develop local community engagement and support, and to be determined in line with audience development plans |
| | | | | Loyalty Card Scheme | 5% | 5% | 5% bonus to Individual TSG Loyalty Card Holders (Agency Ticket sales are precluded from the Individual TSG Loyalty Card Scheme). Sales by registered Ticket Agents not applicable and are subject to negotiation |
| | | | | Bank Holiday rates | Double rate | Double rate | All venue hire including performances, fit-ups and rehearsals, and additional hours, but excluding full week hires |

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|-----------------------------------|--|---|-------------------------------|---|
| | | | | Overrun charges per hour | 200.00 | 200.00 | For hours exceeding the specified daily cap on venue hire (over 10 hrs) |
| | | | | Marketing services recharges | By quotation + 15% | By quotation + 15% | e.g. radio or print advertising, e-mail or or social media campaigns etc |
| | | | | Technical services & equipment recharges/ contracted hire | By quotation + 15% | By quotation + 15% | e.g. piano tuning, special effects, technical equipment, additional technical staff |
| | | | | Kiosk & Bar | Mark up to RRP | Mark up to RRP | |
| 38,480 | 38,555 | 39,326 | Dylan Thomas Boathouse | Entrance Fees | | | |
| | | | | Entry Charges | | | |
| | | | | Adults | 4.75 | 4.95 | |
| | | | | Concessionary | 3.75 | 3.95 | |
| | | | | Children (7 - 16) | 2.00 | 2.20 | |
| | | | | Parties of 5 or more | 10% discount | 10% discount | |
| | | | | Family Ticket (2 adults & 2 children) | 12.50 | 12.50 | |
| | | | | Educational Party Visits. Winter months only | | Free | |
| | | | | Access to Writing Shed to the Public during Peak holiday periods. Photography allowed. | £2.50 per adult, Concessions £1.50 Children up to 16 free. | TBC | The Writing Shed to be manned and a ticket purchased at the Boathouse |
| | | | | Tickets for Events | Price set taking into account factors such as venue capacity/ artist fee/likely demand/time of year etc | Same | Management discretion delegated |
| | | | | Facility Hire | | | |
| | | | | Access to the Writing Shed By professional Companies/individuals | £80 per hour, £40 for amateur groups/indiv. | Same | Access hours by negotiation |
| | | | | Per hour - Access for to the Boathouse for profit making filming & photography | £120 per hour | Same | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|--|--|--|---------------|--|---|---|--|
| 28,706 51,655 | 33,657 29,483 | 34,330 30,073 | | Per hour - Facility fees for private hire for functions/events (out of normal hrs) Bookshop Tearoom | £200 up to 3 hours and £50 per hour thereafter Mark up to RRP Prices vary according to menu. Target 3 x wholesale costs | Same Same Same | Potentially available as a wedding venue. TBC. Facility hire at management discretion. |
| 1,770 16,432 90 5,567 | 1,655 4,031 223 1,670 | 1,688 4,112 228 1,703 | Oriel Myrddin | Exhibitions & work on sale commissions Grant Aided Exhibitions Exhibited work Retail Area Exhibitions originated by gallery and made available to tour elsewhere Tickets for Events Hire of Studio Room hire /hr or part Room hire /session, morning, afternoon or evening Room hire all day Gallery Hire Evening 5pm -9pm (include one member of Staff) Deposit on Gallery hire School Artist Workshop Residencies Formal education visits to gallery (schools & colleges) Gallery led workshops for schools Gallery open workshops - Adults Gallery open workshops - Children Lectures | | 500.00 45.00 - 250.00 25.00 40.00 up to 10 students £30 11-20 students £60 21-25 students £75 half day £45 whole day £60 - £100 weekend £100 w/s series £250 £5 - £35 £2 - £5 | These will be taken to the Trustees for comment and any changes they may decide Retail mark-up at discretion of Manager with view to maximising profit whenever possible The Studio is rarely available for Hire due to grant aided activity managers discretion This can vary depending on the nature of the supporting external grant dependent on who delivers, outcome materials etc. dependent on who delivers, outcome materials etc. suggested donations to the gallery are increasing |

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|--|---|---|-------------------------------|----------------------------------|
| 9,693 | 13,607 | 13,879 | Carmarthenshire Centre for Crafts - Y Gat / The Gate | Studio Hire | | | |
| | | | | Large Units | 123.00 | 125.00 | Option for Management Discretion |
| | | | | Small Units | 67.00 | 70.00 | Option for Management Discretion |
| | | | | Meeting Room Hire Community 'not for profit' organisations | | | |
| | | | | Weekdays | | | |
| | | | | Per hour in the day | 15.00 | 17.00 | Option for management discretion |
| | | | | Per hour in the evening | | | |
| | | | | Session of up to 4 hours | 30.00 | 35.00 | |
| | | | | Full day | 60.00 | 70.00 | |
| | | | | Weekends | | | |
| | | | | Per hour in the day | 20.00 | 22.00 | |
| | | | | Per hour in the evening | | | |
| | | | | Session of up to 4 hours | 40.00 | 45.00 | |
| | | | | Full day | 70.00 | 75.00 | |
| | | | | Meeting Room Hire Commercial Users | | | |
| | | | | Weekdays | | | |
| | | | | Per hour in the day | 17.00 | 20.00 | |
| | | | | Per hour in the evening | 27.00 | 30.00 | |
| | | | | Session of up to 4 hours | 45.00 | 50.00 | |
| | | | | Full day | 65.00 | 70.00 | |
| | | | | Weekends | | | |
| | | | | Per hour in the day | 30.00 | 35.00 | |
| | | | | Per hour in the evening | | | |
| | | | | Session of up to 4 hours | 60.00 | 70.00 | |
| | | | | Full day | 80.00 | 90.00 | |
| 9,547 | 6,732 | 6,867 | | Tea Room | Now "in-house". Prices vary according to menu. Target 3x wholesale costs. Menu & prices need reviewing. | Same | Menu development on-going. |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|---------------|--------------------|---|-------------------------------|-------------------------------|
| 17,104 | 13,609 | 13,881 | | Retail Area | Bought in stock. Mark up to RRP Exhibited work at sale or return 30% + VAT | Same | Also at Management discretion |
| | | | | Tickets for Events | Price set taking into account factors such as venue capacity/ artist fee/likely demand/time of year etc | Same | At Management discretion |

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|-----------------|---|---|---|--|
| 1,052 | 1,748 | 1,783 | Archives | Bespoke Research Fees Private Commercial | 30.00 an hour 45.00 an hour | 30.00 per hour 45.00 per hour | |
| | | | | Photocopying Black & White A4 Black & White A3 Coloured A4 Coloured A3 Census Prints | 0.20 0.30 0.70 1.20 1.00 | 0.20 0.30 0.70 1.20 1.00 | |
| 4,538 | 8,393 | 8,560 | Library Service | Lending Fees DVDs/Videos DVD Box sets CDs/Cassettes | 2.00 2.00 1.00 | 2.00 2.00 1.00 | no change as to encourage higher usage no change as to encourage higher usage no change as to encourage higher usage |
| 53,853 | 40,747 | 41,562 | | Lettings Fees per hour per 2.5 - 4 hr session per day 9am to 4:30pm evening 5pm to 10pm weekly rate for exhibitions | 15.00 38.00 68.00 100.00 30% commission fee on any sales during the exhibition | 15.00 38.00 68.00 100.00 30% commission fee on any sales during the exhibition | no change no change no change no change no change |
| | | | | Gallery/Room Hire per week incl. public performance | £250 for non profit making organisation, £350 for profit making organisation | £250 for non profit making organisation, £350 for profit making organisation | no change |
| | | | | Projector hire | £10 per hire session | £10 per hire session | no change |
| 13,283 | 14,408 | 14,696 | | Fines DVD's | 20p per day up to a maximum of £10 per item (adults only) £1 per day up to a maximum of £10 per item | 20p per day up to a maximum of £10 per item (adults only) £1 per day up to a maximum of £10 per item | no change no change |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|---------------|---|--|--|--|
| 24,338 | 22,026 | 22,467 | | Photocopying | | | |
| | | | | Black & White A4 | 0.20 | 0.20 | no change as to encourage higher usage |
| | | | | Black & White A3 | 0.30 | 0.30 | no change as to encourage higher usage |
| | | | | Coloured A4 | 0.70 | 0.70 | no change as to encourage higher usage |
| | | | | Coloured A3 | 1.20 | 1.20 | no change as to encourage higher usage |
| | | | | Scanning | 1.00 per copy | 1.00 per copy | no change as to encourage higher usage |
| | | | | Bespoke Research Fees | | | |
| | | | | Private | £30 per hour | £30 per hour | no change as to encourage higher usage |
| | | | | Commercial | £45 per hour | £45 per hour | no change as to encourage higher usage |
| | | | | Family history training sessions | £15 per hour | £15 per hour | no change |
| | | | | Local history enquiries e.g newspaper searches, census searches | £5 per half an hour (under 30 mins - no charge, Over 30mins to a maximum of 2 hours charged at £5 per half hour) | £5 per half an hour (under 30 mins - no charge, Over 30mins to a maximum of 2 hours charged at £5 per half hour) | no change |
| | | | | Makerspace room hire fees | | | |
| | | | | per hour | 15.00 | 15.00 | no change |
| | | | | per 2.5 - 4 hr session | 38.00 | 38.00 | no change |
| | | | | per day 9am to 4:30pm | 68.00 | 68.00 | no change |
| | | | | evening 5pm to 10pm | 100.00 | 100.00 | no change |
| | | | | Weekly rate non-profit organisations | 250.00 | 250.00 | no change |
| | | | | Weekly rate profit making organisation | 350.00 | 350.00 | no change |
| | | | | Makerspace equipment hire per session | | | |
| | | | | Green screen | 10.00 | 10.00 | no change |
| | | | | Recording Equipment | 10.00 | 10.00 | no change |
| | | | | Projector | 10.00 | 10.00 | no change |
| | | | | Sewing Machine | 10.00 | 10.00 | no change |

APPENDIX C
CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|-------------------|--|-----------------------------|-------------------------------|--|
| 13,348 | 10,435 | 10,643 | Museums | Instruction Fees (1st induction free) | | | |
| | | | | Staff led | 30.00 | 30.00 | no change |
| 50,026 | 39,309 | 40,095 | Venue Hire | Commercial | 45.00 | 45.00 | no change |
| | | | | 3D printing charges | | | |
| | | | | 3D printing per minute | 0.10p | 0.10p | no change |
| | | | | Museum of Speed | 2.00 | | Museum closed until Spring 2021. New charging schedule in preparation. |
| | | | | Carmarthenshire Museum | | | |
| | | | | Bishop's Library | | | Includes tables and chairs, where available. Not including hospitality/refreshments or equipment hire. |
| | | | | Per hour (10am- 4.30pm) | 15.30 | 22.00 | Price increase reflects premium room |
| | | | | per half day (up to 3 hours) | 39.78 | 48.00 | Price increase reflects premium room |
| | | | | per day (9am to 4:30pm) | 68.34 | 75.00 | Price increase reflects premium room |
| | | | | Out of hours (morning) per hour | 25.50 | 30.00 | Price increase reflects premium room |
| | | | | Out of hours (evening) fixed rate | 104.55 | 110.00 | Price increase reflects premium room |
| | | | | Museum café/small meeting room | | | |
| | | | | Per hour (10am- 4.30pm) | 15.30 | 15.60 | |
| | | | | per half day (up to 3 hours) | 39.78 | 40.60 | |
| | | | | per day (9am to 4:30pm) | 68.34 | 69.70 | |
| | | | | Out of hours (morning) per hour | 25.50 | 26.00 | |
| | | | | Main Hall | | | |
| | | | | Per hour (10am- 4.30pm) | 15.30 | 22.00 | Price increase reflects premium room |
| | | | | per half day (up to 3 hours) | 39.78 | 48.00 | Price increase reflects premium room |
| | | | | per day (9am to 4:30pm) | 68.34 | 75.00 | Price increase reflects premium room |
| | | | | Out of hours (morning) per hour | 25.50 | 30.00 | Price increase reflects premium room |
| | | | | Out of hours (evening) fixed rate | 104.55 | 110.00 | Price increase reflects premium room |
| | | | | Chapel | | | |
| | | | | Per hour (10am- 4.30pm) | 15.30 | 15.60 | |
| | | | | per half day (up to 3 hours) | 39.78 | 40.60 | |
| | | | | per day (9am to 4:30pm) | 68.34 | 69.70 | |
| | | | | Out of hours (morning) per hour | 25.50 | 26.00 | |
| | | | | Out of hours (evening) fixed rate | 104.55 | 106.65 | |

APPENDIX C

CHARGING DIGEST - Leisure

It should be noted that all charges included within this charging digest are maximum charges

| 2018/19 Actual £ | 2019/20 Budget £ | 2020/21 Budget £ | Business Unit | Service Provided | Charge Levied 19/20 £ | Proposed Charge 20/21 £ | Comments |
|------------------------|------------------------|------------------------|---------------|-----------------------------------|-----------------------------|-------------------------------|--|
| | | | | Parc Howard | | | |
| | | | | Stepney Gallery | | | |
| | | | | Per hour (10am- 4.30pm) | 15.30 | 22.00 | Price increase reflects premium room |
| | | | | per half day (up to 3 hours) | 39.78 | 48.00 | Price increase reflects premium room |
| | | | | per day (9am to 4:30pm) | 68.34 | 75.00 | Price increase reflects premium room |
| | | | | Out of hours (morning) per hour | 25.50 | 30.00 | Price increase reflects premium room |
| | | | | Out of hours (evening) fixed rate | 104.55 | 110.00 | Price increase reflects premium room |
| | | | | Neville Gallery | | | |
| | | | | Per hour (10am- 4.30pm) | 15.30 | 22.00 | Price increase reflects premium room |
| | | | | per half day (up to 3 hours) | 39.78 | 48.00 | Price increase reflects premium room |
| | | | | per day (9am to 4:30pm) | 68.34 | 75.00 | Price increase reflects premium room |
| | | | | Out of hours (morning) per hour | 25.50 | 30.00 | Price increase reflects premium room |
| | | | | Out of hours (evening) fixed rate | 104.55 | 110.00 | Price increase reflects premium room |
| | | | | Museums All/venue hire | | | |
| | | | | Exclusive hire | | 200 | In line with DTBH charge. Up to 3 hours and £106.65 per hour thereafter. |
| | | | | Classes | | | 20% discount on classes of 3+ bookings (minimum of half day booking) to attract business. 20% deposit on total anticipated hire fee. |
| | | | | TV/Film location | 255.00 | 260 | |
| | | | | Equipment hire, per event | | | |
| | | | | Projector hire + screen | | 15.00 | New charges |
| | | | | Flipchart and pens | | 10.00 | New charges |
| | | | | Extension cable, cable covers | | 10.00 | New charges |
| | | | | Easel, each | | 10.00 | New charges |
| | | | | Portable induction loop | | 10.00 | New charges |
| | | | | Lectern | | 10.00 | New charges |
| | | | Sales | Retail (all sites) | | | RRP or 100% costs excl.VAT |
| | | | | Refreshments | | | RRP or 100% costs excl.VAT |
| | | | | Supply of digital images | 25.50 | 26.00 | |
| | | | | Image licence | | 75.00 | New charge |
| | | | | Arts / crafts sales | | | Exhibition galleries closed until Spring 2021 |
| | | | | Photocopying | | | |
| | | | | Black & White A4 | 0.20 | 0.20 | |
| | | | | Black & White A3 | 0.30 | 0.30 | |
| | | | | Coloured A4 | 0.70 | 0.70 | |
| | | | | Coloured A3 | 1.20 | 1.20 | |
| | | | | Scanning | 1.00 | 1.00 | |
| | | | | Research fees | | | |
| | | | | Private/individual, per hour | 30.00 | 30.60 | |
| | | | | Commercial, per hour | 45.00 | 45.90 | |

COMMUNITY SCRUTINY COMMITTEE 16TH JANUARY, 2020

Communities Departmental Draft Business Plan 2020 - 2023

(**Extracts** relevant to Community Scrutiny remit)

Purpose:

To give members an opportunity to review the draft Department's business plan alongside the budget.

To consider and comment on the following issues:

Elements of the business plan relating to:-

- Leisure
- Housing

Reasons:

- The integration of financial and business planning to ensure the sustainability of services
- To give an opportunity for scrutiny to have oversight and development of the business plans by elected members

(This was also a proposal for improvement by Audit Office)

To be referred to the Executive Board / Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Linda Evans (Housing)

Cllr. Peter Hughes-Griffiths (Culture, Sport & Tourism)

| | | |
|---|--|--|
| Directorate: Communities | Designations: | Tel Nos. & E Mail Addresses: |
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| Report Author: Silvana Sauro | Performance, Analysis and Systems Manager | 01267 228897 SSauro@carmarthenshire.gov.uk |
| Extracts for: Jonathan Morgan | Head of Homes & Safer Communities | 01267 228960 JMorgan@carmarthenshire.gov.uk |
| Ian Jones | Head of Leisure | 01267 228309 ljones@carmarthenshire.gov.uk |

COMMUNITY SCRUTINY COMMITTEE

16TH JANUARY, 2020

Subject and Purpose

Communities Departmental Draft Business Plan 2020 - 2023

(Extracts relevant to Community Scrutiny remit)

To give members an opportunity to review the draft Department's business plan alongside the budget.

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

- The full business plan outlines the priorities for the department during 2020 - 2023.
- This version is an extract of the aspects relevant to Community Scrutiny.

It identifies the Elements of the business plan relating to:-

- Leisure – Page 17
- Housing – Page 23

Further work will be undertaken by the department following comments and engagement by Scrutiny and Executive Board Members. Feedback from staff group's to date has indicated that greater emphasis on an integrated Wellbeing related actions through the divisional plans would be welcomed. Ensuring the sustainability of services through different methods in the face of growing demand was also considered important by staff.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Jonathan Morgan**
Ian Jones

Head of Homes & Safer Communities
Head of Leisure

| | | | | | | |
|---|------------|------------|-------------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| YES | YES | YES | NONE | YES | YES | YES |

1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations Act (2015) requires that functions of the council should maximise their contributions to the Well-being Objectives set by the Council.

(Our Well-being Objectives maximise our contribution to the seven Well-being Goals of the Act and demonstrate the five ways of working.)

2. Legal

See 1. Above

3. Finance

The Well-being of Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives.

5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined

6. Staffing Implication

See Workforce Planning section of the Business Plan (Page 58)

7. Physical Assets

See resources section of each Business Plan (Page 57)

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jonathan Morgan
Ian Jones

Head of Homes & Safer Communities
Head of Leisure

1. Local Member(s) - None

2. Community / Town Council - None

3. Relevant Partners - None

4. Staff Side Representatives and other Organisations - None

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

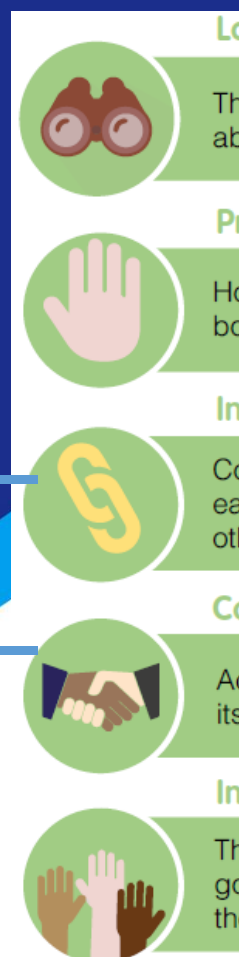
| Title of Document | File Ref No. | Locations that the papers are available for public inspection |
|--|--------------|---|
| Well-being of Future Generations Act | | http://www.legislation.gov.uk/anaw/2015/2/contents/enacted |
| Carmarthenshire County Council's Well-being Objectives | | https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf |

Department for Communities

Departmental Business Plan for 2020/2023

(Draft version to accompany Budget Scrutiny, December 2019)

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



The Sustainable Development Principle

The Well-being of Future Generations (Wales) Act 2015 states that, 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.’

To show that we have applied the sustainable development principle we must demonstrate.....



The 5 Ways of Working (see Appendix 1)

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Purpose of the plan

This departmental business plan has been produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.

This plan will be supported by more detailed Divisional Plans and Team Plans.

Executive Board Member Foreword

We have great pleasure in introducing the new Department for Communities Summary Business Plan for 2020/23. We are satisfied that this Business Plan provides a comprehensive overview of the Departmental performance. It also provides the Department's aims and objectives for 2020/23.



Cllr Jane Tremlett
Executive Board Member,
Social Care



Cllr. Peter Hughes Griffiths
Executive Board Member for
Culture, Sport and Tourism



Cllr. Philip Hughes
Executive Board Member for Public
Protection

Cllr. Linda Evans
Executive Board Member
for Housing

Sign Off

Cllr. Jane Tremlett
Cllr. Linda Evans
Cllr. Peter Hughes Griffiths
Cllr. Philip Hughes

Date:

Introduction by Director of Community Services



The directorate for Communities is one of the largest departments in the Authority employing over 2,000 people with overall spend close to £144 million. It generates nearly £50 million of income. The department is diverse, Adult Social Care, Environmental Health, Housing, Museums, libraries and leisure.

As we enter a new financial year the quality and performance of our whole department goes from a position of strength. Our challenge is to sustain our high levels of performance and to continue to implement policies and programmes that will secure progression in outcomes for the wellbeing of the people of Carmarthenshire.

Our Business Plans for 2020/2023 sets out exciting programmes of service activity and development. The main headlines of our ambition are summarised in this departmental overview, with more detailed actions and objectives in plans at divisional and service level.

Adult Social Care, Learning Disabilities, Mental Health and Safeguarding

I am pleased to be able to report that whilst there is increasing demand for services, Carmarthenshire County Council continues to provide a range of good quality Social Care Services.

In 2019 we faced an unprecedented level of pressure on budgets and services. In the last four years we exceeded all expectations in managing demand across adult social care with budgets underspending over the last two years and only a very small overspend in key pressure points. Despite this the recent inspection of older people found that **“people routinely told us they were satisfied with the services that helped them”**. CIW 2019.

In adult social care our primary pressure is in containing demographic growth of 3.4% in need and high levels of inflation in the care sector. Most spend is in the residential and domiciliary care sectors. Demographic growth is primarily from a growing population of older people, in particular those over 85 living with chronic illnesses. Despite this demographic growth the number of hours of domiciliary care has reduced by 4.5% since 2015. Had the service provision grown by population demographics we would require an estimated additional funding of £2.5 million a year. When put together with the effect of our

new more efficient commissioning model (introduced in 2015) the service would require an additional 5 million a year were it to commission the same number of hours as it did in January 2015. Beyond this year there are only limited savings to be taken from this area. A priority will be to make our in house service more efficient as its proportion of the overall domiciliary care market grows.

We have been less successful at the reduction in residential care but growth in the last two years of approximately 5.1% compares well against a population growth of 6.8% in the same period. However, inflation costs in the sector remain challenging as minimum wages continue to grow at a high annual rate. My view is that our overall numbers have some scope for further reduction as we improve systems that support people at home. A key priority will be to improve occupancy in our in house services to further contain costs.

We have prided ourselves on our ability to manage data with the Wales Audit Office (WAO) commenting last year that:

“The authority has experienced benefits of making data-led decisions – live modelling of “real time” adult social care activity, costs and service demand within the budget consultation process.” Further development of this work will help the authority and extend the benefits of data-led decisions to all service areas.”

However, our systems must modernise and in the next year we will fully implement our new software for our domiciliary care service improving the effective deployment of care workers to become more efficient.

Domiciliary care, when delivered efficiently, supports vulnerable adults to live independently at home for as long as possible. This saves money in hospital and residential care costs.

A new framework for domiciliary care provision will be a priority in the next 18 months. As part of this we will have a dialogue within the council as to what proportion of care should be delivered directly by the local authority. A prerequisite to increasing the proportion of care delivered through the local authority is by increasing efficiency.

During 2019-21, our now outdated management information database will be upgraded and implemented across children and adults social care which will deliver a substantial change for us in terms of technology. The new system upgrade, Eclipse will enable increased efficiency for workers and closer integration with our partner agencies. It will also enable us to demonstrate better management oversight of casework and crucially to be able to demonstrate this on the case record. We are not yet implementing the national WCCIS system as our analysis shows key shortfalls in the governance and functionality of this nationally procured system. We will keep a watching brief on this.

A wide range of services, information and advice for carers is now in place. However, feedback from carers indicate that there is much more to be done and this will be a priority in the coming year. The CIW agreed with this view during the recent inspection noting that we should “ensure a sufficient range of services to carers is available across the local authority”.

Historically, Carmarthenshire has spent too great a proportion of its budget on residential care for adults with mental health and/or learning disabilities. We have had more than 100 people in residential care placements over many years. We now have a programme in

place to provide tailored community services to the most vulnerable adults with a disability. Through this development of high support levels in the community, we have seen a reduction of 8% amongst the number of adults in a residential care setting. We expect several other high support community-living projects to be developed in the coming year. These will both reduce spend in out of county residential care and release funding for further investment in community support.

I am the Chair of the Mid and West Wales Regional Safeguarding Children's Board (CYSUR). This is a strategic partnership that consists of statutory and non-statutory agencies who have the responsibility to ensure the people and citizens of Mid and West Wales are appropriately safeguarded. The CYSUR Safeguarding Board works very closely with the Mid and West Wales Regional Safeguarding Board for Adults (CWMPAS).

The board has continued to mature in the last year with the all age agenda of adult and child safeguarding now firmly established and embedded into the board's structure and governance processes at an executive and sub group level.

Effective co-operation and challenge are part of everyday business ***“Safeguarding practice across a multi-disciplinary group is collaborative, there are good working relationships at strategic and operational levels”***. CIW 2019. The year has seen the completion and launch of a number of key projects including the regional Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) strategy Safer Lives, Healthier Relationships, the Regional Threshold Document for Adults at Risk and the Regional Training Strategy. All of these are now starting to directly impact upon safeguarding professional safeguarding practice.

Housing and Public Protection:

One in ten people in Carmarthenshire live in a council house. We are proud that we have been able to invest in these homes over many years so that they exceed the National Home Standard. This has continued through the year with over £10 million being spent on maintaining high quality secure, council owned homes.

Our major Health Impact Study will also shortly be published and demonstrates the significant impact our investment has had in improving people's health and wellbeing and the cost benefit for the health service.

This long term investment has given us the opportunity to invest in growing our housing stock enabling more people to live in secure, affordable homes that are a good standard. This allows for our affordable homes strategy to be ambitious and will increase the number of affordable homes by more than 1000 in the next 5 years.

I am delighted that we have exceeded the target in the last year and am proud that we have been buying homes from the open market back into the public sector at a rate of over one a week. Over 700 additional affordable homes have already been delivered.

Plans to start building homes again are now well advanced on a number of potential sites. A housing company has now been established which will further develop new options to buy, as well as rent. We have also been looking at innovation in terms of how we go

about designing, manufacturing and constructing potential new build homes, in conjunction with key partners.

Changes to the way that welfare benefits are administered and delivered have also been central to our thinking and plans are well advanced to mitigate the impact for our tenants. Our Universal Credit Action Plan will make sure support is in place when it is needed but will also promote some tenants taking more responsibility in managing their accounts and seeking opportunities in terms of training and employment.

There are many of our services that go relatively unseen but have played a significant role in people's lives. Examples include the numerous Moneywise and financial exploitation schemes to protect vulnerable people run by our Trading Standards Division, our Food Hygiene Service delivered by our Food, Safety and Health Team and the proactive way we are delivering homelessness services in the County.

Leisure and Culture:

Four years ago leisure was advancing plans to launch leisure as an arm's length trust. Since the decision was taken not to go down this route the service has gone from strength to strength.

This decision was supported by key capital investment decisions with this administration providing unprecedented capital investment in leisure, sport and culture. Our leisure centres have seen an investment of nearly a million pounds in Gym refurbishments which continues to see user numbers soar and income rising as we offer the best all-round experience in the county. With extended opening hours and family membership now available to children aged 11 and over and it costs less than £1.50 a day for a family to have unlimited access to pools, gyms and classes, this is great value and a real contribution to making Carmarthenshire's population healthy and active. Satisfaction levels are higher than ever and as a result we have more than 1000 extra paying members. This has led to us being shortlisted for the national UK active awards.

Work is needed in facilities in Llanelli and we will be investing more than £20 million for a new leisure centre on the Delta Lakes site. Work is ongoing to secure a development partner to deliver this ambitions scheme as part of the wider Wellness Village development at Delta Lakes. The new leisure centre aims to include Wales' only purpose built diving centre, whilst linking the coast with the town and providing the people of Llanelli with the best leisure facilities in the county. £1 million has also been secured to invest in Ammanford Leisure Centre's all weather pitch and car parking facilities later this year. Preliminary planning is already underway.

We have an ambitious Cycling Strategy supported by real investment in infrastructure, development and events. The Carmarthen Town velodrome has been fully restored to competition standard providing a venue in the county town for national competitions not seen for more than 50 years. The half million pound closed circuit cycle track investment on the edge of Pembrey Country Park is now open. Similarly, work is underway on the

Western end of the new cycle track in the Towy Valley, all of which will act as a catalyst for Carmarthenshire to become the cycling hub of Wales.

The opening of “Yr Orsaf” restaurant in Pembrey Country Park this Summer is part of a new £1.4million investment in facilities at the hugely popular park. Providing hot and cold food and refreshments, the café is in the heart of the park serving thousands of campers and day visitors in fantastic surroundings. It is amongst a host of improvements made as part of a two-year masterplan to develop the park as a major tourism destination within Carmarthenshire and Wales. £1.5million has already been invested in a 320-pitch camping and caravanning site including a new amenity block for guests. A new entrance system operating via number plate recognition and improved wi-fi has been installed, as well as the refurbishment of the main visitor centre. A Changing Places toilet facility has been installed at the Ski Centre, where a range of accessible bikes have also been made available for hire.

Just last year, a new National Closed Road Circuit was launched and has already hosted many major cycling events, including the OVO Energy Women’s Tour in June 2019. Still to come is improved bilingual signage and accessible toilets next to the main playground within the Park, funded by the Welsh Government’s Tourism Amenity Investment Support programme. Work on a new adventure golf course will also get underway soon, in time for the 2020 season.

We have also concluded the development of Burry Port Harbour with the private sector this year. Burry Port Marina Ltd (part of The Marine Group) take over management and maintenance responsibility for the harbour from the 1st April 2018, with a commitment to invest in new re-fuelling facilities, a new harbour office and café, along with a sustainable dredging solution for the harbour.

I was pleased to support the launch of the Carmarthenshire Culture Awards which attracted in excess of 150 nominations from members of the public for awards across 8 categories of culture and culminated in a celebration of excellence at the Ffwrnes Theatre, Llanelli on 6th April 2018.

Our library service is better used than ever with our new mobile service routes tested, reviewed and fully embedded to provide essential services for our rural areas. Our Libraries now meet all of the Welsh Public Library Standards 18 core entitlements in full, and of all the quality indicators Carmarthenshire fully met 6 and partially met 1. Visits to Carmarthenshire libraries are at an incredible 1,142,357 physical visits, and 273,173 virtual visits. I was proud to see that Llanelli library lends the 3rd highest number of books of any library in the United Kingdom. The new Library ‘Makerspace initiative’ launched at Ammanford Library, working in partnership with Fusion, Unloved Heritage, Communities 1st, Repair Café and Media and Film Youth workers, has drawn national recognition and praise for its innovative engagement.

A new museums strategy has now been agreed by members and is supported by capital funding to invest at the County Museum in Abergwili (£1m), and Parc Howard in Llanelli (£500k), along with a further £500k for a new Museums Collections store. Substantial

external investment has been secured to replace and enhance the museum of speed in Pendine with work due to start on site late in 2018. The development of the grounds at the county museum in Abergwili (providing a gateway for the new cycle path in the Towy valley) has secured funding for development in 2018 with the lease being finalised with the Tywi Gateway Trust to initiate this exciting scheme imminently.

The new Archive at the rear of Carmarthen Library is under development and the facility is expected to be open to the public in late 2019. This will provide access for the public to visit a state-of-the-art home for heritage documents that reflect the remarkable history of the county. This is a level of investment never seen before in our heritage and will provide a window into the county's history for future generations.

This is a level of investment never seen before in our heritage and will provide a window into the counties history for future generations.

Performance management remains strong with the WAO commenting in 2017

“that the Authority has well established and accessible performance management monitoring arrangement's in place, mainly through its performance management systems PIMS which is used to track and assess service changes and evaluate their impact.”

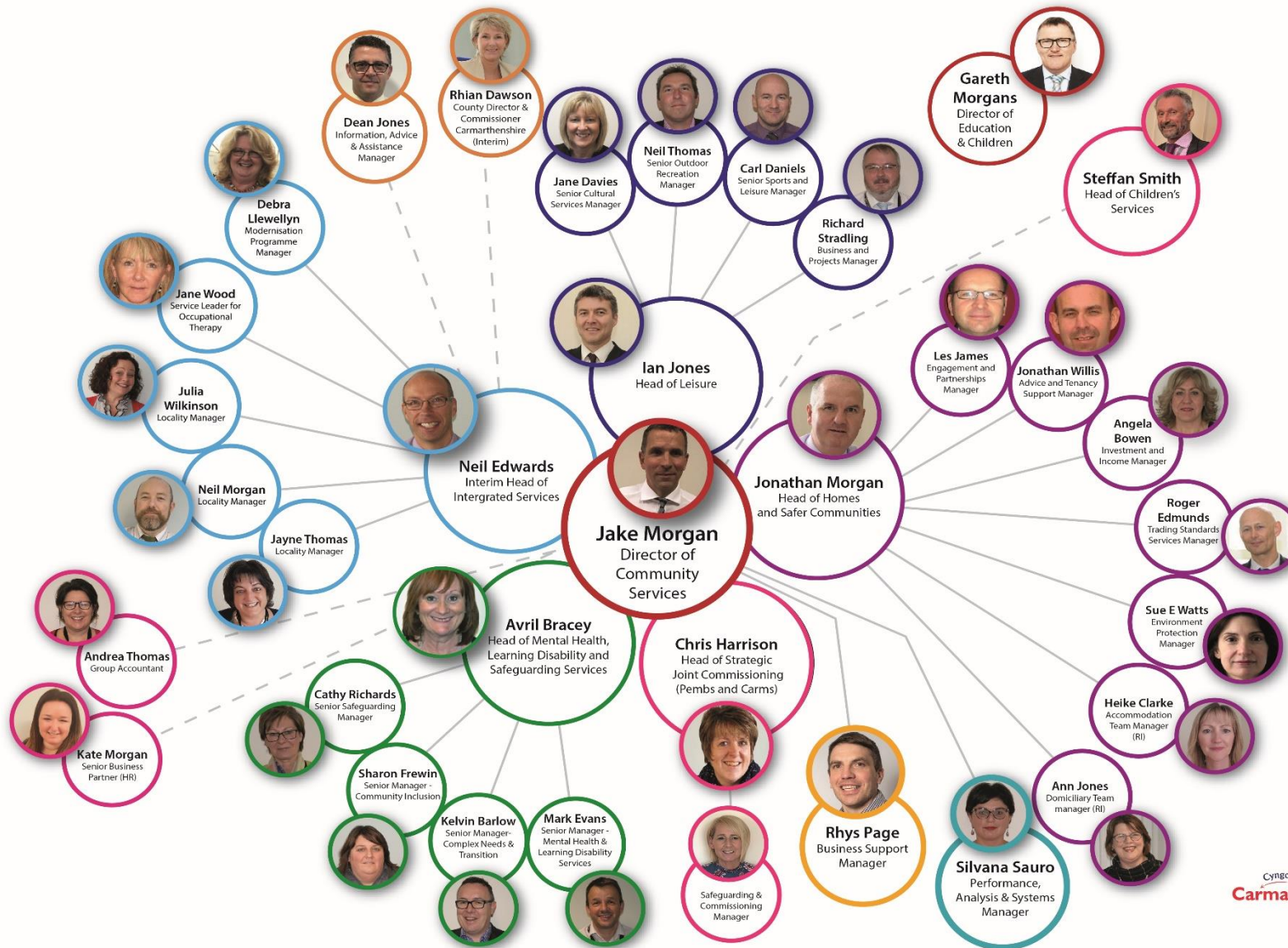
I am proud of our commitment and motivated workforce in particular the findings of the CIW 2019 that our social work practice was:

“characterised by compassionate practitioners working well to identify what matters to the person”.

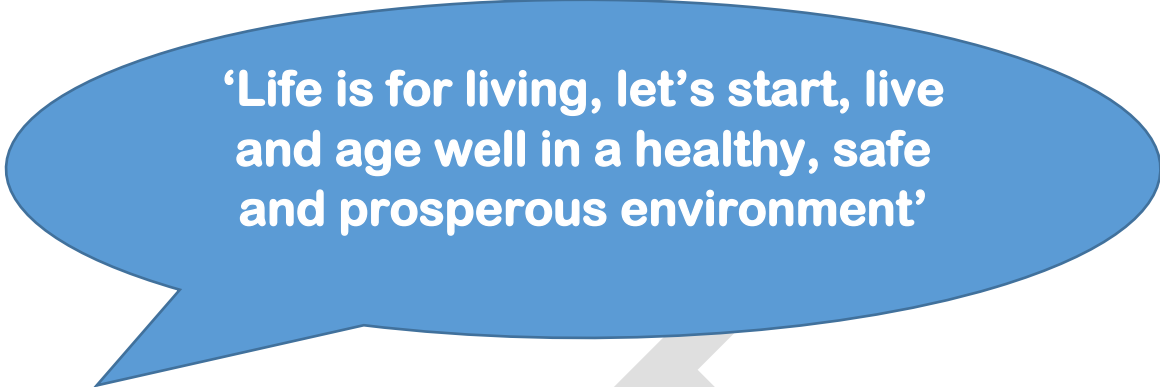
Finally, I would like to thank all our staff and our partners for their continued hard work, dedication and professionalism, and for the continued support from the political administration. Together I am confident that we are well placed to meet the challenges of 2020-2021 and the years ahead.

Jake Morgan, Director for the Department for Communities

Management Team - Department for Communities
Strucutre Chart 2019



The vision for Carmarthenshire.....



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

Well-being of Future Generations Act

This places a well-being duty on specified public bodies across Carmarthenshire to act jointly and establish a statutory Carmarthenshire’s [Public Services Board](#) (PSB). The Carmarthenshire PSB was established in May 2016 and is tasked with improving the economic, social, environmental and cultural well-being of Carmarthenshire. It must do so by undertaking an assessment of well-being in the County and then preparing a County Well-being Plan to outline its local objectives.

Carmarthenshire PSB’s draft well-being objectives are:-

- **Healthy Habits:** people have a good quality of life, and make healthy choices about their lives and environment;
- **Early Intervention:** to make sure that people have the right help at the right time, as and when they need it;
- **Strong Connections:** strongly connected people, places and organisations that are able to adapt to change; and
- **Prosperous People and Places:** to maximise opportunities for people and places in both urban and rural parts of our County.

The Council’s New Corporate Strategy 2018-2023

Our new Corporate Strategy consolidates the following plans into one document and it:

- supersedes the 2015-20 Corporate Strategy;
- incorporates our Improvement Objectives as required by the Local Government Measure 2009;
- includes our Well-being objectives as required by the Well-being of Future Generations (Wales) Act 2015. For the first time in Wales, there is a shared vision and set of goals for all public bodies to work towards, and our Well-being Objectives are set to maximise our contribution to these; and
- includes Carmarthenshire County Council’s Executive Board key projects and programmes for the next 5 years as set out in *‘Moving Forward in Carmarthenshire: the next 5 years’*.

The Council's Well-being Objectives

| | |
|--|---|
| Start Well | <ol style="list-style-type: none">1. Help to give every child the best start in life and improve their early life experiences2. Help children live healthy lifestyles3. Continue to improve learner attainment for all4. Reduce the number of young adults that are Not in Education, Employment or Training |
| Live Well | <ol style="list-style-type: none">5. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty6. Creating more jobs and growth throughout the county7. Increase the availability of rented and affordable homes8. Help people live healthy lives (tackling risky behavior and obesity)9. Supporting good connections with friends, family and communities |
| Age Well | <ol style="list-style-type: none">10. Support the growing numbers of older people to maintain dignity and independence in their later years11. A Council wide approach to supporting Ageing Well in Carmarthenshire |
| In a Healthy and Safe Environment | <ol style="list-style-type: none">12. Looking after the environment now and for the future13. Improving the highway and transport infrastructure and connectivity14. Promoting Welsh Language and Culture |
| In addition a Corporate Objective | <ol style="list-style-type: none">15. Governance and Use of Resources |

We are also committed to meeting the Council's Well-being Objectives. The key ones for the division are:

- ❖ Increase the availability of rented and affordable homes
- ❖ Help people live healthy lives (tackling risky behaviour and obesity)
- ❖ Support the growing numbers of older people to maintain dignity and independence in their later years

The department makes significant contributions to the following Objectives:-

- ❖ Help to give every child the best start in life and improve their early life experiences
- ❖ Help children live healthy lifestyles
- ❖ Reduce the number of young adults that are Not in Education, Employment or Training
- ❖ Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty
- ❖ Supporting good connections with friends, family and communities
- ❖ A Council wide approach to support Ageing Well in Carmarthenshire
- ❖ Promoting Welsh Language and Culture

Department for Communities Performance Management Framework

To ensure we know how well we are doing in delivering these, the Communities Department has adopted a performance management approach to ensure energy and effort is focused. As a Department we have 6 key themes to prioritise on how we will focus on working towards delivering an excellent service by:

- Supporting independence
- Keeping people safe
- Promoting health and well being
- Providing sustainable and efficient services with information, advice and signposting
- Encouraging people achieve their potential (Workforce and users)
- Delivering well managed, sustainable, efficient services that contribute to a prosperous economy

The Council's Core Values



Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership and accountability for our actions

Welcome to our Department

The Communities Department has five Divisions providing front line services to the people of Carmarthenshire and a Business Support Unit and Performance, Analysis & Systems Team that assist and provide support to the five divisions in delivering their services.

Each Division has full Business Plans containing full details within each Service Area.
The Business Unit Plans included are as follows:

Leisure Services

Homes and Safer Communities

Mental Health, Learning Disability Services & Safeguarding

Integrated Services (Older Persons & Physical Disabilities)

Commissioning Services Division

Departmental Priorities

| Ref | Department for Communities Priorities With Key Actions and Key Outcome Measures |
|-----|--|
| | |
| 1 | Ensure that robust governance arrangements are in place in order for Llesiant Delta Wellbeing and Cartrefi Croeso (local authority trading companies) to meet their agreed business objectives |
| 2 | Reduce sickness within the department |
| 3 | Health and Wellbeing Pilot Project to target health and wellbeing interventions in 5 key areas of Communities, as well as DMT |
| 4 | Ensure the Welsh Language standards are embedded across the department |
| 5 | Support the agile working agenda across the department |
| 6 | Develop a health, well-being and sustainability action plan across the department |
| 7 | Develop a customer service rating across the department |
| 8 | Develop the 'Calon' brand for catering provision across the department |
| 9 | Delta Lakes Wellness and Life Science Village bringing together health, leisure, business and research |

Profile for Leisure Services Division



The Leisure division has a net budget of around £11.5 million and as a whole employs over 400 staff. The division has a key role to play in improving the well-being of our population through early intervention within the health continuum and throughout the life-course. The service aims to ensure that people live healthy, challenged, progressive, and fulfilled lives together. We believe that people:

- Value good health & well-being;
- Value strong families, social interaction and belonging;
- Are always seeking a greater sense of being and purpose; and
- Want to learn and progress.

Our service aims are therefore aligned around these key areas.

The service is non-statutory in the main, although parts of the service are classed as statutory, namely: Library services; elements of Archives and Museums Services, and KS2 swimming provision for primary schools.

Achievements and current strengths

The first six months of 2019/20 has been another busy and productive time for the service. In June, Pembrey Country Park's closed road circuit hosted the finish of the Women's Tour of Britain Cycle race, which brought £350k into the local economy and reached a million people via social media links.

The Park continues to develop and prosper. The opening of 'Yr Orsaf', the new food and beverage facility, has proved to be a huge hit with existing and new users to the park. All food outlets (Yr Orsaf, Ski Café and Beach Café) in the Park achieved the 5 Star Food Hygiene Rating as well as providing a new approach to Food and Beverage provision.

In June 2019, the Park became the first venue in Wales to be the recipient of the Blue Flag Award and, for the first time, the Green Flag Award, the benchmark for parks and green spaces in the UK and beyond. Added to this, the Camping and Caravanning site was awarded a 3 Star Rating for Touring and camping by Visit Wales Grading scheme.

The installation of the new automatic number plate recognition (ANPR) barrier entry and egress system has helped with the visitor experience as has the integration into the day to day working practices and management plans of Pembrey Country Park and the Millennium Coastal Park of the Environment Act (Wales) S6 duty (maintaining and enhancing biodiversity and in so doing promote the resilience of ecosystems).

The re-leasing of the Discovery centre to the private sector has brought in capital investment and a much-improved catering offer for the Eastern end of the MCP, whilst helping improve the revenue position for the division.

Capital projects are underway as part of the improvement masterplan at Carmarthen Leisure Centre, with the replacement all weather pitch due to be re-open in November, whilst in Ammanford the completely re-furbished wet-side changing rooms are planned to be in use from the turn of the year. The re-structure of the service has helped bring additional focus for the Actif

Communities team which will help greatly in supporting our aspirations to regenerate areas of Llanelli with the new Wellness hub as part of wider developments at Delta Lakes, where design and business planning scheme is now almost complete.

In the Cultural Services, we've implemented the new Theatres structure, which is helping with the development of our 'community agenda' and the letting of social enterprise units in the Ffwrnes, with groups such as 'People Speak Up'. The collaboration arrangement with Llanelli Town Council for the management of Parc Howard Museum continues to work well, and good progress is now being made with the re-development of the Museum of Speed in Pendine.

We have again met the same high levels for the Welsh Public Library Standard measures, whilst the refurbishment of the Carmarthen reference library and IT suite has been completed. This will link up well with the new Archive building which has been completed and is now in the 3 month 'drying-out' phase before we return the collection. Our Library Services continue to set new standards across the UK, with the fantastic new 'MakerSpace' facility officially opened by Welsh Government Ministers and CCC members at Ammanford with another 'Makerspace' area on target for opening by the end of 2019 at Carmarthen library. Carmarthenshire Libraries have continued to perform well against the Standards framework, achieving 9 (of 10) quality indicators in full and 1 in part (partially met as we do not meet the target level of staff). All 12 core entitlements set by the library standards framework were met in full.

The Business and Projects Team continue to support the Head of Service, Senior Management Team, service area Managers and their teams in a range of key divisional, departmental and corporate functions. The team provide a full range of support functions from leading on divisional capital projects to assisting with event management and acting as a divisional link to corporate, departmental working groups and associated workflows. Recent key areas of work have included project managing the introduction of a new digital radio system into Pembrey Country Park, along with a new Adventure Golf Course which is due for completion in February 2020 and being part of the project working group overseeing capital projects in Carmarthen and Ammanford Leisure Centres. The team were also heavily involved in the coordination of the successful Women's Tour cycle race which took place within the County back in June 2019, as well as providing project/event management support and guidance on a number of capital schemes and corporate work streams currently ongoing across the three divisional service areas.

Key Areas for Improvement

Our focus for the next 6 months will be to deliver the following:

- * Development of Museums infrastructure staffing & buildings
- * Completion and opening of Archive
- * Phase 2 of Carmarthen LC Capital investment (Track and car parking)
- * Securing phased funding for phase 2 of Ammanford LC site masterplan (Track / All-weather pitch and parking)
- * Bringing an options appraisal forward for St Clears LC to bid for investment
- * Bringing an options appraisal forward for Pendine Outdoor Education Centre
- * Further improvements at Pembrey CP to include: Completion of phase 1 of Cycling Hub and BMX pump track; new Adventure Golf course, new toilets by main park playground and steam railway station, improved signage, re-furb of Ski and Activity Centre
- * Connecting with health transformation agenda, social prescribing model, place based approach in general and for Glan y Mor / Tyshia area specifically.

- * Concluding investment decision in relation to redevelopment of Oriel Myrddin Gallery
- * Digital transformation projects, including a mobile app for Actif Sport and Leisure service
- * Llandovery £350k refurbishment agreed
- * Implementation of catering review, with re-design of Carmarthen Leisure Centre offer specifically.
- * Repair of BP Harbour walls to commence in March 2020

Key Divisional Risks

| Risk Ref | Identified Risk | Mitigating Action Ref |
|----------|---|-----------------------|
| SS600018 | Public staff and participant safety especially around water areas is a key consideration for the service. | |
| SS600019 | Continuing political and public support as to the value and impact of Leisure is essential in order to develop such a critical yet largely non-statutory service such as Leisure. | |
| SS600020 | The service has to deliver what people want. Understanding customer demand and adapting to meet these challenges are a key risk for the service. | |
| SS600021 | Non-controllable external factors such as poor weather or unforeseen increases in utility costs are risks to the business that have to be managed quickly and effectively. | |
| SS600022 | Maintaining a strong and positive public perception of services is essential in income generating areas where there is competition from the private sector. | |
| SS600023 | Buildings infrastructure and environments must be safe and appropriate in order to manage the service effectively. | |

★ Address & cross-reference any actions arising from these sections within the Key Actions section below if applicable

| Ref | Service Priorities With Key Actions and Key Outcome Measures | By When | By Who | Well-being Objective |
|-----|--|------------|-----------|---|
| | <i>Service Head</i> | | | |
| 1 | Invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village | March 2022 | Ian Jones | MF5- 61 WBO8 (Healthy Lives) PIMS - 12602 |
| 2 | We will implement the Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes. 1- Education, Development & Training; 2- Infrastructure and Facilities; 3-Marketing & Branding; 4-Tourism and 5 - Events | March 2023 | Ian Jones | MF5 – Part 1 WBO8 (Healthy Lives) PIMS - 13195 |
| 3 | Work with Town & Community Councils and other community organisations to look at ways to invest in upgrading Local leisure provisions | March 2023 | Ian Jones | MF5 - Part 71 WBO2 (Children Healthy) |

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| | | | | PIMS - 13105 |
| 4 | Assist in developing a departmental catering manual to help standardise operating procedures across the Leisure Division | March 2020 | Ian Jones | WBO8 (Healthy Lives) PIMS – 14025 |
| | <i>Business and Project Manager</i> | | | |
| 1 | Customer care review undertaken for the division | March 2020 | Richard Stradling | |
| 2 | Work alongside Workplace health and wellbeing champion to effect change in physical activity levels of targeted staff within the Communities department. | March 2020 | Richard Stradling | WBO8 (healthy lives) PIMS - 14030 |
| 3 | Work with TIC team and Service managers to effect improvements in service delivery and performance across the Leisure division. | March 2020 | Richard Stradling | |
| | <i>Outdoor Recreation Services</i> | | | |
| 1 | We will deliver a £2million programme to re-develop Burry Port Harbour infrastructure. Repair of Harbour Walls at BP Harbour, and part of wider regeneration masterplan for the area | March 2023 | Neil Thomas | MF5- 69 WBO8 (Healthy Lives) PIMS - 13201 |
| 2 | Improve and develop wider infrastructure and facilities at Pembrey Country Park to enable it to become a first class facility for residents and visitors e.g. Signage; toilet facilities; website; ranger's depot; caravan storage facility; beach water-sports area; crazy golf; development of outdoor adventurous activity facilities | March 2020 | Neil Thomas | MF5 – 67 WBO8 (Healthy Lives) PIMS – 13200 |
| 3 | Work with community organisations to improve access to the network of footpaths and bridleways across the County (check – this unit is due to transfer over to Environment Dept in 2019/2020) | March 2020 | Neil Thomas | MF5 – 68 WBO8 (Healthy Lives) PIMS - 14028 |
| 4 | We will review the physical infrastructure and programming of Pendine Outdoor Education Centre. | March 2020 | Neil Thomas | WBO2 PIMS -13945 |
| | <i>Sports and Leisure services</i> | | | |
| 1 | Further improve the customer experience at our facilities through the delivery of a robust 'Service Improvement' strategy using international benchmarking standard 'Net Promoter Score' to monitor customer satisfaction. | March 2020 | Carl Daniels | |
| 2 | Implement complete pathway of aquatics provision that enables participants to reach their full potential, including unified coaching model. | March 2020 | Carl Daniels | WBO8 (Healthy lives) PIMS - 13196 |
| 3 | We will ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive and increase social and community cohesion. | March 2020 | Carl Daniels | WBO11 (Ageing Well) PIMS – 14070 |

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| 4 | We will develop Carmarthen Leisure Centre facilities to include refurbishment of athletics facilities and the 3G astro turf pitch with upgrade to traffic infrastructure | March 2020 | Carl Daniels | MFP – 62 WBO8 (Healthy Lives) PIMS - 14032 |
| 5 | We will develop Ammanford Leisure Centre facilities with upgrades to changing facilities, traffic infrastructure and external sports facilities. | March 2020 | Carl Daniels | MFP – 62 WBO8 (Healthy Lives) PIMS - 14033 |
| | <i>Cultural Services</i> | | | |
| 1 | We will develop the 'Stordy Digidol' digital project to promote improved mental health in conjunction with show casing Carmarthenshire's heritage collections. | March 2021 | Jane Davies | WBO14 (Culture) PIMS - 13287 |
| 2 | Continued implementation of the Libraries Development Plan 2017 – 2022 with continuous improvement review in order to maintain excellent framework standards. | March 2022 | Jane Davies | WBO14 (Culture) PIMS - 13288 |
| 3 | We will deliver a transformation plan for the Carmarthenshire Museums service, to include development at Parc Howard, a review of Kidwelly museum and a new Museum of Speed in Pendine to improve the provision for residents and visitors. MF5-64 | March 2022 | Jane Davies | MF5 – 64 WBO14 (Culture) PIMS - 13289 |
| 4 | We will further develop Oriel Myrddin to improve the provision for residents and visitors. MF5-64 | March 2021 | Jane Davies | MF5 – 64 WBO14 (Culture) PIMS - 13530 |
| 5 | Deliver the plans for the transformation of Carmarthenshire Archive Service and its reinstatement at Carmarthen Library We will deliver a new archive repository and information hub for Carmarthenshire. | March 2023 | Jane Davies | MF5 – 63 WBO14 (Culture) PIMS -13292 |
| 6 | We will review and re-develop the Council's Theatre Services provision | March 2020 | Jane Davies | MF5 – 66 WBO14 (Culture) PIMS –14103 |
| 7 | We will begin the museums transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili. | March 2023 | Jane Davies | MF5 – 65 WBO14 (Culture) PIMS - 13290 |
| 8 | Celebrate and promote Carmarthenshire's rich cultural and sporting achievements and diversity. Celebrate Carmarthenshire's Culture through the continuation of an annual Cultural Awards event and by supporting the development of the Town & Village of Culture. | March 2020 | Jane Davies | MF5 – 70 WBO8 (Healthy Lives) PIMS –14037 |

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Profile for Homes & Safer Communities Division



The Homes & Safer Communities Division is made up of around 870 staff and has a turnover of £78 million for the Housing Revenue Account (HRA), £32 million for the Council Fund and a Capital Programme of £20 million. The Division is based in the three main residential areas of Ammanford, Carmarthen and Llanelli and serves a population of 183,000 people, and over 83,000 homes across the county.

As a division, we believe we will deliver a good service when it meets the following criteria:

- Providing accurate and timely housing advice
- Delivering the Carmarthenshire Homes Standard + and increasing the supply of affordable homes
- Protecting individuals from harm and promoting health improvement
- Ensuring the safety and quality of food chain to minimise risk to humans and animals
- Promoting a fair and just trading environment for businesses and citizens
- Improving the local environment to positively influence the quality of life and promote sustainability
- Getting better at what we do
- Delivering effective care and support services

Achievements and current strengths

We have delivered 191 new affordable homes as part of our ambitious five year Affordable Homes Delivery Plan so far in 2019/2020. This brings it to a total of 798. We have developed a 10 year council housing new build programme that will enable us to play a pivotal role in developing additional affordable homes and support wider Council priorities. Nearly £44m has been set aside for the next three years and it is planned to invest nearly £150m and deliver 900 new council homes

over the next ten years, in addition to what is already planned. It will also allow us to not only align with Cartrefi Croeso delivery but significantly contribute to key Council developments and regeneration initiatives to grow the economy across the County.

It is also important that access to existing social housing is as easy as possible. Canfod Cartref/Homefinder is a new system that puts you in control of where you want to live and where applicants 'bid' for properties. This is in place in a number of other councils and gives 'bidders' a real stake in their new home. This does not change the allocation policy in terms of who gets assistance, just how we go about letting the homes.

We have supported over 900 council tenants on to Universal Credit. We have carried out around 1600 Tenancy Support visits and collected £22,468,488.73 in rent, an increase of over a quarter of a million on 2018/19.

Four of our seven Local Authority Care Homes have recently been inspected by Care Inspectorate Wales complying with the Regulation and Inspection of Social Care (Wales) Act. The Inspection Reports clearly state that [“the care workers we observed and spoke to demonstrated that they were well supported, knew the needs of the people they cared for and the outcomes for people were being met”](#)

There have been an improvement in occupancy rates. However this continues to fluctuate given the nature of the service. Dependency levels continue to rise within our service – an increase to Dementia Care is evident in all of our homes.

We are in the process of modernising our Domiciliary Care Service. We have introduced smart phone technology and have provided mobile phones to all our Domiciliary Care staff. This means that they will be able to receive their care rotas electronically in the near future.

Over £13m forecast to be spent to maintain the CHS+ in tenants' homes in 2019-20. We have managed improvements and lettings of 338 homes, including new homes added to our stock. A further 110 homes were in the process of having works completed, ensuring that void homes were available for letting as quickly as possible, striving to meet customers' expectations. We have kept the rent increase for 2019/20 at an average of 2.4%.

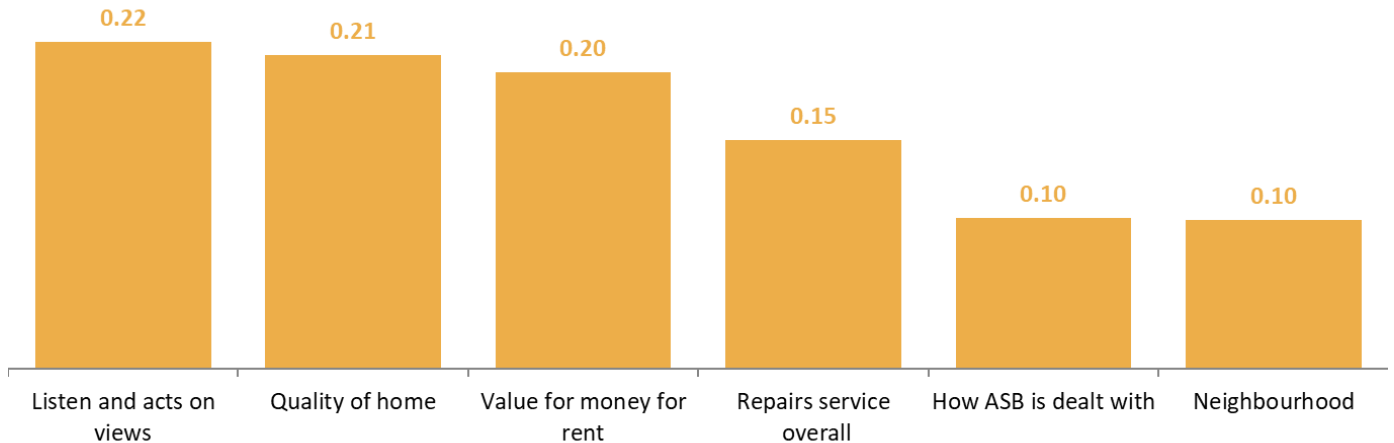
We conducted a STAR tenant satisfaction survey. A questionnaire was sent out to 5000 tenants selected at random by mail, e mail, online and text achieving an impressive 29% response rate. We have developed a 3 year programme of works to be carried out on estates, helping to improve the health and well-being of tenants. All Independent living schemes for over 55 follow rigorous health and safety weekly checks for the safety of the scheme including weekly alarm testing. We have developed a sheltered scheme newsletter with the first publication due Christmas 2019. We are working holistically recognising that the collaboration and input with health and leisure has an impact on the wellbeing of our tenants in sheltered schemes.

Our Taxi Licensing Team are working with taxi drivers regarding the safeguarding of passengers. This is in the news with the withdrawal of the Uber licence in London and again we are one step ahead. After much success in numerous national awards and competitions in 2016, the authorities Financial Exploitation Safeguarding Scheme (FESS) has been adopted and replicated by 36 local authorities nationwide. Authorities have further agreed to provide data for formal academic research into financial abuse in a project run in conjunction with Cardiff University led by Carmarthenshire County Councils Trading Standards Services. Implementation of the Buy with Confidence Scheme which will hopefully help underpin the long term strategy of achieving an equitable trading environment within the County for business and consumer.

Our Pest Control team received a TIC award in October 2018 for their achievements in demonstrating a project which reflected Transformation, Innovation and Change. [RHEOLI PLÂU - PEST CONTROL](#)

Key Areas for Improvement

A STAR action plan is being developed to help us understand and improve the overall satisfaction of our tenants.



We will ensure that all outstanding long term voids are issued to contractors. Homes will be brought back into use by the end of year and some programmed for completion during 2020. Measures have been taken to ensure sufficient resources have been identified to make these improvements. Ensure that the collaboration agreement with the Welsh School of Architecture is agreed. To enable works to commence on site for a pilot retrofitting scheme, installing existing homes with innovate technology to alleviate fuel poverty. Identify a potential Gypsy and Traveller site to be included in the deposit Local Development Plan by December 2019.

The Residential Care Home admission process now works alongside the broker. This is currently in its early stages but is working well in some areas. We currently have a working group looking at ways of improving the provision of day services and opportunities for older people across the County by making them more reflective of communities, and how they can help enhance community resilience.

To reinvigorate the Moneywise initiative, ensuring that it is once again utilised in Carmarthenshire schools, also to scope the possible expansion and implementation of the scheme to cater for other age/client groups. To identify areas in which the FESS project can be improved particularly in terms of awareness raising amongst potential partner organisations.

Key Divisional Risks

| Risk Ref | Identified Risk | Mitigating Action Ref |
|----------|---|-----------------------|
| SS300033 | Maintain the Carmarthenshire Homes Standard (CHS) in the future | |
| SS300034 | Deliver the affordable homes plan | |
| SS300035 | Mitigate the effects of welfare reform and introduction of universal credit | |
| SS300036 | Manage changes in regulatory requirements & new legislation with | |

| | | |
|--|-----------------------------------|--|
| | specific focus in mitigating risk | |
|--|-----------------------------------|--|

★ Address & cross-reference any actions arising from these sections within the Key Actions section below if applicable

| Ref | Service Priorities With Key Actions and Key Outcome Measures | By When | By Who | Well-being Objective |
|-----|---|---------------|-----------------|--|
| | Care and Support Services | | | |
| 1 | Deliver an investment programme for Care Homes and Sheltered Housing Schemes. | March 2020 | Jonathan Morgan | MFP 54 WBO10 (Older People) PIMS – 14058 |
| 2 | Ensure we fully comply with the Regulation and Inspection of Social Care (Wales) Act | December 2019 | Jonathan Morgan | |
| 3 | Maintain and further develop a strong and sustainable in-house Council provision for domiciliary and residential care and continuing to make sure the market remains stable | March 2021 | Jonathan Morgan | MFP 55 WBO10 (Older People) PIMS – 13225 |
| 4 | Ensure smooth transition of Allied HealthCare Services into our in house Domiciliary Care delivery | March 2020 | Jonathan Morgan | |
| 5 | Continue to improve the provision of day opportunities for older people across the County | March 2020 | Jonathan Morgan | MF5 – 53 WBO10 (Older People) PIMS – 14057 |
| | Partnership and Engagement Team | | | |
| 1 | We will make it easy and inviting for council tenants to get involved in shaping strategic decisions and improving services, through meaningful involvement and development of relevant tenant skills. | March 2020 | Les James | MF5 48 WBO7 PIMS - 14024 |
| 2 | We will work with regional partners to ensure community cohesion is co-ordinated throughout the region. | March 2021 | Les James | WBO9 PIMS - 14041 |
| 3 | We will develop a transformational master plan for the Tyisha ward which will address the concerns of residents and provide a sustainable future. | March 2020 | Jonathan Willis | MF5-51&47 WBO7 PIMS - 14023 |
| | Advice and Tenancy Support Team | | | |
| 1 | We shall implement key Homelessness Strategy actions to ensure vulnerable residents are supported appropriately including: <ul style="list-style-type: none"> New models of affordable single people accommodation Remodelling temporary and supported accommodation provision and exploring whether a 'Housing First' approach can be developed to support those with the most complex needs | March 2020 | Adele Lodwig | MF5 - 50 WBO5 (Poverty) PIMS - 14003 |
| 2 | We will support all Council tenants through Welfare Reform changes and deliver a Universal Credit action | March 2021 | Adele Lodwig | MF5 – 49 WBO7 (Homes) |

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| | plan to maximise income and develop new training and employment opportunities | | | PIMS - 14022 |
| | Investment and Income Team | | | |
| 1 | Review and Implement a revised transformational housing development programme that meets Housing Need as well as wider strategic regeneration initiatives including rural areas | March 2020 | Jonathan Morgan | |
| 2 | <p>Continue develop 1,000 affordable homes in the County based on the concept of localism by both bringing empty properties back into use and undertaking new build.</p> <p>Actions linked to Well-being Objective Plan 7–</p> <ul style="list-style-type: none"> - Increase the number of homes managed through the Council's Social Lettings Agency - Work with property owners and bring empty homes back into use - Increase the Council Social Housing stock by buying private sector homes - Work with our Housing Association Partners to maximise Welsh Government Grant opportunities and increase the supply of homes where they are most needed - Increase the Council's Housing Stock by building new Council Homes - Maximise the opportunities for increasing the supply for affordable homes through the LDP (Local Development Plan) by providing new homes on site or by the use of commuted sums | March 2021 | Rachel Davies | MF5 - 44 Monitored in the PI – 7.3.2.24 WBO7 (Homes) |
| 3 | We will develop an ambitious new affordable homes plan which will deliver over 900 additional Council homes over the next 5-10 years. | March 2021 | Rachel Davies | MF5-45 WBO7 PIMS - 14020 |
| 4 | We will deliver the Swansea Bay City Deal programme to develop 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents | March 2021 | Jonathan Morgan | MF5-46 WBO7 PIMS - 13185 |
| 5 | We will continue to assess options, and trial new technology to Council homes to better understand the potential for helping tenants to reduce their energy bills, improve the comfort of their homes and reduce carbon emissions to levels set by Welsh Government. | March 2020 | Angela Bowen | WBO5 PIMS - 14002 |
| | Environmental Protection Team | | | |
| 1 | We will continue to work with the Food Standard Agency to deliver realistic targets to satisfy the memorandum of understanding for animal feed. | March 2020 | Sue Watts | WBO6 PIMS - 14019 |

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| 2 | We will continue to monitor air quality (nitrogen dioxide) for the residents of and visitors to the County. This will be carried out by regular assessments and, where necessary, sampling programmes. | March 2020 | Sue Watts | WBO8 (Healthy Lives) PIMS - 14026 |
| 3 | We will monitor private water supplies to ensure safety for the residents in Carmarthenshire. The service will explore the possibility of extending the programme to testing for the presence of radon and remediation as necessary. | March 2020 | Sue Watts | WBO8 PIMS - 14027 |
| 4 | We will explore various options for possible delivery of treatment of care for pest control. | March 2020 | Sue Watts | WBO8 PIMS - 14029 |
| | <i>Business and Consumer Affairs Team</i> | | | |
| 1 | We will promote financial literacy and protect vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS) and develop further partnership arrangements in respect to financial exploitation | March 2020 | Roger Edmunds | WBO5 (Poverty) PIMS - 14007 |
| 2 | We will Implement proceeds of crime across regulatory services to protect people | March 2020 | Roger Edmunds | WBO9 (Good Connections) PIMS - 14045 |
| 3 | We will continue to develop and deliver safeguarding awareness training sessions to licensed premises staff, in partnership with the Police and Security Industry Authority. | March 2020 | Roger Edmunds | WBO9 (Good Connections) PIMS - 14051 |
| 4 | We will continue to develop and deliver safeguarding awareness training to transport drivers, in partnership with the Police and Four Counties. | March 2020 | Roger Edmunds | WBO9 (Good Connections) PIMS - 14052 |

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Profile for Mental Health, Learning Disability Services & Safeguarding Division



The division is made up of 290 staff and has a net budget of around £29.5 million. The division supports adults with learning disabilities, mental health and people with drug and alcohol problems. It also safeguards vulnerable adults and people who lack mental capacity in care homes and hospitals. The service also works with disabled children and young people aged between 16 and 25 as well as providing day services support to people in need of employment, leisure and personal development opportunities. The Community Inclusion provides and develops meaningful day opportunities for adults and young people.

Achievements and current strengths

We have improved services and support for carers by appointing a carers information and assessment officer to raise the profile of carers assessments, work closely with the IAA service and the third sector. The division has been well represented on the health led Mental Health and Learning Disability transformation programmes and fully engaged in these projects and subsequent consultation.

The Mental Health Transformation recently won an NHS award for collaboration. We have contributed to the regional Market Position Statement, Local Commissioning Strategy and the Local Area Plan. We have undertaken an accommodation needs survey which is informing collaborations/projects with housing and supporting people colleagues.

- We have received a TIC award for Learning Disabilities day service review. A framed certificate for our achievement in demonstrating a project which reflected Transformation, Innovation and Change. [GWASANAETH DYDD I BOBL AG ANABLEDDAU DYSGU - MHLDD DAY SERVICES](#)
- We have established 6 walking and running groups across county, achievements include participating in the run for life and Swansea 10k, reduction in participant's weight, BP and Dress size.
- We have been successful in being chosen as a supplier of pottery to National Trust outlets.
- The pottery group have been commissioned to make figurines representing the Gorsedd Y Beirdd in preparation for the 2018 National Eisteddfod in Cardiff Bay.
- Pembrey Country Park has a new all-inclusive cycle hire scheme, namely '**Cycle For All**'. Thanks to the Integrated Care Fund, Welsh Government funding there are 38 new cycles ranging from hybrid bicycles, wheelchair transporters, twin bikes, tricycles adult and child size, 4 seater family bikes and recumbent's.
- Maes Llidi Day Service recently applied for and was successful in obtaining a sensory garden located in the grounds of Maes Llidi. This was secured through the apprenticeship scheme run by Lloyd and Gravell and TRJ building firms.
- The Safeguarding processes have been redesigned to ensure compliance with the SSWB Act's requirements. The Local Operational Group is well established and well attended by partner agencies. As a result there is greater confidence in the multi-agency approach to safeguarding.

- All senior managers are engaged in formal management development programmes. All team managers have engaged in a bespoke training programme to develop skills in managing people, performance and resources.

Key Divisional Risks

| Risk Ref or New? | Identified Risk | Mitigating Action Ref |
|------------------|---|-----------------------|
| SS500022 | Outcomes for young people and service capacity will be compromised if we do not have a seamless pathway from transition into adult care | |
| SS500023 | Not delivering on savings will impact on future service provision | |
| SS500024 | Individuals will not be safeguarded and a risk of legal challenge and financial penalty if we do not manage the DOLs referrals | |
| SS500025 | Outcomes for individuals will be compromised and a risk of duplication and loss of funding if we do not collaborate with partner | |
| SS500026 | Individuals will not be safeguarded or independence promoted if assessments and reviews are not completed | |
| SS500027 | The number of adults going into residential care will increase and there will be an impact on financial savings if we do not develop alternative community provision | |
| SS500028 | There will be over provision/poor outcomes for individuals if care/support plans and service delivery plans are not person centred and outcome focussed | |
| SS500029 | A risk exists that the authority(as a key partner)could be liable to repay significant amounts of grant funding to the Area Planning Board for substance misuse with no prospect of recovering those amounts from third parties | |

★ Address & cross-reference any actions arising from these sections within the Key Actions section below if applicable

| Ref | Service Priorities With Key Actions and Key Outcome Measures | By When ^{#1} | By Who | Well-being Objective |
|-----|---|-----------------------|--------------------------|---|
| 1 | Develop a strategy and delivery plan to reduce the number of individuals in residential care | March 2020 | Mark Evans/Kelvin Barlow | |
| 2 | Contribute to health led transformation programmes in mental health and redesign of services within learning disability | December 2019 | Avril Bracey | WBO8 (Healthy Lives) PIMS – 13199 New Action on PIMS |
| 3 | Embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making | March 2020 | Cathy Richards | WBO9 (Good Connections) WBO11 (Ageing Well) PIMS – 13218 New Action on PIMS |
| 4 | To implement a robust strategy for successfully managing new and historical DOLS applications | March 2020 | Cathy Richards | SEP Directors Annual Report DAR14 |
| 5 | Ensure that Community resilience, including ensuring vulnerable people have equal access to education, training and employment, will be a key objective of the Learning Disability day service transformation plan. This will include new models for service delivery | March 2022 | Sharon Frewin | MF5 – 37 WBO4 (Neet) PIMS - 12540 SEP |
| 6 | Develop core services to support young people (15 – 25 yrs) who experience barriers to learning and employment due to a chronic condition | March 2020 | Sharon Frewin | MF5 – 37 WBO4 (Neet) PIMS - 12535 |
| 7 | To Review and implement updated safeguarding arrangements to ensure a consistent response to Adult at Risk reports both locally and regionally | March 2020 | Cathy Richards | |
| 8 | Work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available. | March 2020 | Avril Bracey | MF5 – 57 WBO10 (Older People) PIMS – 13226 DAR9 New Action on PIMS |
| 9 | Develop a response to the increased level of alcohol misuse in the Over 50s and the impact upon their health and wellbeing; including Alcohol related Brain Damage, alcoholic dementia and falls | March 2020 | Kelvin Barlow | WBO9 (Good Connections) PIMS - 13215 New Action on PIMS |
| 10 | Review our disability service to ensure seamless transition and pathways from children to adults | March 2020 | Kelvin Barlow | WBO9 (Good Connections) PIMS - 13204 New Action on PIMS |
| 11 | Continue to monitor and improve quality and | March 2020 | Kelvin Barlow | Directors |

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| | effectiveness of care planning and review processes to ensure Reviews for clients are undertaken to on an annual basis in accordance with regulation requirements | | | Annual Report DAR17 |
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Profile for Integrated Services (Older Persons & Physical Disabilities) Division



The division employs 123 Council staff and has a net budget of around £29 million from the Council Fund. The teams are based in the three defined locality areas of the County namely, Tywi /Teifi/Taf (also referred to as the 3Ts) Aman Gwendraeth and Llanelli. The County has an integrated Community Health & Social Care Service 'infrastructure'.

This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. The Service supports older people and people with physical disabilities to maintain their independence and wellbeing where and when possible in their own home. The case for integrated care is reinforced by the need to develop whole-system working across health and social care to address the complex needs associated with age related co-morbidity and frailty (including dementia).

Key among this is the vision as endorsed by the Welsh Government's strategic plan "A Healthier Wales":

The vision should be "of care organised around the individual and their family as close as home as possible, be preventative with easy access and of high quality, in part enabled via digital technology, delivering what users and the wider public say really matters to them. Care and support should be seamless, without artificial barriers between physical and mental health, primary and secondary care, or health and social care" (Parliamentary Review 2018)

The Plan is seeking "a seamless whole system approach to health and social care."

Seamless means *the realisation of services and information which are less complex and better co-ordinated for the individual; close professional integration, joint working and information sharing between services and providers to avoid transitions between services which create uncertainty for the individual.*

It is therefore instructive to note how progressive integrated services division is achieving this vision and meeting the seamless standards, as evidenced below, following the Care Inspectorate Wales (CIW) Inspection of older people services.

Achievements and current strengths

During the first half of 2019/2020, Integrated Services, as the principal division for services to older people, was inspected by the Care Inspectorate Wales (CIW) in collaboration with Healthcare Inspectorate Wales (HIW). The purpose of the inspection (the theme being *Prevention and promotion of independence for older adults (over 65) living in the community*) was to explore how well the local authority with its partners is promoting independence and preventing escalating needs for older adults.

As part of the two weeks Inspection, the Authority prepared a programme of interviews and meetings for the six inspectors. The findings of the detailed and rigorous Inspection are extremely noteworthy and provide an evaluation of the Division's strengths and priorities for improvement, some of which are departmental-wide.

Of particular note and satisfaction to the Division are:

- *Social workers and partners recognise adults are the best people to judge their own well-being*
- *Different professional disciplines work effectively together to support well-being and independence*
- *People who lack mental capacity can be confident assessment and decision making is made in the best interest of the individual*
- *There is an active approach to enabling people to receive a service in the language of their choice*
- *Staff are offered integrated health and social care training*
- *Staff feel supported by the management group*
- *There are many examples of collaborative thinking and working by health and social care managers*
- *Integrated posts provide good opportunity for shared understanding and collaborative working*
- *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 the promotion of independence*
- *Some excellent initiatives are being driven to support communities to be more resilient in meeting the increasing needs of older people in the population*

In addition, the Report references evidence that the inspectors found. Some of the comments (not exhaustive) are as follows:

- *We found practice was characterised by compassionate practitioners working well to identify what matters to people. People routinely told us they were satisfied with the services that had helped them*
- *The quality of the assessments and care and support plans we reviewed captured what was important to people, were outcome focussed and strength based.*
- *We found practice was characterised by compassionate practitioners working well to identify what matters to the person. People routinely told us they were satisfied with the services that had helped them.*
- *Most staff we interviewed were positive about their jobs and talked enthusiastically about their work, The CIW staff survey (267 responses) recorded approximately 90% of staff felt supported by their managers and colleagues to do their job.*
- *From file reviews it was evident OT led assessment focussing on double handed support were thorough, balanced and represented people's best interest.*
- *Learning and Development opportunities were highly regarded by staff*
- *We found CCC worked collaboratively with partners*
- *We found CCC embraced relationships with the third sector*

In summary, the Division was very satisfied with the Inspection report and the commitment and compassion shown by our staff to the people of Carmarthenshire. This was conveyed to the Community Resources Team staff both by e mail and three celebratory CRT engagement events in September 2019.

Key Areas for Improvement

The priorities for improvement as identified by the CIW in its Inspection report were noted. Each of these has been considered with an Action plan developed by the Division to address and monitor their progress. These actions are reported through PIMS. Please find attached link to the PIMS report.

Well-being – we identified a need to ensure qualitative performance information is gathered across the directorate and this provides opportunity for learning across the service.

People voice and choice – CCC need to ensure a sufficient range of services is available to carers across the Local Authority.

Partnerships, integration and co-production – we recommend that there should be an equity of services across all areas of the county.

Prevention and early intervention – we identified a need to continue to connect communities to services through engagement with people and partners to help prevent escalation of need.

The link to the Inspection Report is below:-<https://careinspectorate.wales/sites/default/files/2019-08/190807-carmarthenshire-en.pdf>

In addition to the CIW Inspection Report, Integrated Services has considered the Wales Audit Office Report - The 'Front Door' to Adult Social Care published September 2019.

All WAO recommended actions are reported through PIMS. Please find attached link to the PIMS report.

R1 Part 1 of the report sets out how authorities promote access to the 'front door' and provide information, advice and assistance to help people to improve their wellbeing and prevent their needs from deteriorating. To improve awareness of the front door we recommend that:

- local authorities: review their current approaches, consider their audience, and ensure that good-quality information is made available in a timely manner to avoid needs deteriorating and people presenting for assistance in 'crisis';
- work in partnership with public and third-sector partners to help ensure people accessing via partner referrals, or other avenues, are given the best information to help them;
- ensure that advocacy services are commissioned and proactively offered to those who need them at first point of contact; and
- to take local ownership and lead on the co-ordination and editing of local information published on Dewis Cymru locally.

R2 Part 2 of the report highlights weaknesses in authorities' assurance of the availability and quality of third-sector, preventative, community-based services that they signpost people to. We recommend that:

- local authorities: map the availability of preventative services in their area to better understand current levels of provision and identify gaps and duplication;
- involve third-sector partners in co-producing preventative solutions to meet people's needs and ensure people have equitable access to these services;

- work with third-sector partners to tailor and commission new services where gaps are identified; and
- work with partners to improve data to evaluate the impact of preventative services on individuals and the population more generally.

The link to the Inspection Report is below:-

<http://audit.wales/system/files/publications/Front-door-to-adult-social-care-english.pdf>

Key Divisional Risks

| Risk Ref or New? | Identified Risk | Mitigating Action Ref |
|------------------|--|-----------------------|
| SS100021 | Not delivering on financial efficiencies will compromise our ability to deliver future services and progress the modernisation a agenda | |
| SS100023 | Failure to respond in a timely manner to "Careline" contact calls could result in compromised client safety | |
| SS100029 | Failure to arrange the provision of a comprehensive Information, Advice and Assistance Service | |
| SS100030 | There is a risk that the ICF grant for 2018/19 will be overspent by up to £650k | |
| SS100031 | Health Board have stopped contributing to S.117 placements in residential care which is not legally compliant and has financial implications for the Local Authority | |
| SS100032 | Failure to provide timely and responsive Domiciliary Care Provision to Adults with care and support needs | |

★ Address & cross-reference any actions arising from these sections within the Key Actions section below if applicable

| Ref | Service Priorities With Key Actions and Key Outcome Measures | By When | By Who | Well-being Objective |
|---|---|-----------------------------------|------------|--|
| Improved population health and wellbeing | | | | |
| 1 | We will make the IAA service as effective as possible, focussing on prevention and early intervention, working with community and third sector organisations, to achieve better outcomes for individuals. This includes making sure our service model is fit for purpose. | Dean Jones | March 2020 | MF5-52a (Action also in Well-being Objective 9 & 10 & 11) PIMS - |
| 2 | We will improve the population health and well-being across the 3 tiers by continuing to implement a preventative framework with clear outcomes of each tier. Prevention Early intervention Promoting Independent Living | Julia Wilkinson | March 2020 | WBO10 WBO11 PIMS - |
| 3 | We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness, tackle inequalities and poverty | Julia Wilkinson | March 2020 | MF5-59 WBO11 WBO10 PIMS - |
| Better quality and more accessible health and social care services | | | | |
| 1 | We will continue to develop and improve an effective re-ablement/rehabilitation service to achieve better personal outcomes. | Jane Wood/Vicky Stevenson | March 2020 | WBO10 PIMS - |
| 2 | We will continue to review and improve our Intermediate Care service model and provision. | Debra Llewellyn/ Sarah Cameron | March 2020 | WBO10 WBO9 PIMS - |
| 3 | We will support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County. | Neil Morgan | March 2020 | MF5-60 WBO11 WBO10 PIMS - |
| Higher value health and social care | | | | |
| 1 | We will invest in the quality of our social work decision making and practice by providing appropriate guidance and training to ensure compliance with legislative requirements. This will include auditing case files and strengthening our evidence base to recording our management oversight of casework. | Joel Sven Martin/Jayne Thomas | March 2020 | WBO10 |
| 2 | We will further strengthen the provision and use of the Welsh language within social care services to be | Neil Edwards | March 2020 | MF5-56 (Action also |

| | | | | |
|---|--|--------------|------------|----------------------------------|
| | able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer'. | | | in Well-being Objective 14 & 10) |
| 3 | We will innovate and transform services through a learning culture and best practice approach | Neil Edwards | March 2020 | WBO10 |
| 4 | We will review the 10 year Strategic Plan in light of recent Welsh Government Legislation and guidance to ensure our services are aligned and continues improvement of our service models | Neil Edwards | March 2020 | WBO10 |
| A motivated and sustainable health and social care workforce | | | | |
| 1 | We will provide a supportive learning and development culture for our workforce to ensure they are equipped to meet the challenges of A Healthier Wales . This will also include an evaluation of the workforce challenges and the solutions. | Neil Edwards | March 2020 | WBO10 |

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Profile for Commissioning Services Division



Established in 2015, is made up of around 25 staff and has a budget of approximately £1.3 million. Externally, the department commissions over 60 million pounds worth of social care services for adults. This includes care home provision, domiciliary care provision (including community based supported living services) day care and support provision and a range of third sector preventative service contracts. Significant among these are the care home contracts. Services provided under the Supporting People, Carers and Personalisation (direct payments) agendas also fall under the responsibility of the Commissioning Division.

Achievements and current strengths

Despite a number of staff changes, including staff vacancies the commissioning team has continued to progress a challenging work programme.

The commissioning division has actively been seeking the views of people who use the services that we commission. The Strategic Partnership Board for Carers has allowed the division to establish a forum, allowing us to take into account the needs of carers and involving them in the planning of services to achieve wellbeing goals. We have also undertaken a comprehensive engagement with key stakeholders including service users, parents/ carers and service providers to shape our draft Learning Disability Strategy.

The division has been working closely with Health colleagues to develop a joint approach to reviewing commissioned services across older people services; working collaboratively with independent and 3rd sector organisations has gone from strength to strength.

‘The Fulfilled Lives’ project is an example of a project that has been established through commissioned services, the project focuses on wellbeing outcomes and aims to find an alternative solutions in order to meet people’s needs.

Demands and forward planning is now being discussed at a strategic level with intelligence being gathered using Housing Learning Improvement Network (Housing LIN) report and new Accommodation and Support Needs Mapping Form. A more integrated approach is being adopted to meet the immediate and longer term needs of individuals ensuring that commissioned services are delivered more efficiently and effectively. A clear process to audit the existing supported living providers has been developed in order to understand what is available and to identify potential efficiencies and gaps in service delivery. The compliance audits have shown a year on year improvement which sets the Division in good stead for the move to the Housing Support Grant as from April 2020.

We have continued to contribute to the regional commissioning agenda including the development of a pooled budget for care homes, review of advocacy services & the commissioning of Independent Professional Advocacy and taking a co-productive approach to the commissioning of more creative carers respite options.

Key Areas for Improvement

The commissioning division will be focusing on the re design of services to meet a preventative agenda, working collaboratively with Health, Independent Sector and 3rd Sector organisations with an objective of taking a holistic view of an individual's journey to create a pathway for people offering a menu of options providing the right service, at the right time in the right place.

In order for the division to meet future and long terms needs of people with a learning disability it is a priority for the commissioning division is to develop accommodation-based services that have the ethos of a progression model as its core purpose.

The division has planned a review of commissioning services for carers, linking to the regional programme of work to reflect the voice of carers and focusing on the needs of carers in order to capture the key principles around information, advice and assistance.

The move to the Housing Support Grant will require working closer with colleagues in both the Homes and Safer Communities and Education and Children's Services Divisions to ensure that services are developed strategically to deliver the aims of the grant which is to reduce homelessness in Carmarthenshire.

Key Divisional Risks

| Risk Ref or New? | Identified Risk | Mitigating Action Ref |
|------------------|--|-----------------------|
| SS700016 | Review our structures for the new commissioning division to ensure that it is fit for purpose and facilitates the development an and sharing of expertise to ensure the continuity of service provision through joint working arrangements | |
| SS700021 | To deliver savings through right size packaging and analysis of cost providers in the pan disability service areas as part of the Authority's budget management | |
| SS700022 | Ensuring robust systems remain in place to identify early warning signs of market failure in order to avoid or reduce serious risks to service provision and the impact on service users | |

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

The priorities for the Commissioning Team are set within the context of the Social Services and wellbeing (Wales) Act, the Regulation and Inspection Act and Welsh Government policy guidance.

| Ref | Service Priorities With Key Actions and Key Outcome Measures | By When | By Who | Well-being Objective |
|-----|--|------------|--------------------|-------------------------------|
| 1 | To develop a more strategic approach, to strengthen and develop the preventative network of services & | March 2020 | Alun Jones / Chris | WBO11 (Ageing Well) |

| | | | | |
|----|--|------------|---------------------------------|---|
| | build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers. | | Harrison Alison Watkins | 14067 MF5-58 |
| 2 | To support people to recover so they can live independently as they are able and maximise people's independence where possible. This will include the development of intermediate care services, reablement, use of assistive technologies and a range of accommodation to enable people to live as independently as possible. | March 2020 | Alison Watkins / Chris Harrison | |
| 3 | Commissioning strategy development which includes, older people, dementia, carers, learning disability, mental health, etc reflecting Welsh Government policy guidance and priorities of the Population Needs Assessment and the Area Plan. | March 2020 | Alison Watkins / Chris Harrison | |
| 4 | To ensure effective and efficient contract management to ensure care & support providers comply with their duty to provide quality, reliable and safe services while securing value for money. | March 2020 | Alun Jones / Alison Watkins | |
| 5 | To develop joint/ integrated commissioning arrangements in response to policy drivers and to support the transformation programme. (ref Commissioning Business case, IPC regional report-commissioning) | March 2020 | Alison Watkins / Chris Harrison | |
| 6 | We will bring together a range of local and regional strategies and initiatives into a single county plan for carers | March 2020 | Alison Watkins / Chris Harrison | Directors Annual Report DARA13 PIMS - 14253 |
| 7 | Increase Direct Payments and use of citizen directed cooperatives at operational, commissioning and contracting levels | March 2020 | Chris Harrison | Directors Annual Report DAR15 13815 |
| 8 | To develop an overarching strategic commissioning document to guide commissioning policy and practice | March 2020 | Chris Harrison | Directors Annual Report DAR16 13816 |
| 9 | Ensure a sufficient range of services to carers is available across the local authority | March 2020 | Alison Watkins / Chris Harrison | 14476 OP/CIW2019 |
| 10 | Ensure carers are aware of available support services | March 2020 | Alison Watkins / Chris Harrison | 14477 OP/CIW2019 |
| 11 | Ensure a consistent consideration of the right to formal advocacy | March 2020 | Alison Watkins / | 14478 OP/CIW2019 |

| | | | | |
|--|--|--|-------------------|--|
| | | | Chris Harrison | |
|--|--|--|-------------------|--|

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Review and Evaluation

Demonstrating the 5 ways of working

| Case studies on the Well-being of Future Generations Act and our Projects | |
|---|--|
| Start Well | Aquatics Programme |
| Live well | ❶ Carmarthen Cycling Strategy |
| | ❷ Affordable Housing |
| Age well | ❸ Financial Exploitation Safeguarding Scheme |
| | ❹ Life Science and Wellness Village |
| | Fulfilled Lives Project |

What others say

The CSSIW have evaluated our services as being generally effective and that:

“ *The local authority continues to benefit from strong leadership across adults and children’s services, with good stability and effective support for its workforce’.* ”

In our evaluation by the CSSIW for the last year they note that we have made:

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

Giving our communities an active offer of language choice in assessment has been a priority and I am pleased that our progress has been recognised by the CSSIW where they judge that

“ *The Welsh Government ‘More than Just Words’ framework for the use of the Welsh language is being implemented effectively, with measures in place to ensure people have access to the services through their language of choice.* ”

Carwyn Young a Senior Officer from Sport Wales says:

“ *The benefits of Sport & Leisure being in the Communities Directorate are clearly apparent with the role that sport, and physical recreation can play to wider agendas being supported.*

There is therefore a real sense of optimism for the future.

”

Listening to staff's views

A staff survey was circulated during September 2017, the theme this year was communication, appraisal and engagement. Office staff were notified via email and hard copies/information distributed to non-office based staff.

There are 1886 staff within the department and the number of responses received were 653. This equates to 35%.

The number of respondents to the survey who have appraisals has increased by 5% from 2016.

Our goal is to ensure that everyone receives an appraisal which will benefit individuals, giving you clarity on performance, goals and support that may be needed. We have improved in the latest survey with over 80% of staff receiving reviews and it is our ambition that all staff will receive an appraisal.

Building on the success and positive feedback from our first Staff Engagement Event held in June 2018. A second Staff Engagement Event was held in the Parc Y Scarlets, Llanelli on the 4th April 2019. A group of approx. 400 non managerial staff were invited to the Event. There were 2 sessions held over a morning and afternoon for a period of 3 hours with a variety of non-managerial/front line staff from each division were in attendance.

The whole event was centred around the focus on staff health and wellbeing and how we all contribute and need to work more closely together in order to achieve this. Our guest speaker Mark Hodder talked about Positive Psychology, the science of happiness at work and home which is all to do with wellbeing and flourishing at work. This included some aspects of body language and emotions on the face and how we can overcome stress by giving people a greater sense of control. He distributed material on psychological safety at work and the sessions were very pictorial and engaging. His session was fully interactive and experiential.

Results Breakdown for Rating the Event

Before staff left the event they were asked to rate the event. Below is a breakdown of the results:

| Staff Engagement Event 2019 | Promoters | Passives | Detractors | Total Number Rated | Net Promoter Score |
|-----------------------------|-------------|------------|------------|--------------------|------------------------|
| Morning | 111 (87.4%) | 15 (11.8%) | 1 (0.79%) | 127 | 87 Excellent |
| Afternoon | 98 (77%) | 25(20%) | 5 (4) | 128 | 93 Excellent |
| The whole event | 209 (82%) | 40 (16%) | 6 (2%) | 255 | 80 Excellent |

Suggestions and Comments

Quote from Mark Hodder

“Life will give us the negative, it’s up to us to us to find the positive.”

Throughout the day staff were asked to note some of the positive and negative challenges from the session.

We looked at the proven ways to deal with negative events and thinking in life. We then move on to creating more positivity and how we can get the most from those moments.



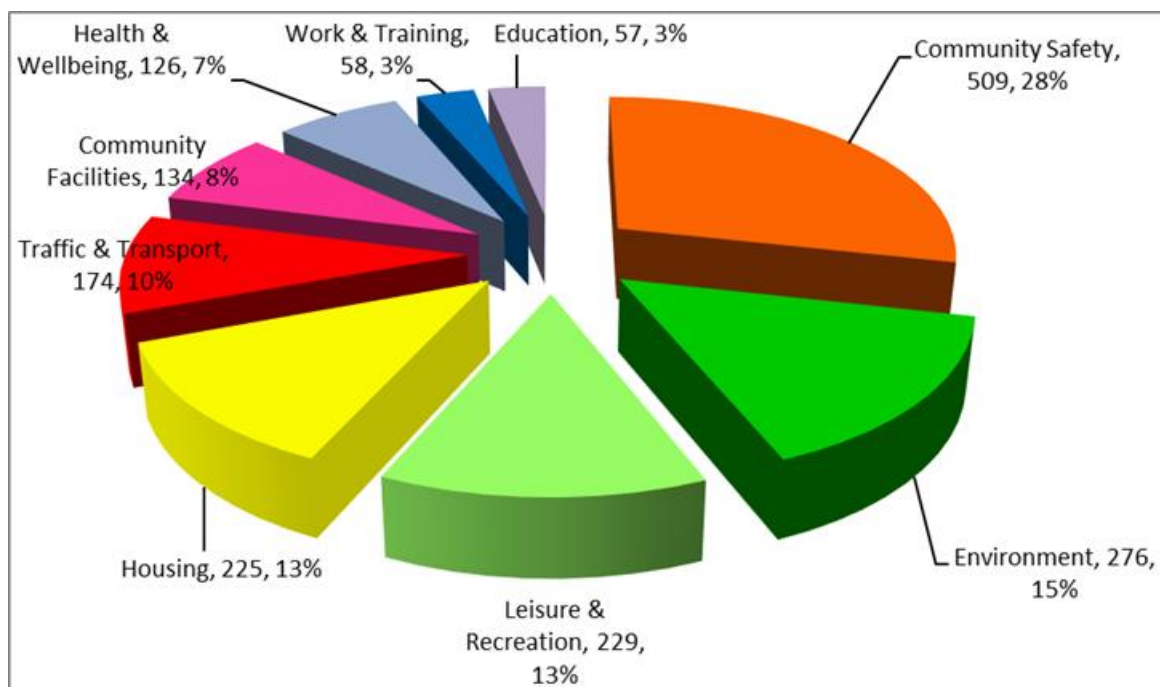
Listening to customers' views

An engagement process provided an opportunity for residents of the Ward of Tyisha to put forward their ideas for how two key housing areas could be regenerated.

Tyisha has the highest population density in Carmarthenshire, and over a quarter of its housing is social rented, in low demand and difficult to let. There is also a high proportion of maisonettes and flats which do not meet the needs of the community.

“Planning for Real” is a nationally recognised community planning process which uses a 3D model to enable residents to put their views forward under a range of Themes and then to go on to work together to identify priorities, and in partnership with local agencies develop an Action Plan for change. Over the summer months a programme of 15 events was organised with a total of 253 participants were recorded.

A total of 1788 individual suggestions were placed on the 3D model. The top 4 Themes:- Community Safety, Environment, Leisure & Recreation, and Housing, representing 69% of the total.



We conducted a Survey of Tenants and Residents (STAR) satisfaction survey. A questionnaire was sent out to 5000 tenants selected at random by mail, e mail, online and text achieving an impressive 29% response rate.

Satisfaction results:-

STAR Resident Satisfaction Survey 2019

About the survey

The survey was carried out between June and July 2019. A sample of 5,000 tenants received paper self-completion, bilingual questionnaires followed by a reminder approximately three weeks later for all those who had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Council's records (1,702), and a text invitation to all mobiles (4,675). In total, 7,312 tenants received at least one type of invitation. A free prize draw added an incentive to encourage tenants to return the questionnaires.

In total, 2,087 tenants took part in the survey, which represented a 29% response rate overall, (error margin +/- 1.5), including a 36% response rate for the core postal sample. A quarter of the total number of responses was collected online (5/3), and 82 surveys were completed in Welsh (4%). Please note that the survey results were weighted by age to ensure that they were representative of the tenant population over the main demographic and geographic characteristics.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results between groups, these are subjected to testing to discover if these differences are statistically significant. This tells us that we can be confident that the differences are real and not likely to be attributable to natural variation or chance.

Services overall

82%

satisfied with the service overall



1. Listen to views
 2. Quality of home
 3. Rent VFM
 4. Repairs service overall were the top key drivers that best predicted overall satisfaction
- Tenants aged under 25 or over 65 were the most satisfied
 - Satisfaction was much lower for 35-54 year-olds
 - Consistent with ARP Research benchmark of 83%
 - No single dominant 'key driver' of satisfaction
 - There were clusters of below average satisfaction in urban wards including in Llanelli and Carmarthen

82% satisfied with the service overall

79% satisfied with the quality of the home

77% satisfied with rent value for money

76% satisfied with service charge value for money

85% satisfied with neighbourhood as a place to live

66% satisfied with the grounds maintenance service

64% felt the Council listened and took their views into account

75% satisfied with repairs and maintenance overall

79% satisfied with the last completed repair

58% satisfied with the way the Council deals with ASB

The Home

79%

satisfied with the quality of the home



- Also consistent with ARP Research benchmark for Councils
- Carmarthen North and Llanelli wards had significantly lower satisfaction
- Tenants living in bungalows and flats were more satisfied than those living in houses
- The lowest ratings were for pre 1965 properties

Neighbourhood Services

85%

satisfied with neighbourhood as a place to live

66%

satisfied with the grounds maintenance service

- Rural areas such as Cynwyl Elfed, St Ishmael and Gorslas had almost unanimous satisfaction
- Satisfaction was significantly lower in urban areas of North and West Carmarthen, eastern Llanelli and Ammanford
- Grounds maintenance satisfaction was on par with other landlords

Value for Money

75%

satisfied with repairs and maintenance overall

79%

satisfied with the last completed repair

- Overall satisfaction consistent with benchmark, but the last completed repair rated a little lower than average
- Although a key driver, not as dominant an issue as it sometimes is for other landlords
- However, overall repairs satisfaction only 61-62% for under 50s

Repairs and Maintenance

77%

satisfied with rent value for money

76%

satisfied with service charge value for money

- In the top quartile for service charge value for money, but the bottom quartile for rent
- Some correlation between the quality of the home and value for money
- 35-49 year-olds have the lowest value for money ratings
- Only 15% supported the idea of linking rent to desirability of the area, support being lowest for younger tenants

Communication

64%

felt the Council listened and took their views into account



- Listening and taking account of tenants views has the strongest key driver of satisfaction
- Satisfaction was in the second quartile
- Satisfaction ten points higher for sheltered tenants 72% of new tenants also felt that they were listened to

Anti-social behaviour

58%

satisfied with the way the Council deals with ASB



- Dealing with ASB was a secondary key driver of satisfaction Broadly in line with ARP Research benchmark
- Satisfaction was lowest for 35-49 year-olds
- Some correlation between ASB satisfaction and rating for the neighbourhood overall

We have consulted with our residents, relatives and staff within care homes in relation to the choice of food offered and have reviewed our choice of menu options as a result.

One of the questions was: Do you have any suggestions on how we can improve the variety, choice, quality, and suitability of food we offer at the Care Home?

Here are some of the responses:

"More variety of menu."

"Soft food, should not only mean mash, scrambled egg and tin tomatoes."

"Milkshakes, snack on fruits"

"On occasions residents say they have eaten enough during the day and a light pudding may suffice eg Jelly and blancmange."

Adult Care Survey Results

Following implementation of the Social Services and Well-being Wales Act, Local Authorities are required to collect information about people who use their Social Care Services via an annual questionnaire.

The survey was conducted between November 2018 and January 2019. Recipients received the questionnaire via post after being randomly selected from our CareFirst system. All recipients had a support plan or were receiving services from the local authority.

The number of responses to the survey was 634. We received 608 surveys in English and 26 responses were received in Welsh.

- 89% felt that they live in a home that best supports their well-being
- 49% answered 'Yes' they could do the things that were important to them.
- 53% felt that they were part of a community.
- 86% were happy with the support they received from family, friends and neighbours.
- 83% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- 79% of people stated they thought they had the right information or advice when needing it.
- 78% of respondents were involved in decisions.
- 93% felt they were treated with dignity and respect.
- 85% were happy with the care and support they had received
- 70% made their own decision to live in the Care Home.

Below are some compliments from Leisure Services:

"The facilities are absolutely brilliant and the staff are incredibly helpful and very committed, too. As an over 60 I pay a very small annual fee which gives me a free lunchtime swim & a good discount on what are already very reasonably priced classes. There are other very good membership deals to suit whatever your circumstances. If I miss a week, I get a lovely email asking me if there is anything they can do to help me back into a routine. Can't fault the service provided."

"I have thoroughly enjoyed going through the NERS scheme and I have carried on going because the people there are very professional, supportive and friendly and I feel thoroughly safe there."

"The staff at reception were and are very helpful, and we're only too happy to help. I had a lot of questions which were all answered. I'm still finding my way round things. The staff at the poolside have been very helpful and can see when I need help and when I politely refuse. I also attend the balance class on a Tuesday morning, where I have found staff easy to talk to about some of the exercises."

Developing and supporting our people. This covers how we recruit, lead, manage, retain, support, communicate and develop our people.

Our Statement of Intent

We want our people to:

- Be professionally well trained and qualified, responsible and accountable for their actions and decisions.
- Be responsive to change and able to challenge and innovate.
- Embrace the culture, values and objectives of the department and the council.
- Have manageable workloads, effective and responsive systems and processes.
- Be empowered to make informed decisions and manage resources.

We believe that an effective service has people that:

- Are valued and respected.
- Are well trained, appropriately supported and competent.
- Have clear roles and responsibilities.
- Maintain manageable workloads.
- Are motivated and committed.
- Communicate and share information and knowledge.
- Are encouraged and supported to make decisions.
- Base their interventions and service improvement on evidence.

To strengthen the engagement within the Department two events have been held with People Managers in order to communicate key messages on our overall performance. Where we are and what our aims are as a Department. Discussions on how Well-being and Sustainability fits within our Department and what the key priorities are for the Department moving forward.

Key themes and feedback has been collated and a Well-Being and Sustainability Plan is being developed which will be embedded within each divisional business plan.

Rate Your Division as an Employer

Following on from the survey and the People Managers Event we asked a question to all staff if they would “Rate Your Division as an Employer” to understand their experience working in the department and Division. Instead of asking hundreds of online survey questions and doing in-depth calculations, we asked one powerful question:

“ *How likely would you be to recommend your division as an employer to someone you know? (rate your division by selecting a number of stars. 1 = Not at all likely and 10 = Extremely likely.* ”



So far we have had over 500 responses. Our aim is to reach 1,000 responses in order to then have a strong benchmark. Once we have reached this our intention is to repeat this exercise every 12 months to provide the core measurement for staff experience and predicts business growth.

Achievements Event

An event was held on the 11th October in the Crochan, Y Ffwrness, Llanelli recognising employees who make a difference in contributing to the health and wellbeing of themselves and others whilst at work. The Communities Departmental Management Team wanted to show appreciation to staff who are passionate, committed, motivational and inspiring to others in creating a positive working environment. Whilst providing excellent services ensuring we are living and working well in Carmarthenshire.



The Department asked staff to nominate colleagues that they thought should be recognised. We received an excellent response, 70 nominations were received in total. There were 5 categories, with 5 staff members receiving recognition within these categories. The achievements were awarded to staff by our motivational speaker Tina Evans, “Human on Wheels” a 32 year old local lady from the Gwendraeth area, who was diagnosed with Friedreich’s Ataxia, a life limiting condition at 16. You can find out more about Tina on her website: <http://humanonwheels.com/>.

Further Areas for Improvement

Performance Management Framework has been produced with the involvement of people from across the department, to give a clear and concise guide to:

- Our key objectives and priorities
- What we believe a good service looks like to us
- Our priorities for delivering a good service
- How we will use performance measures to continually improve

We have developed our approach to managing performance to ensure we balance the relationship between service demands, the allocation of resources and service user satisfaction. We will use measures to ensure we do the right thing and drive continuous improvement. Through this guide Managers and staff are clear about where they fit into this approach.

This approach will ultimately drive improvement and result in improved outcomes for service users. It will be managed through a monthly performance meeting chaired by the Director of Community Services.

Regulatory Recommendations

All recommendations are reported through our Performance & Improvement Monitoring System (PIMS) and are monitored and scrutinised by our audit committee. Below is a list of all the Regulatory Reports within our area of work:-

- ❖ How Local Government manages demand – Homelessness
- ❖ The housing adaptations report looks at whether public bodies, with responsibilities for delivering housing adaptations, have an effective strategic approach that delivers value for money
- ❖ Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities
- ❖ National review of domiciliary care in Wales
- ❖ CIW Inspection of Older Adult Services
- ❖ CIW Letter - areas for improvement
- ❖ Annual Improvement Report
- ❖ The 'front door' to adult social care

Resources

Budget Summary

| Base Budget 2019-2020 | Expenditure | Income | Net |
|---|----------------|----------------|---------------|
| | £k | £k | £k |
| Commissioning | 922 | -19 | 903 |
| Homes & Safer Communities (Council Fund Housing) | 35,891 | -17,359 | 18,532 |
| Integrated Services | 47,308 | -18,408 | 28,900 |
| Leisure | 19,450 | -7,460 | 11,991 |
| Mental Health, Learning Disability and Safeguarding | 49,329 | -14,182 | 35,148 |
| Regional Partnership | 1,083 | -810 | 273 |
| Total | 153,985 | -58,238 | 95,747 |

Savings and Efficiencies

| Savings and Efficiencies | 2019-2020 £k | | 2020-2021 £k | |
|---|-----------------|--------|-----------------|--------|
| | Managerial | Policy | Managerial | Policy |
| Commissioning | | | | |
| Integrated Services | | | | |
| Leisure | | | | |
| Mental Health, Learning Disability and Safeguarding | | | | |
| Regional Partnership | | | | |
| Total | | | | |

Workforce Planning

① [Workforce Planning Toolkit](#) and [Divisional Profile](#) to help complete this section

Our aim is to identify learning & development activities that are more focused to make sure that staff's knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan. The priority levels in respect of workforce planning and development within our services are:

- Ensure workers receive all the necessary training in relation to the new Social Services and Well-being (Wales) Act 2014, and 'Signs of Safety' model of working. Impact of the implementation of the Social Services and Well-being (Wales) Act (SSWBA), along with 'Signs of Safety'. Training needed to equip staff for these changes.
- Ensure workers are equipped to meet our legal requirements to ensure adults are safeguarded and reduce risk

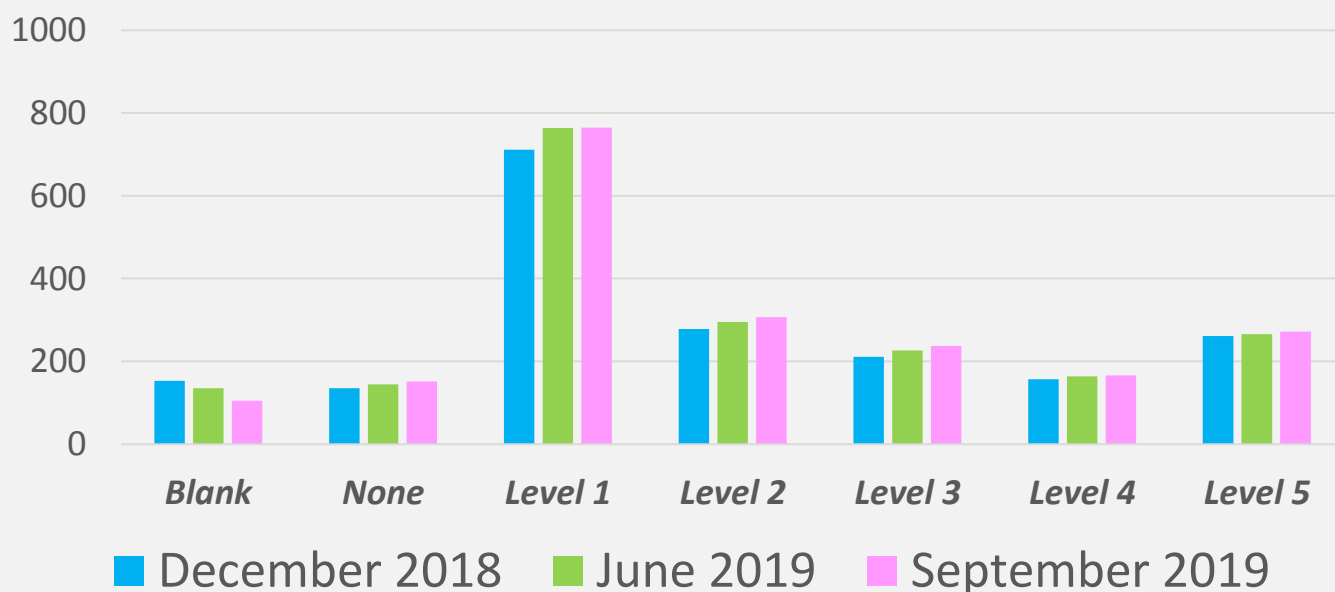
- Ensure we are able to maintain existing services and to meet the future needs of the service as identified in our business plan
- Enable individual members of staff the opportunity for development
- Enable managers to gain skills in mentoring and coaching
- Ensure workers are equipped in the use of IT and recording electronically
- Encourage the development of IT skills within our workforce to ensure we can utilise current technology and software to improve our efficiency and our customer experience
- A new requirement feedback (as part of the SSWBA) for LA's to send out annual questionnaires to all with a care and support plan as at 1st September each year (commencing Sept 2016) to obtain service user feedback which will be used to measure performance. Additional work involved in achieving this, along with revising forms and procedures to ensure they are compliant with the SSWBA.

A Departmental Workforce Plan is being drafted by the Departmental Management Team with support from HR staff.

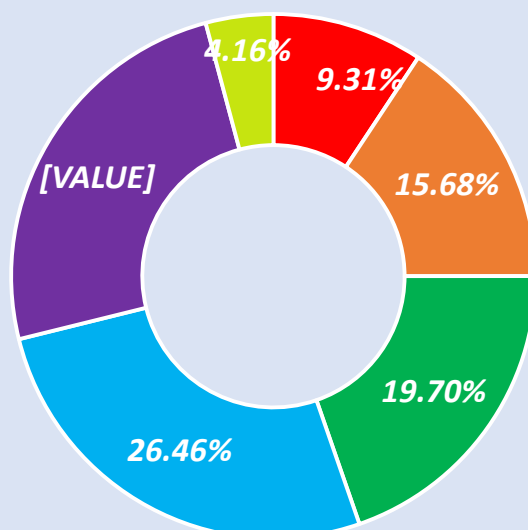
As noted above, our aim is to identify learning & development activities that are more focused to make sure that staff's knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan.

Communities Department Welsh Language Levels



Percentage of age profile for our Department for Communities workforce



■ 17-25 years old
 ■ 25-35 years old
 ■ 35-45 years old
■ 45-55 years old
 ■ 55-65 years old
 ■ 65+ years old

Business Cycle

| Action | By When |
|---|---------------|
| Draft Department Plans 2019/20 – 21/22 to accompany draft budgets to Scrutiny. As a Council we need to integrate Strategic and Financial Planning, part of this is ensuring that draft budgets and business plans are considered at the same time. | December 2018 |
| Refresh of Corporate Strategy Action Plans | December |
| 2019/20 Divisional Plans | April |
| 2019/20 Divisional Plan challenge programme with Executive Board Members | June |

Decision Making

The following structure outlines Leadership and Governance for the Department for Communities and how we operate within the Council's decision making process. All major decisions and policies are made by the County Council.

| | |
|--|---|
| Carmarthenshire County Council | 74 elected members. |
| Executive Board | 10 elected members, the Council's cabinet. Chaired by the leader, Cllr E. Dole |
| Our Executive Board members | Social Care & Health - Cllr Jane Tremlett (Independent) Public Protection – Cllr Philip Hughes (Independent) Culture, Sport and Tourism – Cllr Peter Hughes-Griffiths (Plaid Cymru) Housing – Cllr Linda Evans (Plaid Cymru) |
| Scrutiny Committees | The decisions that we make are also scrutinised by elected members. We have the following scrutiny committees: |
| Corporate Management Team (CMT) | Chaired by the Chief Executive and includes the Assistant Chief Executives and Directors |
| Departmental Management Team (DMT) | Communities Department, Chaired by the Director |
| Senior Management Service and Performance Meetings | Chaired by the Head of Services |
| Team Meetings | Each team within the division has team meetings which feed into the decision making process. Managers update their teams with decisions made through a combination of group meetings and individual 1-2-1's/supervision. |

Key Departmental Measures

Leisure Services

| Definition / Measure Reference (abbreviated definition is fine) | | 2017/2018 | 2018/19 All Wales Comparative data | | | | 2019/20 | | 2020/21 | Cost Measure (£) |
|--|--|------------|---------------------------------------|--------------------|--------------|---------------------|------------|-------------------------|---------------------|------------------|
| | | Our Result | Our Result | Quartile * to **** | Welsh Median | Welsh Best Quartile | Target set | Result (when available) | Target set (at EOY) | |
| LCL/001 | The number of visits to Public Libraries during the year, per 1,000 population | 7689 | 8151 | **** | 4666 | 5422 | 7727 | 3838 | | |
| PAM/017 | The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population | 8522 | 8401 | *** | 9094 | 10190 | 8707 | | | |
| PAM/040 | Percentage of Quality Indicators (with targets) achieved by the library service | New | 97.5 | | | | 97.5 | | | |
| PAM/041 | The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme | 45.6 | 55.1 | | | | 50.0 | 56.7 | | |
| PAM/042 | Percentage of NERS clients whose health had improved on completion of the exercise programme | New | | | | | New | | | |

Homes and Safer Communities

| Definition / Measure Reference (abbreviated definition is fine) | | 2017/2018 | 2018/19 All Wales Comparative data | | | | 2019/20 | | 2020/21 | Cost Measure (£) Welsh Median |
|--|---|------------|---------------------------------------|--------------------|--------------|---------------------|------------|-------------------------|---------------------|----------------------------------|
| | | Our Result | Our Result | Quartile * to **** | Welsh Median | Welsh Best Quartile | Target Set | Result (when available) | Target set (at EOY) | |
| PAM/012 | Percentage of households successfully prevented from becoming homeless | 65.1 | 59.5 | ** | 64.8 | 71.2 | 62.0 | 41.0 | | |
| PAM/013 | Percentage of empty private properties brought back into use | 6.90 | 7.40 | **** | 4.14 | 7.40 | 7.46 | 3.63 | | |
| PAM/015 | The average number of calendar days taken to deliver a Disabled Facilities Grant | 161 | 157 | **** | 213 | 189 | 155 | 169 | | |
| PAM/023 | The percentage of food establishments which are 'broadly compliant' with food hygiene standards | 97.91 | 95.77 | **** | 95.49 | 96.96 | 93.00 | | | |
| PAM/036 | Number of additional affordable housing units delivered per 10,000 | New | 15.4 | | | | 10.5 | | | |

| Definition / Measure Reference (abbreviated definition is fine) | | 2017/2018 | 2018/19 | | | | 2019/20 | | 2020/21 | Cost Measure (£) Welsh Median |
|--|---|------------|------------|----------------------------|--------------|---------------------|------------|-------------------------|---------------------|-------------------------------------|
| | | | | All Wales Comparative data | | | | | | |
| | | Our Result | Our Result | Quartile * to **** | Welsh Median | Welsh Best Quartile | Target Set | Result (when available) | Target set (at EOY) | |
| | households | | | | | | | | | |
| PAM/038 | Percentage of homes that meet the Welsh Housing Quality Standard (WHQS) | New | 100.0 | | | | 100.0 | | | |

Integrated Services (Older Persons & Physical Disabilities) Services

| Definition / Measure Reference (abbreviated definition is fine) | | 2017/2018 | 2018/19 | | | | 2019/20 | | 2020/21 | Cost Measure (£) Welsh Median |
|--|---|------------|------------|----------------------------|--------------|---------------------|------------|-------------------------|---------------------|---|
| | | | | All Wales Comparative data | | | | | | |
| | | Our Result | Our Result | Quartile * to **** | Welsh Median | Welsh Best Quartile | Target Set | Result (when available) | Target set (at EOY) | |
| | | | | | | | | | | |
| PAM/024 | Percentage of adults satisfied with their care and support | 86.8 | 84.6 | | | | N/A | | | |
| PAM/025 | Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ | 2.50 | 4.21 | | | 3.32 | 2.90 | 3.45 | | |
| PAM/026 | Percentage of carers that feel supported | 69.0 | 64.4 | | | | N/A | | | |

Local Government Performance 2018-19

Annual bulletin on local authority performance. This bulletin contains information on a range of local authority services. The data highlights the overall level and range of performance across Wales. The full data set is available on our website.

<http://www.dataunitwales.gov.uk/local-authority-performance-2016-17>

There is an interactive tool which allows the public, councillors, officers and partners to easily compare councils' performance across Wales and over time. ["MyLocalCouncil"](http://www.myllocalcouncil.info) (www.myllocalcouncil.info)

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 nd | 21 st | 20 th | 19 th | 18 th | 17 th | 16 th | 15 th | 14 th | 13 th | 12 th | 11 th | 10 th | 9 th | 8 th | 7 th | 6 th | 5 th | 4 th | 3 rd | 2 nd | 1 st | | | |
|--|---|--|---|---|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------|--|--|
| | 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 | | | | | | | | | | | | |
| WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of households successfully prevented from becoming homeless (PAM/012) | 59.5 | ↓ | ★★ | 48.9 | | | | | | | | | | | | | | | | | | | | | | 82.4 | | |
| WBO7 - Increase the availability of rented and affordable homes | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % Private sector dwellings returned to occupation (PAM/013) | 7.40 | ↑ | ★★★★ | 0.57 | | | | | | | | | | | | | | | | Same | | | | | | 14.07 | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of additional affordable housing units delivered per 10,000 households (PAM/036) | 15.4 | ↑ | Due November 2019 | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of homes that meet the Welsh Housing Quality Standard (WHQS) (PAM/038) | 100.00 | ↔ | Due November 2019 | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of rent lost due to properties being empty (PAM/039) | 2.9 | ↓ | ★ | Comparative data only available for 10 authorities. | | | | | | | | | | | | | | | | | | | | | | | | |
| WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity) | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of Quality Indicators (with targets) achieved by the library service (PAM/040) | 97.5 | ↑ | Due November 2019 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Visits to Sport & Leisure facilities per 1000 population (PAM/017) | 8,401 | ↓ | ★★ | 5201 | | | | | | | | | | | | | | | | | | | | | | 13340 | | |
| % of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041) | 55.1 | ↑ | Due December 2019 | | | | | | | | | | | | | | | | | | | | | | | | | |

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 nd | 21 st | 20 th | 19 th | 18 th | 17 th | 16 th | 15 th | 14 th | 13 th | 12 th | 11 th | 10 th | 9 th | 8 th | 7 th | 6 th | 5 th | 4 th | 3 rd | 2 nd | 1 st | | |
|--|---|---|--|---|---|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|--|--|
| | | 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  | | | | | | | | | | | |
| WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity) | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | |
| WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | ↓ | Not applicable | No comparative data published for this measure | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | Percentage of adults satisfied with their care and support (PAM/024) | 84.6 | ↓ | Not applicable | No comparative data published for this measure | | | | | | | | | | | | | | | | | | | | | | | |
| 23 | Percentage of carers that feel supported (PAM/026) | 64.4 | ↓ | Not applicable | No comparative data published for this measure | | | | | | | | | | | | | | | | | | | | | | | |
| 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> . | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

- WG Quantative Performance Date Returns
- WG Aggregate Data Collection Returns
- WG Qualitative Performance Measures
- WG SSDA 900 - Physical Disability Register
- WG SSDA 901 - Learning Disability Register
- WG Adult Safeguarding Return
- CSSIW DoLs Return
- Local Authority Enforcement Monitoring System (LAEMS)
- Noise Return
- Drinking Water Inspectorate
- Licensing Return
- National Fraud Initiative
- Housing Assistance/Housing Grants
- Housing Standards
- Section 70 Return
- Dogs Trust
- Homeless Return
- Rent Agreement SAP
- Rough sleepers
- Stock Rent
- WHQS Part 1
- WHQS Part 2
- Rent Income Excellence Network
- HQN
- Rents, HB, DD, Former/Current Arrears
- Carmarthenshire County Council Corporate Strategy 2018 – 2023
- The Well-being of Future Generations (Wales) Act
- Housing (Wales) Act 2014
- The Social Services and Well-being Act (2014)
- West Wales Area Plan 2018-2023
- The Parliamentary Review
- A Healthier West Wales
- Welsh Language Standards under s 44 Welsh Language (Wales) measure 2011
- Freedom of Information Act 2000 (FOIA)
- Data Protection Act
- Equalities Act 2010
- Disability Acts
- Employment and Employee Acts
- Health & Safety at Work Act 1974 and subsequent respective legislation
- Environmental Protection Act 1990
- Clean Neighbourhood Act & Environment Act 2005
- Anti-Social Behaviour (Crime and Policing) Act 2014
- Police & Crime Act 2009
- One Wales Connecting the Nation, The Wales Transport Strategy
- Swansea Bay City Region Economic Development Strategy
- EU revised Waste Framework Directive 2008/98/EC
- Towards Zero Waste (WG's overarching waste strategy document).
- Ageing Well in Wales Plan
- Divisional Business Plans
- Air Quality Management Areas (AQMAs)

Appendix 1

Well-being of Future Generations Act 2015

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

A. The Sustainable Development Principle of the Act

The new law states that 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. The Five Ways of Working required by the Act

To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:-

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



As a public body subject to the Act we had to publish Well-being Objectives by the 31st March 2017

Appendix 2 Councils Well-being Objectives

How Services' join-up' in Carmarthenshire to deliver Well-being Objectives

| | | Well-being Objectives | | | | | | | | | | | | | | |
|-----------------------------------|----------------------------|-----------------------|--------------|----------|------|---------------|------|--------------|----------------|------------------|--------------|----------|-------------|-------------------|----------------------|-----------|
| | | Start Well | | | | Live Well | | | | | Age Well | | Environment | | BBC | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| Department | Head of Service | Best Start | Healthy Kids | Learning | NEET | Anti -Poverty | Jobs | Afford Homes | Healthy Adults | Good Connections | Independence | Age Well | Environment | Highways & Transp | Welsh Lang & Culture | BBBC+MBUR |
| Chief Executives | Linda Rees Jones | | | | | | | | | | | | | | | ✓ |
| | Paul Thomas | | | | | | ✓ | | | | | | | | | ✓ |
| | Noelwyn Daniel | | | | | | | | | ✓ | | | | ✓ | | ✓ |
| | Regeneration Wendy Walters | | | | | ✓ | ✓ | ✓ | | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Corporate Services | Randal Hemmingway | | | | | | | | | | | | | | | ✓ |
| | Helen Pugh | | | | | ✓ | ✓ | | | | | | | | | ✓ |
| Community | Avril Bracey | | | | ✓ | | | | ✓ | ✓ | ✓ | ✓ | | | | |
| | Chris Harrison | | | | | | | | | | ✓ | ✓ | | | | |
| | Neil Edwards | | | | | | | | ✓ | ✓ | ✓ | ✓ | | | | |
| | Jonathan Morgan | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | |
| | Ian Jones | | ✓ | | | | | | ✓ | | | | | ✓ | ✓ | |
| Education and Children's Services | Andi Morgan | ✓ | ✓ | ✓ | ✓ | ✓ | | | | ✓ | | ✓ | | | ✓ | |
| | Simon Davies | ✓ | ✓ | ✓ | | | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | |
| | Aeron Rees | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | ✓ | | | ✓ | |
| | Steffan Smith | ✓ | ✓ | ✓ | ✓ | ✓ | | | | ✓ | | ✓ | | | | |
| Environment | Jonathan Fearn | | | ✓ | | | ✓ | ✓ | ✓ | | | ✓ | | | | ✓ |
| | Llinos Quelch | | ✓ | | | | ✓ | ✓ | ✓ | | | ✓ | ✓ | | | |
| | Stephen Pilliner | ✓ | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| | Ainsley Williams | | ✓ | | | | | | | | | ✓ | ✓ | | | |

Key



= Lead Role



= Supporting

Page 161

Appendix 3 - 5 Ways of Working

| Which of the 5 Ways of working have we met? | | Strong Partial None | How much work do we still need to do to meet these ways of working? |
|---|--|---------------------------|---|
| A | Looking at the long term so that we do not compromise the ability of future generations to meet their own needs | Partial | <ul style="list-style-type: none"> To manage the health and wellbeing of the population of Carmarthenshire's Localities and maintain the independence of our older adult population for as long as possible, integrated community services provide a wide range of services and interventions across the three 'offer' areas. We want Carmarthenshire to be a place that is the most active and healthy in the UK by getting More people, More active, More often. Leisure Services aims to deliver 6 key Outcomes for residents and visitors to the County: <ul style="list-style-type: none"> - Outcome 1: Supporting independence - Outcome 2: Keeping Safe - Outcome 3: Improving Health & Well Being - Outcome 4: Information, Advice and Signposting - Outcome 5: People achieve their potential (Workforce and users) - Outcome 6: Well Managed, sustainable, efficient services that contribute to a prosperous economy Providing homes suitable to individual needs. Meeting current and future needs. We are building what we need. Creating jobs, training and opportunities and boosting the economy. Our new assessment process focuses on the five elements of assessment, one of which considers the strengths and assets of the person, their support network and community to meet their own needs, thus preventing people becoming too reliant on statutory services. In addition, we are developing sustainable communities, including spice time credits and social prescription services. |
| B | Understanding the root causes of the issues to prevent them reoccurring | Partial | <ul style="list-style-type: none"> Developing a new Homeless Strategy will help to shape and develop services for people who are homeless, threatened with homeless, and those in need of housing advice to prevent Homelessness. Population needs assessment has been completed which has looked at the needs of those with care and support and carers with support and to consider preventative services to reduce and delay the development of care and support needs. The next stage over the next 12 months is to produce a regional area plan to develop further preventative services to reduce and delay the development of care and support |

| | | | |
|---|---|--------|---|
| | | | <p>needs.</p> <ul style="list-style-type: none"> • The Swansea Bay Economic Regeneration Strategy and the City Deal 2016-2035 have examined some of the fundamental issues that need to be addressed to ensure economic success in the future. • Our Wellbeing of Future Generations assessment work will help us identify some of the main areas of concern. |
| C | Taking an integrated approach so that we look at all well- being goals and objectives of other services and partners | Strong | <ul style="list-style-type: none"> • A CSSIW inspection (July 2016) recognised - Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partner's completion of Joint Assessment Frameworks. • Public Services Board • Wales Audit Report • The County has an integrated Community Health & Social Care Service 'infrastructure'. This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. • The local authority has set up a regional partnership board made up of three local authorities, and the health board amongst others. The strategic priorities of the board are: <ul style="list-style-type: none"> - Information, Advice and Assistance - Integration of mental health and learning disabilities - Integrated systems (WCCIS) - Pooled budget arrangements - Integrated commissioning arrangements |
| D | Collaboration - Working with others in a collaborative way to find shared sustainable solutions | Strong | <p>'Wellness and Life Science Village' at Delta Lakes, Llanelli. To enable the Project to achieve its aim a number of core stakeholders have come together to work with Carmarthenshire County Council to maximise joint benefits:</p> <p>Central to the development will be the creation of a Wellness Hub and Community Health Hub. The Wellness Hub will incorporate state of the art leisure and recreation facilities and will provide a welcome point for visitors to the village. The Community Health Hub will comprise business development, research, education and training and community healthcare. In addition to these elements, the proposals also include rehabilitation facilities, Assisted Living accommodation, care facilities and a Wellness Hotel.</p> <ul style="list-style-type: none"> • The Well-being of Future Generations (Wales) Act 2015 establishes a statutory board, known as a Public Service Board (PSB), in each local authority area in Wales. • The local authority is part of the regional safeguarding board which is made up four local authorities, two health boards and one police |

| | | | |
|---|--|---------|---|
| | | | <p>force amongst others. The board is developing collaborative approaches to safeguarding arrangements, including but not limited to working jointly on safeguarding enquiries and setting threshold on when matters are reported to the safeguarding team within the Authority.</p> <ul style="list-style-type: none"> • The West Wales Care Partnership was established under the Social Services and Wellbeing (Wales) Act, and the Partnership brings together Carmarthenshire, Ceredigion and Pembrokeshire County Councils, Hywel Dda University Health Board, colleagues from the third and independent sectors and service users and carers with a remit to transform care and support in the region and increase the pace of integration. • Part 9 of the Act required the creation of new Regional Partnership Boards (RPBs) with specific duties to promote the integration of care and support services. The RPBs cover the areas of each of the seven Local Health Boards in Wales. • The RPB has identified 5 strategic priorities and 'pace setter' agencies which will lead on implementation for the region. These are as follows: <ul style="list-style-type: none"> - Integrated commissioning (focusing on older adults services): (Pace setter: Pembrokeshire County Council) - Pooled funds: (Pace setter: Carmarthenshire County Council) - Remodelling mental health and learning disability services: (Pace setter: Hywel Dda University Health Board) - Information, Advice and Assistance: (Pace setter: Pembrokeshire County Council) - Implementation of the Welsh Community Care Information System (WCCIS) (Pace setter: Ceredigion County Council) |
| E | Involvement a diversity of population in decisions that affect them | Partial | <ul style="list-style-type: none"> • There is service user representation on both the regional safeguarding board and the regional partnership board. One of the focus for this year will be the development of a citizen panel who can input into changes in practice and process. • Our Well-being Assessment consultation had over 2,500 responses for Carmarthenshire residents. • Continuing a wide scale of consultation with our service users, staff, stakeholders, parents/carers and with the people of Carmarthenshire to meet the current and future needs to make Carmarthenshire a happy, safer, healthier place to live. |

COMMUNITY SCRUTINY COMMITTEE

16th January 2020

Chief Executive's Departmental Business Plan 2020/2023

(**Extract** relevant to the Community Scrutiny remit)

Purpose:

To give members an opportunity to review the Department's business plan.

To consider and comment on the following issues:

Elements of the business plan relating to:-

Regeneration

Reasons:

- The integration of financial and business planning.

(This was also a proposal for improvement by Wales Audit Office)

To be referred to the Executive Board / Council for decision: **NO**

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr. Emlyn Dole (Leader) and Cllr David Jenkins

Directorate:
Chief Executive's

Report Author:
Jason Jones

Designations:

Head of Regeneration

Tel Nos. 010267225936

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Community Scrutiny Committee

16th January 2020

Subject and Purpose

Chief Executive's Departmental Business Plan 2020/2022 (Extracts relevant to Community Scrutiny remit)

To give members an opportunity to review the Department's business plan.

BRIEF SUMMARY OF PURPOSE OF REPORT.

The attached is an extract from the full Chief Executive's Department Business Plan which is relevant to the Community Scrutiny's remit. It identifies the elements of the business plan relating to the **Regeneration** Division.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :
Signed: Jason Jones (Head of Regeneration)

| | | | | | | |
|---|------------|------------|------------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| YES | YES | YES | YES | YES | YES | YES |

1. Policy, Crime & Disorder and Equalities

The Well-being Future Generations Act (2015) requires that functions of the council should maximise their contributions the Well-being Objectives set by the Council.

2. Legal - See 1. above

3. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives.

4. ICT

The Digital Transformation Strategy sets out the Council's strategic digital priorities and aspirations and outlines what we plan to do to achieve our vision for a Digital Carmarthenshire

5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined

6. Staffing Implication

See Workforce Planning section of the Business Plan (Section 4)

7. Physical Assets

See resources section of each Business Plan (Section 4)

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jason Jones - Head of Regeneration

1. Local Member(s) - None

2. Community / Town Council - None

3. Relevant Partners - None

4. Staff Side Representatives and other Organisations - None

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

| Title of Document | Locations that the papers are available for public inspection |
|---|---|
| Well-being of Future Generations Act | Well-being of Future Generations (Wales) Act 2015 |
| Corporate Strategy 2018-2023 (Incorporating Carmarthenshire's Well-being Objectives and Improvement Objectives) | Corporate Strategy 2018-2023 |

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Chief Executive's Department

Draft Departmental Business Plan 2020 – 2023

Extract for Community Scrutiny



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

December 2019

The Sustainable Development Principle

The Well-being of Future Generations (Wales) Act 2015 states that, 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.’

To show that we have applied the sustainable development principle we must demonstrate.....

The 5 Ways of Working (see Appendix 1)



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The Purpose of this Plan

This Departmental Business Plan has been produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.

Executive Board Member/s Foreword

We are satisfied that this Business Plan provides us with a view of the Department's performance during the past year and its plans for future years. We also feel that delivery of the outcomes contained in this Business Plan will ensure that we are making progress on the commitments we have made in our 5 Year Plan – *'Moving Forward in Carmarthenshire'* which has been incorporated in the *Corporate Strategy* and meets our obligations under the *Well-being of Future Generations Act*.

Executive Board Members Responsible:



Cllr Emlyn Dole – Economic Development – Swansea Bay City Deal, Marketing & Media, Public Services Board

.....



Cllr David Jenkins - Property/Asset Management and Major Projects, Statutory Services (Coroners, Registrars, Electoral, Lord Lieutenancy), Customer Services, Armed Forces

.....

1. Departmental Overview

Introduction by Wendy Walters - Chief Executive

In January 2018, Carmarthenshire County Council's Executive Board presented its key aspirations for the next 5 years – '[Moving Forward in Carmarthenshire: the next 5 years](#)'. This plan identified a number of key projects and programmes that the Council will strive to deliver over the next five years. It seeks to continuously improve economic, environmental, social and cultural well-being in the County. Given this direction, the Council published a [Corporate Strategy](#) that consolidated and aligned our existing plans

This Departmental Business Plan shows how my Department will play its role in delivering the *Corporate Strategy*. In particular:-

- *Creating more jobs and growth throughout the County:*
- *Tackling poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty*
- *Promoting the Welsh Language and Tourism*
- *Building a Better Council*

Regeneration is the Council's number one priority. The Swansea Bay City Deal provides a once in a generation opportunity to significantly enhance prosperity in the County. Alongside this significant programme, the Council will also undertake a number of county based developments with a focus on rural areas and market towns. The Council is also very aware of the role it plays as a community leader and will commit to developing effective partnerships and ensure engagement with a range of stakeholders who are working for the good of Carmarthenshire. We aim to build an even better Council that serves the residents of the County to the best of its ability.

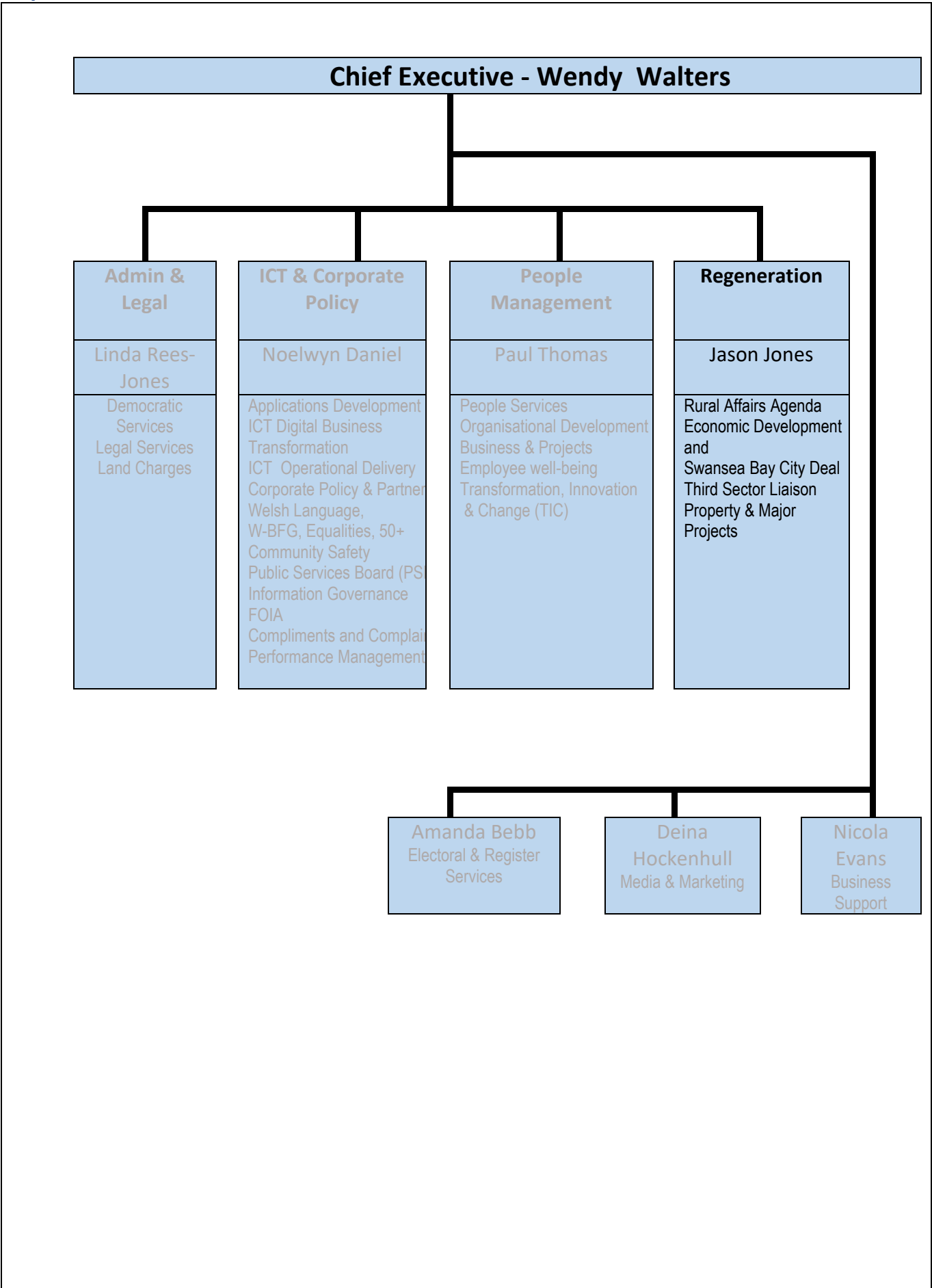
My Department will lead on the delivery of the expectations of the Well-being of Future Generations Act 2015, in particular the expectations it has for core activities such as Corporate Planning, Performance Management and Workforce Planning. We will also develop the application of the 5 Ways of Working required by the Act:-

1. *Long Term*
2. *Prevention*
3. *Integration*
4. *Collaboration*
5. *Involvement*



Wendy Walters - Chief Executive

Department Structure



2. Strategic Context

2.1 National Well-being Goals

For the first time in Wales, the Well-being of Future Generations (Wales) Act 2015, provides a shared vision for all public bodies to work towards. See **Appendix 1** for an ABC guide to the Act. Our well-being objectives, which are incorporated in our Corporate Strategy, are designed to maximise our contribution to the shared national goals.

2.2 The Council's Corporate Strategy 2018-23 (incorporating Our Well-being Objectives 2019/20)

In particular the Department supports the following Well-being Objectives:-

| Well- Being Objective | Jason Jones | Linda Rees-Jones | Noelwyn Daniel | Paul R Thomas |
|--|-------------|------------------|----------------|---------------|
| Start Well | | | | |
| 1. Help to give every child the best start in life and improve their early life experiences | | | | |
| 2. Help children live healthy lifestyles | | | | |
| 3. Continue to improve learner attainment for all | | | | |
| 4. Reduce 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, helping people into work and 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 and obesity) | | | | |
| 9. Supporting good connections with friends, family and safer communities | | | ✓ | |
| Age Well | | | | |
| 10. Support the growing numbers of older people to maintain dignity and independence in their later years | | | | |
| 11. A Council wide approach to supporting Ageing Well in Carmarthenshire | | | ✓ | |
| In a Healthy and Safe Environment | | | | |
| 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 | | | ✓ | ✓ |
| In addition a Corporate Objective | | | | |
| 15. Better Governance and Use of Resources | | ✓ | ✓ | ✓ |

2.3 The County of Carmarthenshire Well-being Plan - The Carmarthenshire We Want (2018-23)

How is the Department contributing to the Public Sector Board's Well-being Plan?

The Well-being Objectives of the Carmarthenshire PSB are not intended to address the core services and provision of the individual partners, rather they are to enhance and add value through collective action. The statutory partners of the PSB (Council, Health Board, Fire & Rescue Service and Natural Resources Wales) each have to publish their own Well-being Objectives. [See PSB Progress Reports](#)

Healthy Habits: people have a good quality of life, and make healthy choices about their lives and environment

- We have continued to fully support staff to maintain a healthy life style, including proactive and preventative actions and education to raise awareness on key health topics and, where necessary, ensuring the careful management of staff sickness absences in the interest of the staff and the provision of services

Early Intervention: to make sure that people have the right help at the right time; as and when they need it

- 50 volunteer Wellbeing Champions have recently been trained and will now be working to encourage and motivate their colleagues in the divisions, developing clubs, teams, activities and corporate messages which improve mental and physical health & wellbeing
- We have supported Managers to better manage mental health issues in the workplace by rolling out a new development programme and signing up to the Time to Change pledge
- The Wellness Village project has taken a major step forward this year with the release of outline planning consent in August 2019 and progression of design development work for zone 1 to RIBA Stage 3.

Strong Connections: strongly connected people, places and organisations that are able to adapt to change

- We will increase the confidence of Welsh speakers and therefore the use of the Language in every sphere of life, and encourage and Support the county's organisations to make the Welsh Language an increasingly natural medium for their Services. MF5-8
- A proposed "Digital Connectivity Action Plan for Carmarthenshire" has been drafted and we have worked with Welsh Government, Openreach, Mobile providers and other relevant stakeholders to inform the proposed Action Plan. We are also leading on behalf of Carmarthenshire on the Swansea Bay City Deal Digital Infrastructure project, ensuring the needs of the County are at the forefront of plans for the regions Digital Connectivity
- Successfully maximised opportunities for our communities to create jobs and growth (Afror and Leader)

Prosperous People and Places: to maximise opportunities for people and places in both urban and rural parts of our county

- We have supported engagement with the residents and stakeholders of the Tyisha ward to enable the development of a Community Regeneration Masterplan for the ward
- We have published the Council's Moving Rural Carmarthenshire Forward report and recommendations
- Successful launch of the new Rural Regeneration Strategy and establishment of the 10 Towns initiative.

2.4 Department Specific Acts/Strategies

| Department Specific Act/Strategy | Subject to Annual Report? | |
|--|---------------------------|-----------------------------|
| | Yes/No | *Possible to address FG Law |
| <i>Future Generations Compliant?</i> | | |
| The County of Carmarthenshire's Well-being Plan 2018-2023 | Yes | |
| Moving Forward in Carmarthenshire: the next 5 -years | Yes | |
| The Digital Technology Strategy | Yes | |
| The Digital Transformation Strategy | Yes | |
| The Digital Schools Strategy | Yes | |
| Corporate Strategy | Yes | |
| Annual Report | Yes | |
| <i>Pre Future Generations Compliant</i> | | |
| Strategic Regeneration Master Plan 2015-30 – Transformations | | |
| <i>'Our People' / 'Ein Pobol'</i> | | |
| General Data Protection Regulation Act | | |
| Welsh Language Standards under s44 Welsh Language (Wales) measure 2011 | | |
| Equality Act 2010 | | |
| Freedom of Information Act 2000 (FOIA) | | |

*NOTE: When Strategies/Plans are refreshed or Annual Reports are published you should address the FG Act/5WOW requirements so that they are compliant with the Act.

3. Summary Divisional Plan

Regeneration Summary Divisional Plan - Jason Jones

Divisional Profile

This Division seeks to address the needs of the economy and communities within Carmarthenshire and delivery of jobs and growth is the one of the key priorities. The division contributes to the delivery of the policies and strategies for the Swansea Bay City Region Deal, which includes the Life Science and Wellness Village planned for Delta Lakes. The service is also delivering our strategic Regeneration Plan for Carmarthenshire and its key transformational projects. The Division also delivers the management of land assets of the Council, taking a strategic commercial view to ensure the portfolio is managed to meet the Council's economic development needs. Within this remit the Strategic Asset Management team handles the preparation and implementation of a strategic approach to the Council's corporate asset objectives and management of the property resources. The division is also responsible for the Council's Geographic Information Service (GIS) which provides an effective Geographical Information Systems and Gazetteers service which gives accurate and timely information for key service users and systems.

Major Current Strengths/highlights for the year so far

- Successfully maximised opportunities for our communities to create jobs and growth (Afror and Leader)
- Successful launch of the new Rural Regeneration Strategy and establishment of the 10 Towns initiative.
- Grant Support for SMEs: CREF -15 projects fully completed and open for business resulting in a total investment to date into the rural economy of £3.58m with a view to creating 122 jobs over the next three years. TCPDF: 7 projects that will result in a total investment into the Carmarthenshire economy of £5.41m with the potential to accommodate 192.5 jobs.
- External funding secured for key strategic developments in Llanelli town centre and for the redevelopment of Llandeilo Market hall.
- The Wellness Village project has taken a major step forward this year with the release of outline planning consent in August 2019 and progression of design development work for zone 1 to RIBA Stage 3.
- The Regional Skills and Learning Partnership (RLSP), led by Economic Development, launched the Regional Employment & Skills Plan for South West & Mid Wales.
- Carmarthen Market Hall was named the best market in Wales by Slow Food Cymru.
- The GIS team achieved a Gold Exemplar award (2019) for the quality of data produced and held.
- Facilitated redevelopment of Grade I Listed Guildhall in Carmarthen town centre, bringing ground floor back into use as a café bar and retaining the historic first floor courtroom in its original condition.
- Negotiate lease terms with for the previously underutilised Discovery Centre, North Dock, Llanelli to facilitate redevelopment resulting in an improved quality and diversity of offer, attracting visitors from further afield.
- Negotiated the sale of Parc Amanwy administrative building in Ammanford and subsequent purchase of larger adjacent Ty Parcyrhun, enabling 113 members of staff to relocate into an environment that is far more conducive to agile working environment.

Key Areas for Improvement

(including Regulatory Report (WAO/FG), Member T&F, TIC and Consultation Findings; addressing bottom quartile results, etc.)

Councils do more to develop community resilience and self-help (*Regulatory Recommendation WAO/NR59 PIMS ref 14406*)

Key Divisional Risks

| Risk Ref or New? | Identified Risk All risks can be profiled in the Divisional Plan. In this departmental plan the Division should identify: 1. Any Risks that it has on the Corporate Risk Register 2. Significant Risks (scored 16+) (3. Service High Risk (scored 12+) – see Divisional Plan) | Mitigating Action Ref |
|------------------|--|-----------------------|
| CRR190014 | Delivery of the Wellness Project (Outcomes/Budget) Score = 16 | Action 2 |
| CRR190023 | No deal Brexit- Score = 16 | Action 13 |
| CRR190013 | Delivery of City Deal (Outcomes/Budget) Score = 16 | Action 3 |

5 Ways of Working ([Self-Assessment Review Scorecard](#) / [FG Framework](#))

| 1. Long Term | <i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs</i> |
|--|---|
| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> Wellness Village has received £60,000 of funding from the Department for Business, Energy and Industrial Strategy to fully fund a heat network feasibility study to explore options for sustainable low carbon heat and energy recovery Our Strategic regeneration plan for Carmarthenshire 2015-2030 – Transformations sets out our focus for the next 15 years The RLSP supports the transition of the region and its economy with the appropriate digital skills including through the Swansea Bay City Deal to secure high skill, high wage sustainable jobs for the future To break the cycle of deprivation in Tyisha, the Council have prioritised the area and embarked on a programme which will focus on long term transformational change. Development of Rural Town Growth Plans for next 10 years through ten towns initiative Short term needs in terms of capital receipts generated from property disposals are balanced with a clear process for the sale of surplus assets that will continue to be utilised in the long term. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> The Wellness Village will offer a broad spectrum of education and training programmes to address critical skills shortages in areas such as medicine, physiotherapy, nursing and occupational therapy Pendine Attractor Project - main contract works commenced January 2019, frames of both hostel and museum buildings currently being erected with works scheduled for completion in Autumn 2020. Margaret St Road Junction - BT and Road widening works completed. Carmarthen Wetlands / Y Morfa works have been re-tendered and works will now commence later in January. Ongoing business support being provided to area businesses which has resulted in 50 jobs being created in first half of 19/20. Jackson's Lane - EB approval obtained to proceed with developer led scheme, currently |

| | |
|---|---|
| | <p>finalising legal agreement with developer who will then attempt to secure appropriate revised consents for project delivery.</p> <ul style="list-style-type: none"> • The Community of Tyisha has been engaged in exercises to identify the issues which are important to the Community and key partners have been engaged to turn the issues into solutions and priorities, which will in turn be developed into in a Community Masterplan • The Council has disposed of land at under vale where is can be seen that the purpose for which the disposal is being made is likely to contribute to the promotion or improvement of the economic, social or environmental wellbeing of the whole or part of its area, or any person resident or present in its area. |
| Planned Improvement for 20/21 - we will: (link to action plan) | <ul style="list-style-type: none"> • Development of a delivery plan for taking forward the work and on-going engagement with the community will be developed for Tyisha and Glanymor (see Action 1 in ICT/CP) • Deliver the Regional Employment & Skills Plan (see Action 12 below) |
| 2. Prevention | <i>How acting to prevent problems occurring or getting worse may help public bodies meet their objectives</i> |
| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> • In its design and configuration of services and pathways, the Village aims to instigate a shift from 'illness' to 'wellness' by addressing the wider determinants of health, such as education, employment and health promotion and prevention • The Welsh Government ARFOR Programme aims to boost the use of the Welsh Language in our local business. Grants are being offered to SMEs in the food/drink sector and in our creative sector to create jobs and growth. • The Tyisha area is one of the most deprived areas in Carmarthenshire and has continued to deteriorate, with the levels of crime and anti-social behaviour being some of the highest in Carmarthenshire. There are now key programmes that are being delivered in the area, focusing on preventative support. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> • The Village will provide community-based health services to provide care closer to home • Linking the economy and Welsh language through provision of key grants to Carmarthenshire SMEs in the food, drink and creative sectors • The RLSP supports individuals to gain skills which allow them to make a positive contribution to the economy which in turn will improve wellbeing. |
| Planned Improvement for 20/21 - we will: (link to action plan) | <ul style="list-style-type: none"> • Enhancement of national exercise referral scheme (NERS) • Developing the Rural Agenda with key stakeholders (see Action 7 below) |
| 3. Integration | <i>Considering how well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies</i> |
| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> • Leisure, health, education and businesses will be co-located in a pioneering 'street' concept to foster collaborative working and integration of services • Regional Learning and Skills Partnership (RLSP) has ambitious plans to develop the ways education and training are delivered in the region. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> • It is proposed to locate a Health Technology Hub within the Clinical Delivery Centre to provide clinical, training and digital healthcare activities across the region, with a particular focus on rural and sparsely populated areas to minimise health inequity |

| | |
|---|---|
| | <ul style="list-style-type: none"> The RLSP links skills and education to the needs of communities and businesses |
| Planned Improvement for 20/21 - we will: | <ul style="list-style-type: none"> Deliver the Regional Employment & Skills Plan (see Action 12 below) |
| 4. Collaboration | <i>Acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its well-being objectives</i> |
| How good are we at this? | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> Joint leisure and health stakeholder workshops have enabled the co-design of spaces within the Wellness Hub and Clinical Delivery Centre. Through the Swansea Bay City Deal (SBCD) Governance Structure we are collaborating with our neighbouring authorities and the Health Boards, Trinity Saint David and Swansea Universities to deliver the overall economic vision of the region. This also entails working on emerging regional policies. RLSP work with individual sectors to identify the skills needs related to the low-carbon Wales policy to ensure that businesses are well equipped to capitalise on the opportunities this brings. The Council has supported community led regeneration and local ownership and management of assets through coordinating Community Asset transfers |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> In particular, the gym and hydrotherapy pool have been co-designed by CCC leisure and Hywel Dda professionals with the aim of improving health referral pathways Completion of the Yr Egin development 100 assets transferred into local ownership |
| Planned Improvement for 20/21 - we will: (link to action plan) | <ul style="list-style-type: none"> Continue to develop Carmarthenshire City Deal Projects and the emerging regional strategic agenda. (Action 3 below) Continue to consider asset transfers to support community led regeneration (Action 21 below) |
| 5. Involvement | <i>Importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area</i> |
| How good are we at this? | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> Third sector information event held in October, attended by 15 voluntary organisations, with a follow-up consultation survey issued to explore opportunities for involvement at the Village Ongoing facilitation of Town Centre Regeneration Forum in Carmarthen, Task Forces in Ammanford & Llanelli (to assist in the development and delivery of regeneration master-plans for those towns) Work on developing a community masterplan in Tyisha is well advanced with a report with recommendations having been developed. Once agreed, a delivery plan for taking forward the work and on-going engagement with the community will be developed. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> Completion of the "Planning for Real" engagement exercise identified a number of issues as important which have been shared with the community. The next stage involved the group commissioning further work involving experts in planning and urban design to develop a master plan using the results of the engagement exercise. Key partners have now been engaged to turn the issues, solutions and priorities identified by residents and businesses into a master plan for the area. (ICT&CP Action Plan PIMS 14005) |
| Planned Improvement for 20/21 - we will: | <ul style="list-style-type: none"> Continued work with the third sector and other stakeholders (Actions 1 & 2 below) Ongoing facilitation of Town Centre Regeneration (Action 5 below) |

Divisional Summary Action Plan

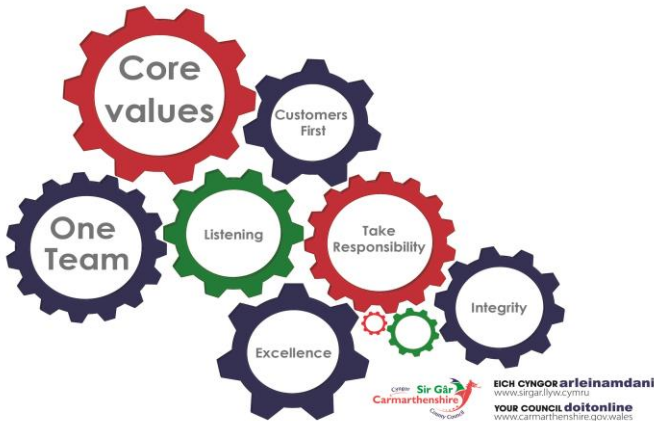
| Ref # | Key Actions and Measures | By When ^{#1} | By Who | WBO Ref | 5WOW (LT/P/Int/C/Inv) | ✓ If Key action to go forward to 20/21 Dept BP |
|-------|--|-----------------------|------------------------------|---------|-----------------------|--|
| 1 | We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County. MF5-80 (Also in Well-being Objective 11) PIMS 14006 | 31/03/2021 | Rhian Phillips | WBO5/C2 | LT/P/Int/C/Inv | ✓ |
| 2 | As part of the City Deal we will deliver a whole-site project plan for the Life Science and Wellness Village, to include design and build, service/business planning, public engagement and securing private sector financing to ensure benefits maximisation and ongoing sustainability. MF5-72a CRR190014 PIMS 12985 | 31/03/2024 | Sharon Burford | WBO6/A1 | LT/P/Int/C/Inv | ✓ |
| 3 | We will fulfil the expectations and aspirations of the Swansea Bay City Deal and take on board any opportunities that emerge MF5-72 CRR190013 PIMS 14010 | 31/03/2023 | Helen Morgan | WBO6/A3 | LT/Int/C/Inv | ✓ |
| 4 | We will deliver the Carmarthen, Ammanford & Rural transformational plan and deliver initiatives and projects including Pendine attractor; Llandeilo Market Hall; Carmarthen wetlands and Jacksons Lane development PIMS 13162 | 31/03/2021 | Mike Bull | WBO6/B1 | LT/Int/C/Inv | ✓ |
| 5 | We will deliver the Cross Hands Growth Zone, Llanelli and the Coastal Belt Transformational Plan and deliver initiatives and projects including Targeted Regeneration Investment, Llanelli; Cross Hands East Phase 2; Strategic Employment Site; Employment Programmes. PIMS 13164 | 31/03/2021 | Steffan Jenkins | WBO6/B3 | LT/P/Int/C/Inv | ✓ |
| 6 | We will deliver both the Rural Enterprise and Transformation Commercial Property Development Funds worth £16.66 million (£7.5 million from the Council and circa £9.16 million private sector investment). | 31/03/2021 | Mike Bull | WBO6/C1 | LT/Int/C/Inv | ✓ |
| 7 | We will consider opportunities to work with other local authorities and partners to establish a Rural Deal to focus on rural regeneration. PIMS 14013 | 31/03/2021 | Helen Morgan | WBO6/C2 | LT/Int/C/Inv | ✓ |
| 8 | We will support local SMEs via Pareto engagement, business grants and the Bucanier Programme | 31/03/2021 | Steffan Jenkins | WBO6/C1 | LT/Int/C/Inv | ✓ |
| 9 | We will support Employability Programmes via Workways and Communities 4 Work. | 31/03/2021 | Steffan Jenkins & Jane Lewis | WBO6/C1 | LT/P/C/Inv | ✓ |
| 10 | We will consider options for ensuring the most effective use of the Council farm estate to | 31/03/2021 | Emily Hughes | WBO6/C4 | LT/P/C/Inv | ✓ |

| Ref # | Key Actions and Measures | By When ^{#1} | By Who | WBO Ref | 5WOW (LT/P/Int/C/Inv) | ✓ If Key action to go forward to 20/21 Dept BP |
|-------|---|-----------------------|----------------|------------|-----------------------|--|
| | support affordable farming initiatives. PIMS 13174 | | | | | |
| 11 | We will establish regeneration initiatives to focus on the development of the rural market towns in the County via the 10 Towns initiative. PIMS 13175 | 31/03/2021 | Stuart Walters | WBO6/C5 | LT/P/C/Inv | ✓ |
| 12 | We will deliver the £30million Skills and Talent Initiative to ensure the County fully benefits from the opportunities that will be created through the £1.3 billion investment through the Swansea Bay City Deal. PIMS 13176 | 31/03/2023 | Jane Lewis | WBO6/D1 | LT/P/Int/C/Inv | ✓ |
| 13 | We will investigate and monitor the impact of Brexit on the economy of Carmarthenshire via the Brexit Risk and Opportunities Register. PIMS 14015 CRR190023 | 31/03/2021 | Helen Morgan | WBO6/E1 | LT/P/Inv | ✓ |
| 14 | We will maximise external funding in order to realise county wide economic activities PIMS 14016 | 31/03/2021 | Rhian Phillips | WBO6/F1 | LT/P/C/Inv | ✓ |
| 15 | We will ensure communities receive maximum support through the role of the Funding Bureau and the LEADER / rural function. PIMS 14017 | 31/03/2021 | Rhian Phillips | WBO6/F2 | LT/P/C/Inv | ✓ |
| 16 | We will ensure the Council uses its stock and assets to facilitate economic development within the County. PIMS 13180 | 31/03/2021 | Jason Jones | WBO6/F4 | LT/P/C/Inv | ✓ |
| 17 | We will lead on and complete all land acquisitions required to facilitate strategic highway schemes such as Cross Hands Economic Link Road and Towy Valley Cycleway. PIMS13181 | 31/03/2021 | Jason Jones | WBO6/F5 | LT/C/Inv | ✓ |
| 18 | We shall reduce energy consumption (kWh) / carbon emissions (tonnes) in the Council's existing non-domestic building portfolio. MF5-13 PIMS 13251 | 31/03/2021 | Stephen Morgan | WBO12/C1 | LT/P/C/Inv | ✓ |
| 19 | We will identify and deliver energy efficiency projects within the Council's existing, non-domestic buildings. PIMS13252 | 31/03/2021 | Kendal Davies | WBO12/C2 | LT/P/C/Inv | ✓ |
| 20 | We will develop a clear plan for a route towards being net zero carbon within 12 months (As per Notice of Motion at County Council –Feb.2019) PIMS14082 | 31/03/2021 | Stephen Morgan | WBO12/C4 | LT/P/C/Inv | ✓ |
| 21 | We will ensure the Council makes the most efficient and effective use of all of its community based assets and where necessary and appropriate transfer ownership of assets to other community groups and interested stakeholders. MF5-15 PIMS13301 | 31/03/2021 | Stephen Morgan | WBO15/A10 | LT/P/Int/C/Inv | ✓ |
| 22 | We will undertake a review to consider options for the most effective delivery of depot provision across the County including options for shared facilities with other public sector partners. MF5-11 PIMS 13303 | 31/03/2021 | Stephen Morgan | WBO15/A11 | LT/C/Inv | ✓ |
| 23 | We will continue to develop strong links between Service Asset Management Plans and | 31/03/2021 | Stephen Morgan | WBO15/B4/2 | LT/C/Inv | |

| Ref # | Key Actions and Measures | By When ^{#1} | By Who | WBO Ref | 5WOW (LT/P/Int/C/Inv) | ✓ If Key action to go forward to 20/21 Dept BP |
|--------------------------------|---|-----------------------|----------------|------------|-----------------------|--|
| | the Corporate Asset Management Plan PIMS 13321 | | | | | ✓ |
| 24 | We will manage and make best use of the Council's property and assets with a focus on rationalising office accommodation and sharing with other partners as well as facilitating community ownership of assets for community benefit. PIMS14142 | 31/03/2021 | Stephen Morgan | WBO15/B6/6 | LT/P/C/Int/Inv | ✓ |
| Key Measures of success | | | | | | |
| | Jobs created with Regeneration assistance (Eco9D/001) <i>(2018/19 Result –419.0 jobs; 2019/20 Target 377.0 jobs)</i> | TBC | Stuart Walters | WBO6 | | ✓ |
| | Jobs accommodated with Regeneration assistance (EconD/002) <i>(2018/19 Result –111.0 jobs; 2019/20 Target 83.0 jobs)</i> | TBC | Stuart Walters | WBO6 | | ✓ |
| | The number of people placed into jobs with Regeneration assistance (EconD/003) <i>(2018/19 result - 137.0 Jobs; 2019/20 Target 122.0)</i> | TBC | Stuart Walters | WBO6 | | ✓ |
| | The number of people helped into volunteering with Regeneration assistance (EconD/005) <i>(2018/19 Result 960 Target 2019/20 –581)</i> | TBC | Stuart Walters | WBO6 | | ✓ |
| | The level of Private Sector Investment / external funding secured (£) (EconD/008) <i>(2018/19 Result 16205882 ; 2019/20 Target 9498731)</i> | TBC | Stuart Walters | WBO6 | | ✓ |

4. Department Resources

Core Values



and accountability for our actions

Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership

Budget Summary

See accompanying Agenda re draft Budget

Savings and Efficiencies

See accompanying Agenda re draft savings and efficiencies

Key Workforce Planning Issues

📌 [Workforce Planning Toolkit](#) to help complete this section

Need to identify:

1. Current workforce issues? To be determined.
2. Future business priorities and implications on the workforce? To be determined.
3. What is your Development Plan to address the gap implications? (between 1 & 2 above)

5. Departmental Key Measures

| Definition / Measure Reference | | 2018/19 | | | 2019/20 | | 2020/21 | Cost Measure (£) |
|--------------------------------|--|----------------------------|--------------------|--------------|---------------------|------------|------------|------------------|
| | | All Wales Comparative data | | | | | | |
| | | Our Result | Quartile * to **** | Welsh Median | Welsh Best Quartile | Target set | EOY Result | |
| Regeneration | | | | | | | | |
| 1 | Jobs created with Regeneration assistance (EconD/001) | 419.0 | Not Applicable | | 377.0 | TBC | TBC | |
| 2 | Jobs accommodated with Regeneration assistance (EconD/002) | 111.0 | Not Applicable | | 83.0 | TBC | TBC | |
| 3 | The number of people placed into jobs with Regeneration assistance (EconD/003) | 137.0 | Not Applicable | | 122.0 | TBC | TBC | |
| 4 | The number of people helped into volunteering with Regeneration assistance. (EconD/005) | 960 | Not Applicable | | 581 | TBC | TBC | |
| 5 | Private Sector Investment / external funding secured (£) (EconD/008) | 16205882 | Not Applicable | | 9498731 | TBC | TBC | |
| 6 | Percentage performance against target to generate capital receipts to support the capital program (2.1.2.12) | 68.27 | Not Applicable | | 100.00 | TBC | TBC | |

Well-being of Future Generations Act 2015

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

A. The Sustainable Development Principle of the Act

The new law states that 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. The Five Ways of Working required by the Act

To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:-

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



Agenda Item 7

Community Scrutiny Committee 16th January 2020

Environment Departmental Business Plan 2020/2023

(**Extracts** relevant to the Community Scrutiny remit)

Purpose:

To give members an opportunity to review the Department's business plan alongside the budget.

To consider and comment on the following issues:

Elements of the business plan relating to:-

- Planning
- Property

Reasons:

- The integration of financial and business planning.

(This was also a proposal for improvement by Audit Office)

To be referred to the Executive Board / Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr. Mair Stephens (Deputy Leader)

| | | |
|---|---|---|
| Directorate: Environment Director Ruth Mullen Report Author: Extracts for: Llinos Quelch Jonathan Fearn | Designations: Director of Environment Head of Planning Head of Property | Tel Nos. & E Mail Addresses: 01267 224647 RMullen@cararthenshire.gov.uk 01267 228918 lquelch@cararthenshire.gov.uk 01267 246244 JFearn@cararthenshire.gov.uk |
|---|---|---|

Community Scrutiny Committee

16th January 2020

Subject and Purpose

Environment Departmental Business Plan 2020/2023

(Extracts relevant to Community Scrutiny remit)

To give members an opportunity to review the Department's business plan alongside the budget.

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

- The full business plan outlines the priorities for the department during 2020 - 2023.
- This version is an extract of the aspects relevant to Community Scrutiny. It identifies the Elements of the business plan relating to:-
 - Planning
 - Property

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Llinos Quelch**

Head of Planning

| | | | | | | |
|---|------------|------------|-------------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| YES | YES | YES | NONE | YES | YES | YES |

1. Policy, Crime & Disorder and Equalities

The Well-being Future Generations Act (2015) requires that functions of the council should maximise their contributions the Well-being Objectives set by the Council.

(Our Well-being Objectives maximise our contribution to the seven Well-being Goals of the Act and demonstrate the five ways of working.)

2. Legal

See 1. above

3. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives.

5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined

6. Staffing Implication

See Workforce Planning section of the Business Plan (Section 5 – Page 23)

7. Physical Assets

See resources section of each Business Plan (Section 5)

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Llinos Quelch

Head of Planning

1. Local Member(s) - None

2. Community / Town Council - None

3. Relevant Partners - None

4. Staff Side Representatives and other Organisations - None

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

| Title of Document | File Ref No. | Locations that the papers are available for public inspection |
|---|--------------|---|
| Well-being of Future Generations Act | | Well-being of Future Generations (Wales) Act 2015 |
| New Corporate Strategy 2018-2023 (Incorporating Carmarthenshire's Well-being Objectives and Improvement Objectives) | | https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf |

Environment Department

Draft Business Plan 2020 – 2023

(Extract for Community Scrutiny Committee)



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

Date

The Sustainable Development Principle


The Well-being of Future Generations (Wales) Act 2015 states that, 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.’

To show that we have applied the sustainable development principle we must demonstrate.....


The 5 Ways of Working (see Appendix 1)

Long term




The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.

Prevention



How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration




Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

Collaboration



Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

Involvement



The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

Contents

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| 3. Summary Divisional Plans | 10 |
| 4. Department Resources | 28 |
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The Purpose of this Plan

This Departmental Business Plan has been produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.

Executive Board Member/s Foreword

By Councillor(s)

We have great pleasure in introducing the new Department for Environment Summary Business Plan for 2019/20. We are satisfied that this Business Plan provides a comprehensive overview of the Departmental performance over the past year. It also provides the Department’s aims and objectives for 2019/20.



Cllr. Hazel Evans
Executive Board Member - Environment

Sign off



Cllr. David Jenkins
Executive Board Member – Resources

Sign off



Cllr. Mair Stephens

Executive Board Member - Human Resources, Efficiencies and Collaboration

Sign off



Cllr. Philip Hughes

Executive Board Member - Public Protection

Sign off



Cllr. Linda Evans

Executive Board Member - Housing

Sign off



Cllr. Cefin Cambell

Executive Board Member – Communities and Rural Affairs

Sign off

1. Departmental Overview

Introduction by Director

I am pleased with the progress that has been made in the delivery of service throughout the Environment Department in 2019/20. This has been against a background of organisational change and significant resource challenges. Our Business Plans for 2020-2023 set out an exciting programme of service activity and development. The main headlines of our ambition are summarised here in this departmental overview, with more detailed actions and objectives set out in more detailed plans at divisional and service level.

Departmental Senior Management Structure

**Director of Environment
Ruth Mullen**



**Head of
Highways & Transport
Stephen Pilliner**



**Head of
Property
Jonathan Fearn**



**Head of
Planning
Llinos Quelch**



**Head of
Waste & Environmental
Ainsley Williams**



**Business Support
Development &
Performance**

2. Strategic Context

2.1 National Well-being Goals

For the first time in Wales, the Well-being of Future Generations (Wales) Act 2015, provides a shared vision for all public bodies to work towards. See **Appendix 1** for an ABC guide to the Act. Our well-being objectives, which are incorporated in our Corporate Strategy, are designed to maximise our contribution to the national shared vision goals.

2.2 The Council's [Corporate Strategy 2018-23](#) (incorporating Our Well-being Objectives 2019/20)

- Bringing Plans Together: the Corporate Strategy consolidates four plans into one document
- In particular the Department supports the following Well-being Objectives :-

| Well- Being Objective | Steve Pilliner | Jonathan Fearn | Ainsley Williams | Llinos Quelch |
|---|----------------|----------------|------------------|---------------|
| 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. Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways | | | | |
| Live Well | | | | |
| 5. Tackle poverty by doing all we can to prevent it, helping people into work and 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 and obesity) | ✓ | ✓ | | ✓ |
| 9. Supporting good connections with friends, family and safer communities | ✓ | | | |
| Age Well | | | | |
| 10. Support the growing numbers of older people to maintain dignity and independence in their later years | ✓ | | | |
| 11. A Council wide approach to supporting Ageing Well in Carmarthenshire | ✓ | ✓ | ✓ | ✓ |
| In a Healthy and Safe Environment | | | | |
| 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 | | ✓ | | |
| In addition a Corporate Objective | | | | |
| 15. Better Governance and Use of Resources | ✓ | ✓ | ✓ | ✓ |

2.3 The County of [Carmarthenshire Well-being Plan - The Carmarthenshire We Want \(2018-23\)](#)

How is the Department contributing to the Public Sector Board's Well-being Plan?

The Well-being Objectives of the Carmarthenshire PSB are not intended to address the core services and provision of the individual partners, rather they are to enhance and add value through collective action. The statutory partners of the PSB (Council, Health Board, Fire & Rescue Service and Natural Resources Wales) each have to publish their own Well-being Objectives

Healthy Habits: people have a good quality of life, and make healthy choices about their lives and environment

Early Intervention: to make sure that people have the right help at the right time; as and when they need it

Strong Connections: strongly connected people, places and organisations that are able to adapt to change

Prosperous People and Places: to maximise opportunities for people and places in both urban and rural parts of our county

2.4 Department Specific Acts

| Department Specific Acts | Annual Report /Action Plan? (Add Link to it) |
|---|---|
| <p><i>FG Compliant</i></p> <ul style="list-style-type: none"> • The Well-being of Future Generations (Wales) Act 2015 • Environment (Wales) Act 2016 • | |
| <p><i>Pre FG Compliant</i></p> <ul style="list-style-type: none"> • Welsh Language Standards under s 44 Welsh Language (Wales) measure 2011 • Freedom of Information Act 2000 (FOIA) • Data Protection Act 1998 • Equalities Act 2010 • The Employment Act 2008 and Employee Acts • Health & Safety at Work Act 1974 and subsequent respective legislation <p>Highways and Transport</p> <ul style="list-style-type: none"> • Highways Act 1980 • Road Traffic Act 1991 • Traffic Management Act 2004 • Flood and Water Management Act 2010 • New Roads and Street Works Act 1991 • Land Drainage Act 1991 • Local Authorities' Cemeteries Order 1977 | |

| | |
|---|--|
| <ul style="list-style-type: none"> • Environmental Protection Act 1990 • Anti-Social Behaviour (Crime and Policing) Act 2014 • Police & Crime Act 2009 <p>Property</p> <ul style="list-style-type: none"> • Landlord and Tenant Act 1954 • Occupier's Liability Act 1984 <p>Waste & Environmental</p> <ul style="list-style-type: none"> • Clean Neighbourhood Act & Environment Act 2005 <p>Planning</p> <ul style="list-style-type: none"> • Carmarthenshire Local Development Plan 2014 • Town and Country Planning Act 1990 • Planning (Wales) Act 2015, including various secondary legislation published post-January 2016 • Historic Environment (Wales) Act 2015 | |
|---|--|

NOTE: When Strategies/Plans are refreshed or Annual Reports are published you should address the FG Act/5WOW requirements so that they are compliant with the Act.

2.5 Department Specific Strategies

| Department Specific Strategy | Annual Report /Action Plan? (Add Link to it) |
|--|---|
| <p><i>FG Compliant</i></p> <ul style="list-style-type: none"> • Carmarthenshire County Council Corporate Strategy 2018 – 2023 | |
| <p><i>Pre FG Compliant</i></p> <ul style="list-style-type: none"> • Swansea Bay City Region Economic Regeneration Strategy 2013 -2030 • Ageing Well in Wales Plan • Strategic Regeneration Plan for Carmarthenshire • Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade • Digital Transformation Strategy • Divisional Business Plans • Moving Forward in Carmarthenshire: the next 5-years • Transformations: Strategic Regeneration Plan for Carmarthenshire – 2015-2030 • Affordable Homes Delivery Plan 2016 - 20 • Wildlife And Countryside Act 1981 | |

Highways and Transport

- One Wales Connecting the Nation, The Wales Transport Strategy
- The National Transport Plan
- All Wales Road Safety Framework 2013
- The Local Transport Plan
- Regional Bus Network Strategy
- Integrated Parking Strategy
- Walking and Cycling Strategy
- National Parking Standards
- Fleet Strategy & Fleet Road Risk Strategy
- The Learner Travel (Wales) Measure
- Guidance for Local Authorities on Public Rights of Way 2016
- Carmarthenshire Rights of Way Improvement Plan

Property

- Corporate Asset Management Plan
- Office Accommodation Programme
- Affordable Homes Delivery Plan 2016 - 20
- Digital Transformation Strategy 2017 - 2020
- RICS Guidance Notes
- RICS Practice Statements
- RICS Rules of Conduct
- RICS Valuation - Professional Standards (Red Book)
- MEP Programme.

Waste & Environmental

- EU revised Waste Framework Directive 2008/98/EC
- Waste (England and Wales) (Amended) Regulations 2012.
- Towards Zero Waste (WG's overarching waste strategy document).
- Sustainable Drainage Systems (SuDS)

Planning

- Carmarthenshire Local Development Plan 2014
- Planning Policy Wales
- All Technical Advice Notes (TANs) and various circulars
- Air Quality Management Areas (AQMA's)

NOTE: When Strategies/Plans are refreshed or Annual Reports are published you should address the FG Act/5WOW requirements so that they are compliant with the Act.

3. Summary Divisional Plans

The Environment Department has four Divisions providing front line services to the people of Carmarthenshire and a Business Support Unit and Performance, Analysis & Systems Team that assist and provide support to the four divisions in delivering their services.

Each division has full business plans containing full details within each service area.

The Division Profiles included are as follows:

- Highways & Transport Division
- Property Division
- Waste & Environmental Division
- Planning Division

| Departmental Key Risks | | |
|------------------------|---|---------------------|
| RISK DESCRIPTION | | RESPONSIBLE OFFICER |
| Risk 1 | Non-compliance with Contract Procedure Rules. Our Contract Procedure Rules have been written to set clear rules for the procurement of goods, services and works, so that we can obtain best value for money, whilst ensuring a system of openness, transparency and non-discrimination where the accountability of the procurement process is beyond reproach. | Ruth Mullen |
| Risk 2 | Marketing high standards of governance in relation to Information Management. | Ruth Mullen |
| Risk 3 | IT Development/ investment and a system that is fit for purpose, that enables access to management information to inform business decisions. | Ruth Mullen |
| Risk 4 | Fee income levels not meeting budget targets. | Ruth Mullen |
| Risk 5 | Reduction in Welsh Government grant funding | Ruth Mullen |
| Risk 6 | Demographic growth increasing pressure and costs for all front line services. | Ruth Mullen |

| | | |
|---------|--|-------------|
| Risk 7 | Succession/ workforce planning and staff retention | Ruth Mullen |
| Risk 8 | Reduction in resources resulting in not meeting stakeholder expectations. | Ruth Mullen |
| Risk 9 | Ability to plan and react to increase in incidents and effect of climate change, within available and limited resources. | Ruth Mullen |
| Risk 10 | Increased demands from new statutory requirements without required revenue support. | Ruth Mullen |

DRAFT

Divisional Profile



The **Property Division** is responsible for the management of the Council's existing and future property portfolios. This involves using our own resources or working with partners to provide property maintenance, property design, construction and facilities management expertise for the Council. The Division employs around 700 staff with a large number of part-time cleaners which reduces the Full Time Equivalent (FTE) number to around 290. The Council's substantial property portfolio includes 1,409 buildings with a current asset value of over £1.22 Billion, of which £470m is housing property.

The **Property Maintenance** Team is responsible for the repair, maintenance and improvement of the majority of the Council's facilities and provides expert advice on the Council's property related health & safety responsibilities recommending good practice and developing policy and procedure to ensure that it complies with legislative requirements. Through our New Homes Team we manage the refurbishment and letting of the Council's homes. We employ a large team of operatives to deliver direct property maintenance as well as working with a range of contractors to deliver the maintenance needs of the Council's buildings. Approximately 65% of the Section's work relates to Housing Property and 35% for non-housing.

The **Property Design** Team is responsible for designing and delivering major capital investment projects including: the 21st Century Schools Programme; physical regeneration projects; The Carmarthenshire Homes Standard including the new build Affordable Homes Housing schemes; care home, sheltered schemes, leisure improvements, major refurbishment works to other council assets and corporate new projects;. The Section also responsible for managing and delivering the South west Wales Regional property related construction-related frameworks on behalf of four other adjoining Authorities, other public bodies and participating bodies.

The **Facilities Management** team ensure that the buildings they support are open and operational on the days they are needed. They provide a link between the building occupiers and the support provided by other parts of environment and other agencies in maintaining a safe workplace. Facility Management provides a and out of hours keyholding service for a range of buildings. The Cleaning Services section of Facilities Management provide a high-quality cleaning service to its clients in a cost-effective manner

Major Current Strengths

Property Design Team

- The Property Design Team was restructured in 2018/19 to align with the ongoing high volume of property design work for the Authority and partners. Recruitment is ongoing.
- The Team continues to manage the South West Wales Regional Construction Framework on behalf of a wide range of West Wales' public sector organisations.
- The Property Design Team continues to deliver a wide range of new facilities to improve the assets available for the Council's services. During 2019/20 we completed
 - Pontyberem CP School
 - Ysgol Emlyn Kitchen upgrade

- Ysgol Dyffryn Aman Kitchen Upgrade
- re-modelling of the 2nd & 3rd floors of 3 Spilman Street
- External re-furbishment works of block 14 Parc Dewi Sant
- Refurbishment of Block 4 Parc Dewi Sant
- Amman Valley Leisure Centre Wet side refurbishment
- Lift upgrades at Block 2 , Parc Dewi Sant
- New Carmarthenshire Archive and Carmarthen Library Upgrade
- First phase of the New Affordable Homes Scheme at Dylan, Llwynhendy
- First phase of the New Affordable Homes Scheme at Garreglwyd, Pembrey
- Internal CHS Works to 222 Homes
- External works and rendering to 130 homes
- Re-roofing of 130 homes
- Makeover of Llys yr Ysgol Sheltered Housing Scheme
- Extension to Ty'r Gelli Resource Centre

In addition we currently have the refurbishment of and extension of Ysgol Llangadog and Ysgol Pantycelyn on site as well as , the new build schemes at Ysgol Pum Heol, Pendine Attractor Project and the continuation with those currently under construction including :

- Second and third phases of the New Affordable Homes Scheme at Dylan, Llwynhendy
- Second phase of the New Affordable Homes Scheme at Garreglwyd, Pembrey

During 19/20 we also tendered and let the projects scheduled below , all of which are programmed to commence on site during the first two quarters of 2020.:

- Renovation of Abergwili Museum
- Additional infants classroom at Ysgol Bynea
- Additional infants classroom at Ysgol Saron
- Additional infants classroom at Ysgol y Ddwylan
- New Build Affordable Homes at Glanmor Terrace, Burry Port
- New Build Affordable Homes at Gwynfryn, Ammanford
- New Build School for Ysgol Gorslas
- New build school for Ysgol Pembre
- New build school for Ysgol y Castell
- Retail Units at Jackson's Lane , Carmarthen
- Re-furbishment works at Llandeilo Market
- Market Street, Llanelli re-development to provide Affordable homes apartments and retail/commercial units
- Re-development of the former YMCA, Llanelli to provide Affordable homes apartments and retail/commercial units
- New South West Wales Regional Contractors Framework valued at £1billion

We are currently in the process of developing approximately a further 18 project for tendering within the next 12 months

Property Maintenance Team

- Increased communication between Property Maintenance and Strategic Asset Management has brought improvements to the service.
- The Division continues to work in collaboration with the Homes and Safer Communities Division to be an integral part of the Affordable Housing strategy by helping to deliver the Stock Increase Scheme. This involves carrying out improvement works and then letting properties that have been brought into the Council's housing stock.
- The Property Maintenance Team continues to support the Next Steps programme, which provides 4 weeks of work experience with local construction firms and apprentice appointments for the winning candidates. For the first time, 2 of the successful candidates have been recruited by the Maintenance Team as electrical apprentices.
- We have employed five additional Maintenance Technicians to undertake multi skilled works to the authorities Housing and Non Housing stock.
- We assist CYFLE and CCTAL in supporting shared apprentices in the County, to develop skilled operatives for succession planning.
- We are continually supporting and developing staff through arranged training courses e.g. working at Height, Manual Handling, First Aid, Construction Design and Management Regulations 2015.
- Working closely with colleagues in Communities we have undertaken health and safety related works to ensure the compliance of Lady Stepney Pendine Education Centre and St Clears Leisure Centre.
- Provide 365-day / 24-hour maintenance service through on call officers / operatives and contractors.
- The Team has specialists in and dedicated knowledge of the Authorities buildings. We know how the existing systems operate, problem solve in order to rectify the issues at a minimum cost, coupled with many years of a building up relationships and trust.
- We react to emergency situations from initial notification to completion of Project, e.g. Fire Damage, flooding, burst pipes etc.

Facility Management

A good understanding of the properties and systems they support and the activities and processes carried out there.

Key Areas for Improvement

(including Regulatory Report (WAO/FG), Member T&F, TIC and Consultation Findings; addressing bottom quartile results, etc.)

Property Maintenance Team

- We need to invest in additional resources to improve procurement practices and ensure consistent and cost-effective purchasing to support our in-house building maintenance activity (WOW 1)
 - Work is continuing on the Mechanical & Electrical Contract and we are in consultation with Corporate Procurement colleagues on a recent NPS arrangement for certain elements of the work (FM Services Phase 2 – Mechanical Services).
 - The LHS (London Housing Consortium) arrangement for Commercial Roofing has not provided Contractors within the South/West Wales Regions for works up the value of £250k and this may be now subject to a stand-alone Carmarthenshire procurement exercise.
 - A recent NPS arrangement for the supply of domestic gas and oil boilers has not delivered value for money compared with the current arrangement with CHIC (Central Housing Investment Consortium) arrangement.

- Re-alignment of the Property Maintenance and Property Design Teams need to be fully implemented and strengthened through the recruitment of additional resources. (WOW 1 & 2)
- Need for a robust dashboard of measures/management information to make informed business decisions.
- Progress on IT enhancements/improvements required to enable further efficiencies in the Housing Repairs Project.
- Structure of new expanded Division needs to be completed and vacant posts need to be filled across the Division to enable full resource to deliver work demands, including in building maintenance, property audits, property management and design.

Property Design Team

- We need to invest in additional resource in the Framework management team, to be fully funded by income generation, to ensure compliance with SLA agreements and contract requirements regionally particularly in relation to community benefits, KPI's etc
- Need to continually engage with the market to recruit into current vacant post to ensure full implementation of the re-alignemnt of the section
- Continually engage with scheme sponsors and end users and develop new systems of working and monitoring projects

5 Ways of Working ([Self-Assessment Review Scorecard](#) / [FG Framework](#))

| 1. Long Term | <i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs</i> |
|--|---|
| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> • The Swansea Bay Regeneration Strategy is set for a 2013-30 timespan & Swansea Bay City Region City Deal 2016-35. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> • We are working with local and regional shared apprentice schemes and also developing our own graduate and apprenticeship programmes to help with succession planning and to encourage training and employment for the next generation of construction professionals. • Comprehensive realignments of the Property Design and Property Maintenance Sections has been approved, which will encourage clear and efficient working processes whilst at the same time developing improved succession planning. <p>Property Maintenance has traditionally been more focussed on reacting to immediate maintenance needs but is moving towards a longer-term approach to property maintenance. A “one property” approach to condition and property risks and the greater use of condition data will help to inform a more strategic approach to maintenance choices.</p> <p>A TIC review of the Design Processes within Property design have led to changes in the delivery process of major capital and grant related schemes, although further work in some areas is still required .</p> |

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| Planned Improvement for 20/21 - we will: (link to action plan) | Action 3 below. |
| 2. Prevention | <i>How acting to prevent problems occurring or getting worse may help public bodies meet their objectives</i> |
| How good are we at this? | Strong |
| Self-Assessment Review: | We have undertaken a review of Property Maintenance with a view to moving to a more planned, rather than reactive, service. Coupled with the already embedded asset management process and improved Service Asset Management Plans, this should ensure that future maintenance is more cost effective and takes better account of future, rather than just immediate requirements. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> We have undertaken a review of Property Maintenance with a view to moving to a more planned, rather than reactive, service. Coupled with the already embedded asset management process and improved Service Asset Management Plans, this should ensure that future maintenance is more cost effective and takes better account of future, rather than just immediate requirements. The re-alignment process within the Property Design and Property Maintenance Teams will aim to reduce the continued loss of well trained and developed staff to external companies and organisations, thus retaining their services through incentives such as succession planning opportunities that will enhance and support the Authority's future property related projects aspirations in future years. An end to end lean systems review of the Council's Property Design function and related processes was under taken in 2018. This has reviewed the initiation, design and completion of property related projects with all Departments in order to clarify and develop a better understanding of roles and responsibilities of all parties. The Property HandyVan Service was introduced several years ago for non-housing property maintenance. Through remodelling the service in this was we have focussed on getting it right first time and getting to the root of the problem. The principles are now being rolled out as part of the Housing Repairs project. |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 7 below. |
| 3. Integration | <i>Considering how well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies</i> |
| How good are we at this? | Strong |
| Self-Assessment Review: | We work with other local authorities as part of the South West Wales Regional Frameworks for both contractors and Property related professional services. |

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| What difference have we made? (as a result of WFG Act) | |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 7 below |
| 4. Collaboration | <i>Acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its well-being objectives</i> |
| How good are we at this? | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> Our Property Division continue to work with all departments in the authority and external contractors to deliver property related schemes. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> The Property Design Team leads and administers the South West Wales Regional Frameworks for both contractors and Property related professional services. The Division contributes to the Welsh Government's Ystadau Cymru and The Consortium of Local Authorities in Wales (CLAW) collaborative discussions <p>Lead a Mid & West Wales Asset Collaboration Group on behalf of the Welsh Government's Ystadau Cymru, covering 4 Public Services Boards: Carmarthenshire, Pembrokeshire, Ceredigion and Powys, with a view to identifying joint working opportunities.</p> |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 7 below |
| 5. Involvement | <i>Importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area</i> |
| How good are we at this? | Strong |
| Self-Assessment Review: | We continue to consult with internal and external customers on all design projects. |
| What difference have we made? (as a result of WFG Act) | The Property Records Team is collating information on community assets in conjunction with Community and Town Councils and the third sector, to support the Public Service Board's Well-being Plan. |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 1 below. |

Divisional Summary Action Plan

| Ref # | Key Actions and Measures | By When ^{#1} | By Who | WBO Ref | 5WOW (LT/P /Int/C /Inv) |
|---------------------------|---|-----------------------|----------------|---------|-------------------------|
| A | Xxx Business Unit | | | WBOX X | |
| 1 | <p>Continue to identify development / disposal / service opportunities as they arise and facilitate the generation of Capital Receipts by:</p> <ul style="list-style-type: none"> Continuing the implementation of the Councils Office Accommodation Strategy including agile working which aims to reduce the number of buildings and increase the efficiency of the portfolio. <p>Continuing to work with Town and Community Councils and Third Sector organisations on asset transfer to allow local ownership of assets.</p> | 31/03/2022 | Jonathan Fearn | WBO 15 | |
| 2 | Develop, implement and monitor compliant procurement exercises for the Division, working in conjunction with the Corporate Procurement Unit. | 31/03/2022 | Jonathan Fearn | | |
| 3 | Continue the roll out the Housing Repairs. Review new working model to deliver a more timely, flexible and efficient multi-skilled repairs service and finalise an implementation plan for extending the service countywide, including appropriate multi-skilling training for all our responsive/ preventative maintenance operatives. | 31/03/2022 | Chris Derrick | | |
| 4 | Continue to develop mobile working technology and our works management systems for our workforce to enable them to work in an agile and cost effective way including implementation of the 'Total Optimise' Job scheduling and appointment module within our Works Management IT system. | 31/03/2021 | Chris Derrick | | |
| 5 | Ensure that risks relating to all premises owned or occupied by CCC are suitably & sufficiently identified & managed. | 31/03/2022 | Andrew Rees | | |
| 6 | Develop & implement a hub for all property related services, frameworks & gateway management functions for both within the Authority, regional partners & potential external clients | 31/03/2021 | Hywel Harries | | |
| 7 | <p>Contribute to delivering the Swansea Bay City Deal programme to develop 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents by:</p> <ul style="list-style-type: none"> Developing new homes with innovative technologies Developing new buildings with new technologies to limit energy usage Develop schemes with the aim of achieving zero carbon status in line with the Authority's agenda | 31/03/2021 | Hywel Harries | | |
| Risks and Control Actions | | | | | |

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| Risk 1 | Non-compliance with Contract Procedure Rules. Our Contract Procedure Rules have been written to set clear rules for the procurement of goods, services and works, so that we can obtain best value for money, whilst ensuring a system of openness, transparency and non-discrimination where the accountability of the procurement process is beyond reproach. | Jonathan Fearn |
| Control Action 1 | "Executive Board Member meeting held on 24th March 2016 resolved to continue with the existing arrangements for : <ul style="list-style-type: none"> • servicing & maintenance of fixed mechanical & electrical plant & equipment • provision of sewerage services • arboricultural work • commercial roofing until a compliant procurement exercise was established " | Jonathan Fearn |
| Risk 7 | Succession/ workforce planning and staff retention | Jonathan Fearn |
| Control Action 7 | Reintroduction of apprenticeships, re-training of existing workforce to become multi-skilled. Creation of a suitable multi-skilling apprenticeship with one of our Training partners. Making a business case for recruitment based on reduced use of Framework Contractors. | Jonathan Fearn |
| Risk 3 | IT investment/ Development -Lack of investment funding / in-house capacity to develop IT system improvements and enhancements to deliver more efficient ways of agile/mobile working. | Jonathan Fearn |
| Control Action 3 | A robust invest to save case will need to be made to demonstrate the deliverable cost savings of new ways of working. | Jonathan Fearn |
| Risk 19 | Some key officers and qualified staff are continuing to leave the organisation for better paid positions with other authorities which has had a significant impact on the Section in recent years and has affected service delivery considerably and at significant cost due to the need to engage with external support. | Jonathan Fearn |
| Control Action 19 | The re- alignment of the section along with a Review of current and proposed job profiles and grades allocated in line with Single Status and Job Evaluation exercise has been undertaken which will hopefully address these issues during the forthcoming recruitments drive . Consider market supplements, where appropriate | Jonathan Fearn |
| Key Performance Measures | | |
| | PAM/037 - Average number of calendar days taken to complete all housing repairs. 2020/21 Target TBC | Jonathan Fearn |

If a longer-term project, also include a 2020/21 Milestone

Divisional Profile



Planning Division – Planning is a positive, proactive process which is essential in order to guide and facilitate development, regeneration and improvement which provide the fabric for an inclusive, culturally diverse, safe and healthy society. It aims to ensure that development and use of land in urban and rural areas takes into account the public interest and that it sustains and enhances the natural and built environment.

The Division is responsible for determining planning applications, actioning enforcement regarding land use activates, determining listed building proposals, monitoring works to protected trees and hedgerows, regulating minerals and waste activities and for maintaining Carmarthenshire's Common Land Register. It also administers adherence to Building Regulations within the County – striving to ensure that buildings are safe and fit

for purpose. The Division also has the statutory responsibility for ensuring that the County has an up to date, effective and relevant development plan – and therefore the Carmarthenshire Local Development Plan was adopted in December 2014. These various functions are provided through the following business units: Development Management and Built Heritage, Forward Planning, Minerals & Waste Planning, Rural Conservation & Building Control.

All of these functions the Division undertake whilst recognising the importance of sustaining and enhancing the natural and built environment. The Division therefore has a key role in helping the Authority meet the requirements of the Environment (Wales) Act 2016 and Historic Environment (Wales) Act 2016.

The Planning (Wales) Act 2015 has resulted in a number of legislative changes for planning throughout Wales and reasserts the primacy of planning as an effective tool in delivering economic aspirations, in a proactive way that also seeks to protect other diverse and material interests, including that of taking the Welsh language into account in plan making and decision making generally. As such the planning system is one of the most powerful tools available to any Local Authority to achieve community objectives, which cover every aspect of peoples' lives. The Service has a key role to play in helping local communities to adapt to the effects of new development. To this end the use of Section 106 Agreements help towards meeting affordable housing and other infrastructure and locally specific requirements arising from a development as well as where necessary being used to safeguard habitats and species of both national and European importance.



Major Current Strengths

- We have continued to implement national and local policies in all land use decision making (both through delegated decisions on planning applications and those reported to Planning Committee) and in doing so ensure that we are contributing to the regeneration objectives set for the County (incl. City Deal). (WOW 1 & 3)
- All teams within the Planning Division have continued to contribute to the regional policy planning forum and national planning policy debates and policy formulation as they arise throughout the year. This year it has included feeding back on matters such as housing deliverability, the national development framework and delivery of the Built Heritage (Wales) Act. (WOW 1 & 4)

- The Rural Conservation Team is a highly adaptable, multi skilled and experienced team, and able to deliver practical solutions to a range of environmental issues, including natural resource management. (WOW 1 & 4)
- The Building Control Unit continue to maintain a network of more than 70 local partners including agents, consultants and other construction professionals to ensure the delivery of a high standard of service. (WOW 4)
- The Division's Forward Planning prepare the Regional Waste Monitoring report for South West Wales, and have done so now for a number of years.
- Focus within the Forward Planning Unit is now on the preparation of the replacement LDP due for adoption by the end of 2021.
- The Minerals & Waste Unit continues to be widely regarded as a Centre of Excellence for mineral and waste planning in South Wales. This strength is founded on the considerable experience and knowledge base of key staff within the Unit. The Unit provides the Technical Secretary for the South Wales Regional Aggregates Working Party, the Regional Co-ordinator for the South West Wales Annual Waste Monitoring Report and the Chair/Secretary of the POSW Minerals and Waste Topic Group. (WOW 4)
- All Units within the Division continue to work in partnership and collaboratively with colleagues across the Council and other organisations to deliver sustainable projects with multiple benefits. An example of this is the work towards providing and managing suitable habitat for marsh fritillary butterfly through the Caeau Mynydd Mawr Special Area of Conservation project is an on-going commitment and received a UK award 'Winner in the Excellence in Planning for the Natural Environment' in the Royal Town Planning Institute Planning Excellence Awards 2018. It received this award because it facilitates a structured solution for developments within the economic growth area, delivering the necessary mitigation required and ensuring that each development is compliant with the legislation. (WOW 1 & 4)

Key Areas for Improvement

(including Regulatory Report (WAO/FG), Member T&F, TIC and Consultation Findings; addressing bottom quartile results, etc.)

- We need to increase the emphasis on planning for workforce development, internal succession and staff development. (WOW 1 & 2)
- Planning Services need to continue to improve on achieving a coordinated response to complaints which need to be dealt with under different legislative frameworks – therefore involving other Services and Divisions. (WOW 2 & 4)
- Future Local Development Plan review requirements set within legislation require funding provision to be put in place to ensure statutory obligations are met. These obligations will include significant evidence gathering requirements and the re-drafting of elements, or all of the current LDP to ensure it is fit for purpose moving forward. The legislative requirements in relation to the preparation of a Sustainability Appraisal/Strategic Environmental Assessment and Habitat Regulations Assessment as prescribed under European Law will be important evidential requirements. (WOW 1 & 2)
- Continue to work across CCC departments to raise awareness of both the Resilience Goal in the Well Being and Future Generation (Wales) Act 2015 and the Environment (Wales) Act 2016. (WOW 1 & 2 & 4)

5 Ways of Working ([Self-Assessment Review Workbook](#) / [FG Framework](#))

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|---|--|
| 1. Long Term | <i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs</i> |
| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> Our current Local Development Plan sets out our long-term approach to land use planning until 2021 - and impacts the direction of growth opportunities beyond that period. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> Continue to monitor the effectiveness of the LDP and to take forward the considerations of the Review Report in the preparation of the Revised LDP which needs to be in adopted by the end of 2021. We take the lead in developing the Council's Environment Act Forward plan and reporting on delivery of this. The review of its first three-year Forward Plan is to be published on CCC's website at the end of December 2019. Actions included in this will make a long-term difference in CCC's working practices, plans and policies, ensuring that it delivers its S.6 Biodiversity Duty set out in the Environment Act (Wales). |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 7 below |
| 2. Prevention | <i>How acting to prevent problems occurring or getting worse may help public bodies meet their objectives</i> |
| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> Reflecting the S.6 Biodiversity Duty placed on CCC under the Environment (Wales) Act 2016 , and particularly within the planning system, the section is seeking to ensure that adverse impacts on the natural environment are where ever possible prevented. |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> We continued to implement and revisit the outcomes of the TIC Review process across the Division to improve ways of working. With the restructure of the Development Management and Built Heritage function having been completed the continued focus in the coming year will be on implementation. Performance management and how the Unit delivers on its core values and operating principles, including a focus on its behaviour culture, need to be further considered. With a new senior management structure in place the group will meet regularly to identify not only whether outcomes from the TIC process need to be revisited but to take on board and action feedback from clients, including that received as a result of agent away days and the Council's formal complaints process. |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 2 below |
| 3. Integration | <i>Considering how well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies</i> |

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| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | We work with various other services to deliver multi-disciplinary solutions to various issues (including enforcement matters). |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> • Our monitoring and review of the Local Development Plan goals and objective will take into account the goals and objectives of other services and partners in so far as they have land use requirements. • Continue to monitor the implementation of the LDP and will as part of the Revision process ensure integration with the ICS and the Carmarthenshire Local Well-being Plan. • We work with various other services to deliver multi-disciplinary solutions to various issues (including enforcement matters). |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 7 below |
| 4. Collaboration | <i>Acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its well-being objectives</i> |
| <i>How good are we at this?</i> | Strong |
| Self-Assessment Review: | <ul style="list-style-type: none"> • Collaboration remained key in taking forward the Revised LDP 2018 - 2033 and in developing land use plans and strategies both at county and regional level. Discussion has occurred throughout the year with various stakeholder (internal and external) along with discussions with adjoining local authorities (sharing good practice etc.). |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> • Our Planning Minerals and Waste section provide a minerals and waste planning service to 7 other Local Authorities. • Our Forward Planning Team and Planning Officers are working in partnership with stakeholders to facilitate the delivery of land allocations included in the local development plan. • Collaboration remains key in taking forward future revisions to the Local Development Plan and in developing other land use plans and strategies both at county and regional level. • Keep under review existing Service Level Agreements with regards minerals and waste and further pursue additional SLAs • Engage with landowners/developers to understand delivery/non-delivery issues in relation to land allocations – use this evidence to inform the future version of the LDP. • Ensure effective ongoing collaboration with regards to planning policy across the region and beyond utilising long established cross border structures and examining opportunities for future joint and collaborative working (particularly in terms of joint research). <p>The Built Heritage Team currently supports the delivery of the Conservation and Built Heritage function of the Brecon Beacons National Park. Other opportunities in this area will be explored.</p> <p>Rural Conservation facilitates the Carmarthenshire Nature Partnership and works collaboratively with another 22 environmental organisations across Carmarthenshire, developing a Nature Recovery Plan for the county.</p> <p>The section also facilitates CCC's response to ash die-back working with colleagues across the authority.</p> |

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| Planned Improvement for 20/21 - we will: (link to action plan) | Action 7 below |
| 5. Involvement | <i>Importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area</i> |
| How good are we at this? | Strong |
| Self-Assessment Review: | Action 7 below |
| What difference have we made? (as a result of WFG Act) | <ul style="list-style-type: none"> • The Local Development Plan (LDP) sets out the spatial vision for the future of Carmarthenshire (excluding that area within the Brecon Beacons national Park) and a framework for the distribution and delivery of growth and development. • The LDP Plan has a direct effect on the lives of every resident of the County as well as major implications on investment programmes, other plans and strategies, communities and landowners alike. Community engagement continues to be a key element in producing and implementation of this plan. • We will continue to monitor the implementation of the LDP and will as part of the Revision process ensure a wide involvement regarding any revisions to the LDP. |
| Planned Improvement for 20/21 - we will: (link to action plan) | Action 7 below |

Divisional Summary Action Plan

| Ref # | Key Actions and Measures | By When ^{#1} | By Who | WBO Ref | SWOW (LT/P/Int/Inv) |
|-------|--|-----------------------|---------------|----------------|---------------------|
| 1 | With the restructure now complete focus during the coming year will be on the implementation of agreed principles and other measures that may be needed to ensure consistency of management and decision making across the Unit. Recommendation from the Strategic Review due January 2020 will affect the actions already set out in this part of the Divisional Plan and therefore actions and target date are subject to change | 31/03/2021 | Llinos Quelch | WBO12 | |
| 2 | We will implement the tree strategy to improve the environment and mitigate the effects of air and noise pollution in our more populated areas. MF5-23 This strategy will link with the Council's approved Tree Management Procedure, and will apply primarily to trees on land owned or managed by CCC, but could equally well apply to other land e.g. land managed by other members of the Public Service Board, and Town and Community Councils. This action will enhance and sustain both our natural and our built spaces. There is also a need to look at Ash Die back during the coming years. | 31/03/2021 | Llinos Quelch | WBO12 & MF5-23 | |
| 3 | We will review the Council's Rural Buildings Policy. Policies in the LDP relating to the re-use of rural buildings, together with relevant SPG will be reviewed as part of the LDP review process. The appropriate re-use of these buildings can contribute to the circular economy and a reduction in both the creation of waste and the demand for new building materials. | 31/03/2021 | Llinos Quelch | WBO12 & MF5-22 | |
| 4 | We will formalise our process for dealing with all pre-application enquiries, both statutory and discretionary, including the receipt of fee income where appropriate. This will include Built Heritage enquiries. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 5 | We will continue to review the implementation and effectiveness of the Dangerous Structures Policy. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 6 | We will continue to deliver the Caeau Mynydd Mawr SAC Marsh Fritillary project, consistent with SPG, which aims to ensure the management of at least 100ha of Marsh Fritillary habitat in perpetuity. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 7 | Through monitoring the delivery of the Council's Forward Plan, we will evidence how Carmarthenshire County Council is meeting its Biodiversity and Ecosystem Resilience Duty under Section 6 of the Environment (Wales) Act, reporting on outcomes achieved to WG. We will evidence links between this work and the requirements of the Well Being of Future Generations (Wales) Act 2015. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 8 | We will implement and monitor the adopted Local Development Plan (LDP) in accordance with the statutory requirements and the content of the agreed Monitoring and Implementation Framework. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 9 | We will produce and publish the Annual Monitoring Report (AMR) in relation to the LDP by the 31 st October 2020. | 31/10/2021 | Llinos Quelch | WBO12 | |
| 10 | We will continue with the preparation of the revised LDP in accordance with statutory provisions and consult on the Preferred Strategy late 2018 and the Deposit Version late 2019. Progress in relation to the Revised LDP timetable will be monitored twice yearly. | 31/03/2021 | Llinos Quelch | WBO12 & MF5-20 | |
| 11 | We will continue to maintain and where possible develop the internal Planning delivery/advice service. | 31/03/2020 | Llinos Quelch | WBO12 | |

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|----|--|------------|---------------|-------|--|
| 12 | We will continue to maintain and where possible develop the internal planning delivery/advice service that will raise awareness of the WBFG goals and the authorities and the biodiversity duty placed on the Authority under the Environment (Wales) Act 2016, and how these should be addressed as part of the planning application. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 13 | We will continue to monitor and where appropriate manage the use of monies raised through developer contribution including s106 agreements. As a consequence we will ensure monies are appropriately used and that there is an efficient turn around in the use of funds. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 14 | We will continue to improve working relationships and develop Service Level Agreement with other Local Authority partners through the continued identification of “better ways of working”, prioritising the Minerals & Waste service in order to provide a more efficient and effective service to our customers. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 15 | We will consider the opportunities of extending the provision of Mineral & Waste services to other Local Planning Authorities in South Wales under Service Level Agreements or as specific projects in order to generate additional income & to underpin a resilient business unit over the long term which can continue to provide an efficient and effective service to our customers. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 16 | Development of the WG sponsored pilot project for the involvement of Members in the Pre-application process. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 17 | We will continue to implement the Local Development Order for Llanelli Town Centre as part of a co-ordinated strategic approach to regeneration within the town centre. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 18 | We will implement the recommendations of the Environmental & Public Protection Task & Finish review of the maintenance provision of highway hedgerows and verges. | 31/03/2021 | Llinos Quelch | WBO12 | |
| 19 | Over the course of the next 18 months the Built Heritage function will be reviewed to consider whether there is any scope regarding fee generating opportunities (e.g. training, advisory service etc.). | 31/03/2021 | Llinos Quelch | WBO12 | |

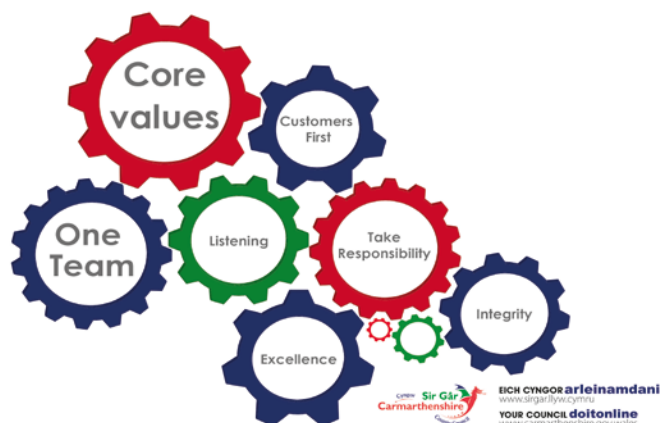
Risks and Control Actions

| | | |
|-------------------|---|---------------|
| Risk 23 | Failure to ensure a joined up decision making structure where necessary feedback and comments are sought and fully considered. | Llinos Quelch |
| Control Action 23 | Explore opportunities for ensuring that the other appropriate inputs are sought and that the functions (including Forward Planning, Rural Conservation and Enforcement) are robust and better able to meet current demands. | Llinos Quelch |
| Risk 4 | Fee income levels not meeting predicted budget targets. | Llinos Quelch |
| Control Action 4 | Keep under review fee targets throughout the year – minimise any claw back of fees due to target dates not being met. Consider any additional income sources (e.g. discretionary pre application fees) | Llinos Quelch |
| Risk 24 | Failure to perform Statutory functions; Failure of CCC to comply with Section 6 of Environment Act | Llinos Quelch |

| | | |
|--------------------------|--|--------------------------------------|
| Control Action 24 | Assist other services to understand their obligation in relation to section 6 of the Environment Act. | Llinos Quelch |
| Risk 25 | Statutory function whilst supporting the unit will at key stages impact negatively on the delivery of revenue raising initiatives. This will curtail the current offer and the ability to broaden the added value benefits accrued across the authority. | Llinos Quelch |
| Control Action 25 | Consider potential mechanisms to provide resilience a restructure of the Business Unit; Consider staffing and structures including a dedicated team to deliver a broader consultancy role centred on a value added planning service. | Llinos Quelch |
| Key Performance Measures | | |
| 21 | PAM/018 - Percentage of all planning applications determined in time | Target 75% Llinos Quelch WBO12 |
| 22 | PAM/019 - % of planning appeals dismissed | Target 69% Llinos Quelch WBO12 |

4. Department Resources

Core Values



Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership and accountability for our actions

Budget Summary

To be provided by Finance

Savings and Efficiencies

To be provided by Finance

Key Workforce Planning Issues

 [Workforce Planning Toolkit](#) to help complete this section

Key Workforce Planning Issues

The New Corporate Strategy (2018 -2023) and the People Strategy (2014 – 2019) define the Council’s drive for a flexible organisational structure that will invariably affect the shape of the workforce and alter the skill requirements across the Council. Effective leadership needs to demonstrate the 6 key leadership behaviours in order to engage our workforce to deliver high standards of service. Our People Strategy describes our intentions as we progress towards a period of increasing change, including Local Government re-organisation, and sets out the vision for our staff:

“A workforce that is innovative, skilled, motivated, well informed, high performing, proud to work for Carmarthenshire County Council and committed to delivering high quality services to the public”

Our aim is to identify learning & development activities that are more focused to make sure that staff’s knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan. The priority levels in respect of workforce planning and development within our services are:

- Ensure we are able to maintain existing services and to meet the future needs of the service as identified in our business plan.
- Enable individual members of staff the opportunity for development.
- Enable managers to gain skills in mentoring and coaching.
- Ensure workers are equipped in the use of IT and its use to promote agile working.
- Encourage the development of IT skills within our workforce to ensure we can utilise current technology and software to improve our efficiency and our customer experience.

5. Departmental Key Measures

| Definition / Measure Reference (abbreviated definition is fine) | | 2017/18 | 2018/19 | | | | 2019/20 | | 2020/21 | Cost Measure (£) |
|--|---|------------|------------|----------------------------|--------------|---------------------|------------|-------------------------|---------------------|---------------------|
| | | | | All Wales Comparative data | | | | | | |
| | | Our Result | Our Result | Quartile * to **** | Welsh Median | Welsh Best Quartile | Target set | Result (when available) | Target set (at EOY) | |
| Property Services Division | | | | | | | | | | |
| | PAM/037 - Average number of calendar days taken to complete all housing repairs | n/a | 14.6 | ** | 13.6 | 9.6 | 14 | | TBC | |
| Planning Division | | | | | | | | | | |
| | PAM/018 - % of all planning applications determined in time | 71.2 | 72.6 | * | 89.3 | 91.5 | 75.0 | | TBC | |
| | PAM/019 - % of planning appeals dismissed | 57.9 | 71.4 | *** | 68.0 | 72.1 | 70 | | TBC | |

Well-being of Future Generations Act 2015

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

A. The Sustainable Development Principle of the Act

The new law states that 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. The Five Ways of Working required by the Act

To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:-

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



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COMMUNITY SCRUTINY COMMITTEE

DATE: 16TH JANUARY, 2020

SUBJECT:

COUNCIL TENANT SURVEY (STAR) RESULTS (2019)

Purpose:

To inform members of the outcome of the Council Tenant Satisfaction Survey and confirm the way forward.

To consider and comment on the following issues:

- To consider the STAR tenant satisfaction survey results and provide comments on the information contained in the report.

Reasons:

- To use the results to shape future service delivery and continue to deliver what really matters to our tenants;
- To give members an opportunity to consider the results of the surveys; and
- To benchmark how we compare with other social housing providers in Wales.

To be referred to the Executive Board/Council for decision:

NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Linda Evans (Housing Portfolio Holder)

Directorate - Communities

Name of Head of Service:

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Report Author:

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**EXECUTIVE SUMMARY
COMMUNITY SCRUTINY COMMITTEE
16TH JANUARY, 2020**

COUNCIL TENANT SURVEY (STAR) RESULTS (2019)

What is the purpose of this report?

To inform members of the outcome of the Council Tenant Satisfaction Survey and confirm the way forward.

What is the context?

This report gives details on the results of our 2019 STAR council tenant satisfaction survey, delivered by ARP Research. The report includes results for general needs and sheltered housing tenants. Throughout the report the survey data has been broken down and analysed by various categories, including geographical area and various equality groups, with tests to check if any of the differences are statistically significant. The results have also been benchmarked against ARP Research's own database of local authority STAR surveys.

In total, 2,087 tenants took part in the survey, which represented a 29% response rate overall. A quarter of the total number of responses were collected online (513), and 82 surveys were completed in Welsh (4%).

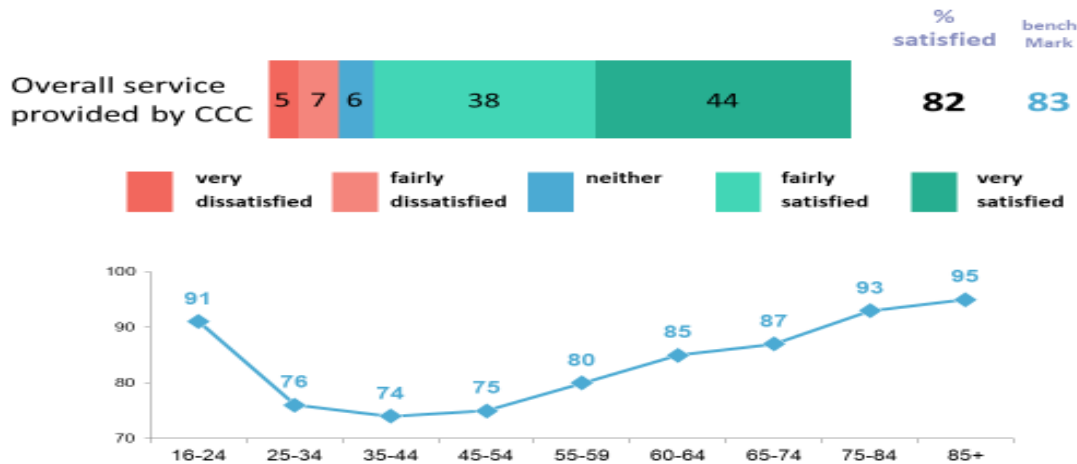
Tenants were asked a range of questions on how satisfied or dissatisfied they were with aspects of the service provided by us. These questions are standard STAR 'core questions'. By asking these core questions, we are asking exactly the same questions as other social landlords and therefore can compare our results with other landlords.

There are five possible responses to these questions: very satisfied, fairly satisfied, neither, fairly dissatisfied and very dissatisfied. For benchmarking purposes, the "very satisfied" and "fairly satisfied" responses are added together to produce an overall satisfaction figure for the service.

What are the headline results?

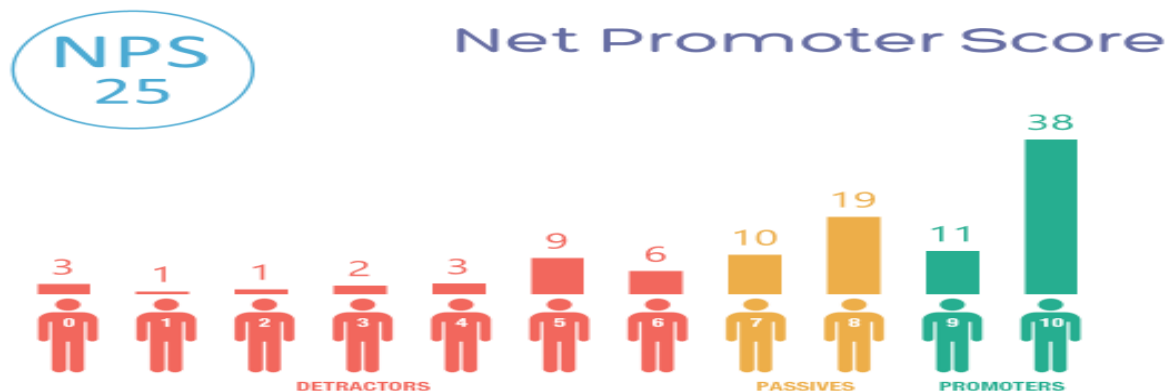
82% were satisfied with the overall service we provide;
79% were satisfied with the overall quality of their home;
77% were satisfied with the rent we charge provides value for money;
76% were satisfied with the value for money of service charge;
64% were satisfied we listen and act on tenant views;
75% were satisfied with repairs and maintenance overall;
79% were satisfied with last completed repair;
85% were satisfied with their neighbourhood as a place to live;
66% were satisfied with the grounds maintenance service; and
58% were satisfied with the way we deal with anti-social behaviour.

Overall satisfaction



- Sheltered housing tenants satisfaction was 87%;
- There was 88% satisfaction amongst new tenants;
- Tenants who had been with us 3-10 years had the lowest satisfaction;
- Tenants living in houses were less satisfied than the average (79%).

The survey also included a “Net Promoter Score” (NPS) question as an additional measure of customer loyalty and satisfaction. The NPS for the council tenants was 25, which is typical of similar landlords.



A ‘key driver’ analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the top three factors most closely associated with overall tenant satisfaction were:

- Listening to views and acting upon them;
- Quality of home; and
- Value for money of rent.

How do we compare with others?

The table below compares our current satisfaction rates with other social housing providers in Wales for some of the key questions:

| Tenant Satisfaction across the housing sector in Wales ¹ | | | | |
|---|----------------|--------------------|-------------------|-----|
| Question | Housing Assoc. | Voluntary Transfer | Retained Councils | CCC |
| Satisfaction with service | 90% | 83% | 78% | 82% |
| Satisfaction with repairs and maintenance | 81% | 78% | 71% | 75% |
| Satisfaction with listening and acting on tenants views | 76% | 73% | 61% | 64% |

What are the next steps?

- Carrying out further in-depth analysis at ward level;
- Understanding more of what went well – rather than focusing on what goes wrong;
- Better understanding of 58% satisfaction score for ASB, examining the links with the Police, our partnership working and how we can manage and improve expectations;
- Engaging with tenants on how to better listen to their views and act on them;
- Carrying out further analysis for the 34-54 age group who were less satisfied than others;
- Understanding how we improve satisfaction on the last repair completed and value for money of rent;
- Linking our complaints, compliments and members' representations with the survey results;
- Feeding the results back to tenants through our communication planning; and
- Carrying out a further survey in 18 months' time.

DETAILED REPORT ATTACHED?

YES
Full Survey results

¹ Welsh Government 2019

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Jonathan Morgan Head of Homes and Safer Communities

| | | | | | | |
|---|-------------|------------|-------------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| NONE | NONE | YES | NONE | NONE | NONE | NONE |

2. Finance

We have seen, over the last few years from Welsh Government, an increasing move to tie in tenant engagement with the award of the Major Repairs Allowance (MRA) Grant. The MRA grant is worth £6m to the Authority.

We are confident that the work we are carrying out fully protects this funding stream in relation to tenant engagement.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jonathan Morgan Head of Homes and Safer Communities

1. **Local Member(s)** n/a
2. **Community / Town Council** n/a
3. **Relevant Partners**- our tenant consultation groups have been fully involved in the development of the survey.
4. **Staff Side Representatives and other Organisations** - relevant staff have been fully involved in the development of this survey.

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THERE ARE NONE

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STAR Resident Satisfaction Survey 2019



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1. Introduction

Background

This report details the results of Carmarthenshire County Council's 2019 STAR tenant satisfaction survey, delivered by ARP Research. This report includes results for general needs and sheltered tenants. Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups, with tests to check if any of the differences are *statistically significant*. The results have also been benchmarked against ARP Research's own database of local authority STAR surveys.



This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys.
www.housemark.co.uk/star

About the survey

The survey was carried out between June and July 2019. A sample of 5,000 tenants received paper self-completion, bilingual questionnaires followed by a reminder approximately three weeks later for all those who had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Council's records (1,702), and a text invitation to all mobiles (4,675). In total 7,312 tenants received at least one type of invitation. A free prize draw added an incentive to encourage tenants to return the questionnaires.

In total, 2,087 tenants took part in the survey, which represented a 29% response rate overall, (error margin +/- 1.9), including a 36% response rate for the core postal sample. A quarter of the total number of responses was collected online (513), and 82 surveys were completed in Welsh (4%). Please note that the survey results were weighted by age to ensure that they were representative of the tenant population over the main demographic and geographic characteristics.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be attributable to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



2. Executive summary

| Bench mark | Satisfaction | |
|---------------|--------------|-----------------------------------|
| 83% | 82% | satisfaction overall |
| 79% | 79% | quality of home |
| 83% | 77% | value for money of rent |
| 71% | 76% | value for money of service charge |
| 63% | 64% | listens and acts on views |
| 76% | 75% | repairs & maintenance overall |
| 83% | 79% | last completed repair |
| 86% | 85% | neighbourhood as a place to live |
| 66% | 66% | grounds maintenance service |
| 61% | 58% | deals with anti-social behaviour |

Overall satisfaction

1. Overall, around four out of five tenants were satisfied with the services provided by Carmarthenshire County Council (82%), including 44% that were 'very satisfied'. At the opposite end of the scale, only 12% of tenants were dissatisfied. When benchmarking against other Councils in ARP Research's database, Carmarthenshire's score was consistent with the median of 83% (section 3).
2. When analysed by stock general needs tenants were less satisfied than their peers in sheltered accommodation (82% v 87%), which is the pattern one would typically expect to see.
3. This meant that residents aged 65+ had a significantly higher level of satisfaction than anyone else (90%). However, unlike most other STAR surveys, the very youngest respondents aged under 25 were also very satisfied (91%) with the lowest satisfaction of 74% being apparent amongst 35-54 year-olds.
4. The survey also included a "Net Promoter Score" (NPS) question as an additional measure of customer loyalty and satisfaction. The NPS for the Council tenants is 25, which is typical of similar landlords.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the top four factors most closely associated with overall tenant satisfaction were:
 - Listening to views and acting upon them (64% satisfied, section 7)
 - Quality of home (79%, section 4)
 - Value for money of rent (77%, section 5).
 - Repairs and maintenance overall (75%, section 6)
6. The top three key drivers were largely neck and neck with one another; with listening to tenant's views and acting upon them, (section 7), was only slightly ahead of the quality of the home, (section 4), and rent value for money (section 5). This would suggest a relatively balanced perspective amongst the Council tenants with no single core component of the service playing an outsized role in determining general satisfaction.

Listening to tenants

7. Listening and acting upon tenants' views was the primary key driver of overall satisfaction for respondents, so it was positive to find that the Council's performance regard this compares favourably with its peer group where satisfaction was one point above the benchmark for tenants as a whole (64% v 63% median), and it would only need to increase by a further percentage point more to move into the top quartile. However, it is important to point out that for this driver one in five respondents was still dissatisfied in this regard; this equated to (19%), around half of whom were 'very dissatisfied' (9%, section 7).

The home

8. The majority of tenants were satisfied with the quality of their home (79%), including 38% that were 'very satisfied'. At the opposite end of the scale one in seven was dissatisfied (14%). The result was equal to the benchmark median for other similar landlords (section 4).
9. There were also some significant differences by property type, although these were heavily linked to stock type and/or the age profile of tenants, with respondents in bungalows and flats significantly more satisfied than those in houses (88%, 83% and 73% respectively). Satisfaction was also significantly lower for older properties pre-1965 (74%).

2. Executive summary

10. Tenants in Carmarthen Town North were significantly less happy with their homes, as were those in the Llanelli wards of Felinfoel, Bynea and Lliedi.

Value for money

11. Rent value for money was one of three main key drivers, but the 77% satisfaction score was distinct in that it was six points below the ARP benchmark median of 83%. However, many other respondents were unsure, with only 12% being actively dissatisfied (section 5).
12. There was a large difference in satisfaction between the over 64s (88%) and 35-49 year-olds (64%), with some correlation between value for money and quality of the home ratings.
13. The Council are looking to tackle the issue of fairness; one potential option may be to grade some rents by the popularity of the area. This proposal did not garner a great deal of support from respondents however, as only one in seven agreed with the idea (15%).
14. Unlike most other STAR surveys, the service charge value for money rating was on par with that for rent (76%), meaning that it was well above the expected average of 71%.

Repairs and maintenance

15. Three quarters of respondents were satisfied with the repairs and maintenance service overall (75%), which is very close to the benchmark median of 76%. However, this did mean that around a fifth of the sample were still dissatisfied with this service as a whole (18%, section 6).
16. Indeed, although the last completed repair was rated higher (79% satisfied), the gap between the two measures was lower than one would normally expect, meaning that the last completed repair was rated 4 points below the ARP benchmark median putting the Council in the bottom quartile of landlords.

Neighbourhood

17. Satisfaction with the neighbourhood is another area where the Council is largely on par with its peers as 85% of the sample were satisfied, one point below the benchmark median. Furthermore, of those who were satisfied, 53% were 'very satisfied' with where they live. Indeed, only 10% of the sample were actively dissatisfied with their neighbourhood (section 8).
18. Once again, the urban areas of North and West Carmarthen as well as most of the wards in eastern Llanelli had lower than average satisfaction with the area, as did four wards around Ammanford.
19. Two thirds of the sample were satisfied with the grounds maintenance service, which whilst low in comparison to other ratings in the survey findings, was actually at the level expected amongst similar landlords (benchmark median 66%). That said, a fifth were actively dissatisfied, the majority of whom were 'very dissatisfied' (11%).
20. How anti-social behaviour (ASB) is dealt with was quite important to residents, as this emerged as a key driver of satisfaction overall, albeit not as important as other aspects of the service. Around three out of five respondents were satisfied regarding this issue (58%), the majority of whom were 'very satisfied' (30%). Whilst a fifth were dissatisfied (19%), it is important to highlight that a larger proportion were ambivalent (23% 'neither', section 9).



3. Services overall

82%

satisfied with the service overall

1. listen to views

2. quality of home

3. rent VFM

4. repairs service overall

were the top **key drivers** that best predicted overall satisfaction



Tenants aged under 25 or over 65 were the most satisfied



Satisfaction was much lower for 35-54 year-olds



Consistent with ARP Research benchmark of 83%



No single dominant 'key driver' of satisfaction



There were clusters of below average satisfaction in urban wards including in Llanelli and Carmarthen

3. Services overall

Overall satisfaction with the services that the Council provided to its tenants was generally good, with around four out of five tenants claiming to be satisfied, including 44% that were ‘very satisfied’. At the opposite end of the scale, only 12% of tenants were actively dissatisfied. Furthermore, when benchmarking against other Councils in ARP Research’s STAR database, Carmarthenshire was within a single percentage point off the 83% median score.

When analysed by stock, general needs tenants were less satisfied than their peers in sheltered accommodation (82% v 87%), which is the pattern one would typically expect to see. The difference between these two scores was large enough to be considered as ‘statistically significant’ at the 95% confidence level, which means that a statistical test showed that we can be quite confident enough that the difference was not due to chance.

The results were also comprehensively analysed by other sub-groups in order to identify those tenants who might differ from the norm. As was expected, there was a substantial age difference with older respondents claiming to be more satisfied than those who were younger. This meant that residents aged 65+ had a significantly higher level of satisfaction than anyone else (90%). However, unlike most other STAR surveys the very youngest respondents aged under 25 were also very satisfied (91%), where the lowest satisfaction of 74% was more apparent amongst 35-54 year-olds. This pattern continued across the majority of other measures within the survey.

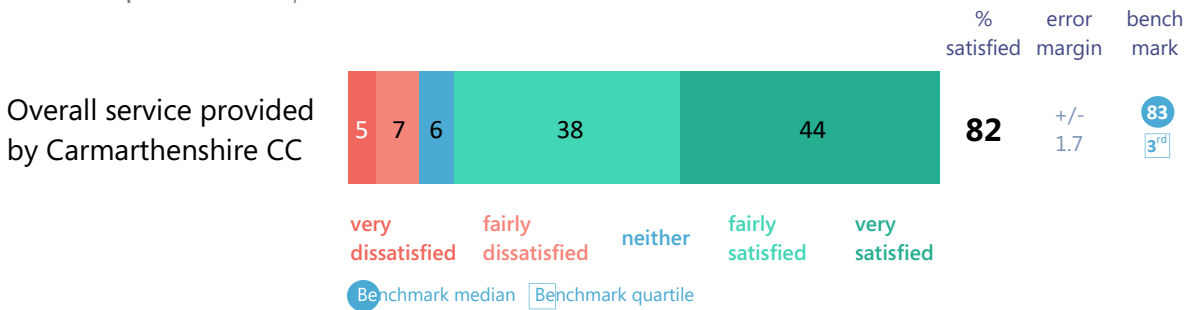
In addition, there was also a difference in overall satisfaction which was dependent on a tenant’s length of tenancy, with those in their first year significantly more satisfied than average (88%), whilst those with 3-10 years tenure had the lowest satisfaction (79%). This pattern also continued throughout the rest of the results, and it is notable that many of these medium-term tenants would also be in the middle age groups noted above.

There was also a geographic variation in the results as summarised in the map and table on the following pages. Map 3.2 summarises the wide range of overall satisfaction scores, whilst table 3.3 also indicates those areas that differed from the norm by a statistically significant margin. However, care should be taken when interpreting some results by area due to the small sample size for some, and it is useful to note that wards with fewer than 10 responses are not included here.

As expected, there were clusters of below average satisfaction in Llanelli and Carmarthen (excluding Carmarthen Town South), with significantly low scores in Carmarthen North (68%) and Lliedi (76%), as well as between those two towns in Pontyberem (74%).

3.1 Overall satisfaction

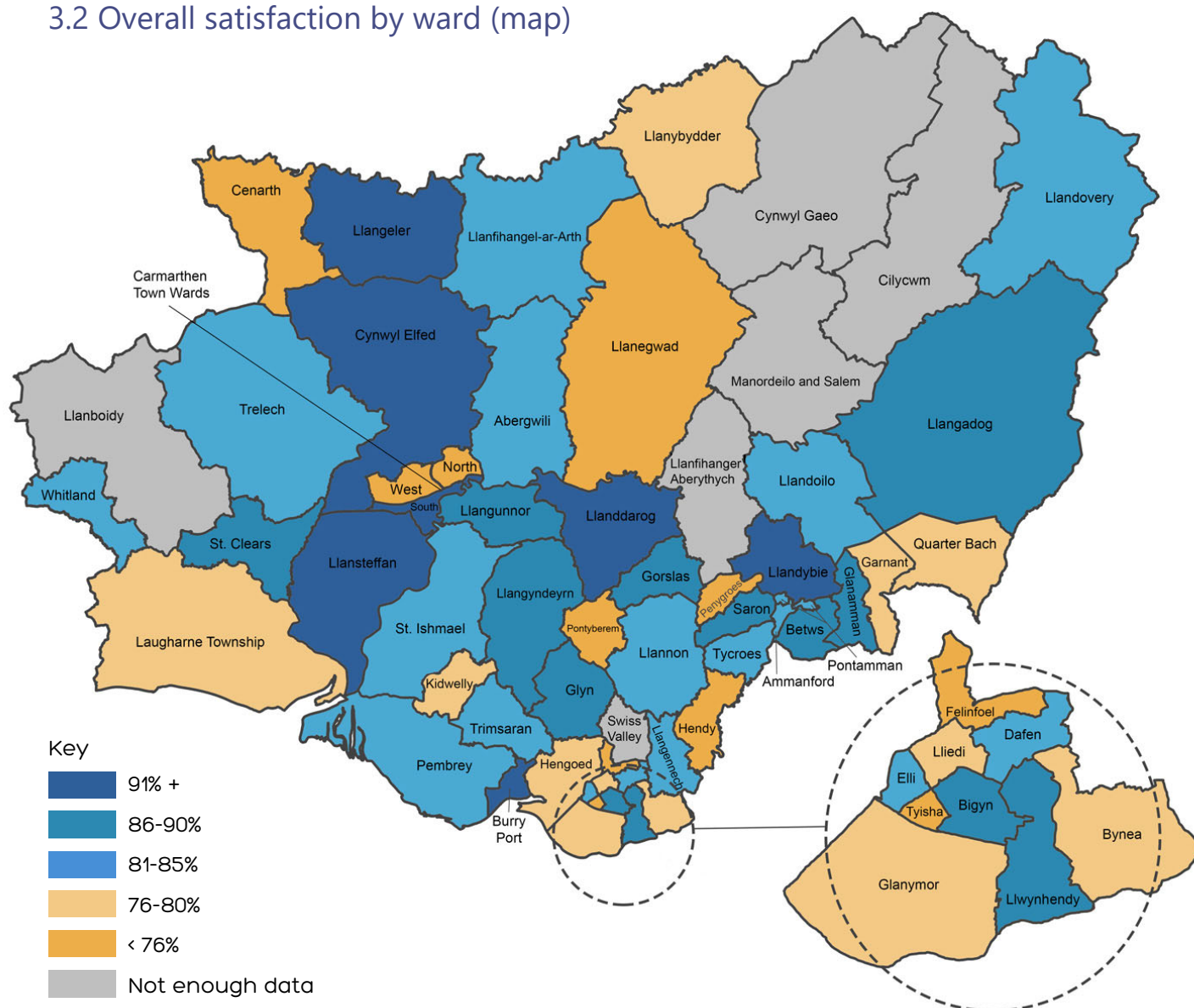
% Base 2002 | Excludes non respondents



| | Base | % | | | | | | |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
| General needs | 1978 | 5 | 7 | 6 | 39 | 43 | 82 | +/- 1.7 |
| Sheltered | 109 | 3 | 2 | 8 | 35 | 52 | 87 | +/- 6.3 |

3. Services overall

3.2 Overall satisfaction by ward (map)



The only other finding of note from further sub-group analysis was that respondents living in houses were significantly less satisfied than average at the 95% confidence level (79%), whereas those living in bungalows were significantly more satisfied (88%). That's said, the significant difference between the two is most likely linked to the age profile of tenants in each property type.

To learn more about the overall score a 'key driver' analysis was also carried out, using a statistical test known as a 'regression'. This was used to determine which opinion-rating statements in the questionnaires were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link, (although there may be one), but it does highlight the combination of opinion-rating statements that are the best predictors of overall satisfaction. The analysis identified six key drivers for tenants as presented in chart 3.4.

The top three key drivers were largely neck and neck with one another, where listening to tenant's views and acting upon them (section 7) was only slightly ahead of the quality of the home (section 4) and rent value for money (section 5). This would suggest a relatively balanced perspective amongst the Council tenants with no single core component of the service playing an outsized role in determining general satisfaction.

3.3 Overall satisfaction by ward

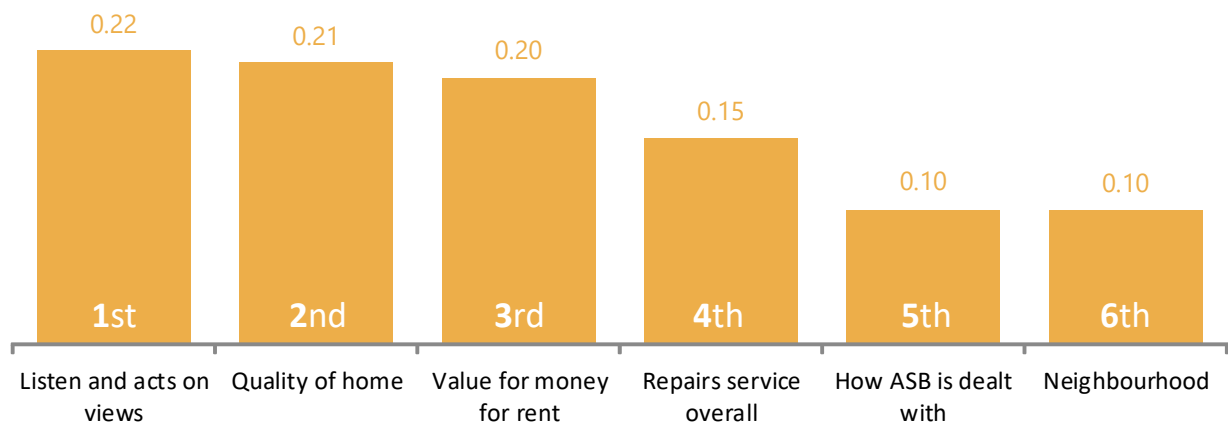
| | % satisfied | | NPS | | % satisfied | | NPS |
|------------------|-------------|----------------------|-----|----------------------|-------------|----------------------|-----|
| | Base | Overall satisfaction | | | Base | Overall satisfaction | |
| Overall | 2087 | 82 | 25 | Overall | 2087 | 82 | 25 |
| Abergwili | 16 | 81 | 42 | Llandybie | 52 | 93 | 34 |
| Ammanford | 32 | 83 | 46 | Llanegwad | 16 | 72 | 26 |
| Betws | 21 | 88 | 30 | Llanfihangel Ar Arth | 36 | 83 | 9 |
| Bigyn | 65 | 90 | 27 | Llangadog | 14 | 90 | 13 |
| Burry Port | 41 | 93 | 41 | Llangelor | 50 | 92 | 40 |
| Bynea | 57 | 79 | 9 | Llangennech | 65 | 84 | 36 |
| Carmarthen North | 90 | 68 | -8 | Llangunnor | 47 | 86 | 34 |
| Carmarthen South | 40 | 96 | 41 | Llangyndeyrn | 56 | 86 | 46 |
| Carmarthen West | 27 | 75 | 6 | Llannon | 54 | 84 | 30 |
| Cenarth | 11 | 69 | 16 | Llansteffan | 14 | 100 | 15 |
| Cynwyl Elfed | 12 | 93 | 79 | Llanybydder | 33 | 80 | 44 |
| Dafen | 44 | 81 | 31 | Lliedi | 48 | 76 | 18 |
| Elli | 15 | 81 | 30 | Llwynhendy | 120 | 87 | 35 |
| Felinfoel | 46 | 75 | 4 | Pembrey | 48 | 84 | 16 |
| Garnant | 34 | 79 | 35 | Penygroes | 20 | 71 | -4 |
| Glanamman | 36 | 86 | 25 | Pontaman | 28 | 84 | 13 |
| Glanymor | 116 | 78 | -1 | Pontyberem | 42 | 74 | 15 |
| Glyn | 25 | 89 | 31 | Quarter Bach | 37 | 76 | 25 |
| Gorslas | 70 | 88 | 41 | Saron, Ammanford | 59 | 86 | 35 |
| Hendy | 22 | 69 | 23 | St Clears | 30 | 88 | 42 |
| Hengoed | 37 | 79 | 21 | St Ishmael | 14 | 81 | 43 |
| Kidwelly | 51 | 76 | 3 | Trelech | 10 | 85 | 30 |
| Laugharne | 23 | 76 | 33 | Trimsaran | 46 | 83 | 37 |
| Llanddarog | 19 | 93 | 47 | Tycroes | 24 | 82 | 26 |
| Llandeilo | 23 | 81 | 33 | Tyisha | 55 | 70 | 3 |
| Llandovery | 41 | 82 | 21 | Whitland | 25 | 85 | 48 |

Significantly **worse** than average
(95% confidence*)Significantly **better** than average
(95% confidence*)Significantly **worse** than average
(90% confidence*)Significantly **better** than average
(90% confidence*)* See appendix A for further information on
statistical tests and confidence levels

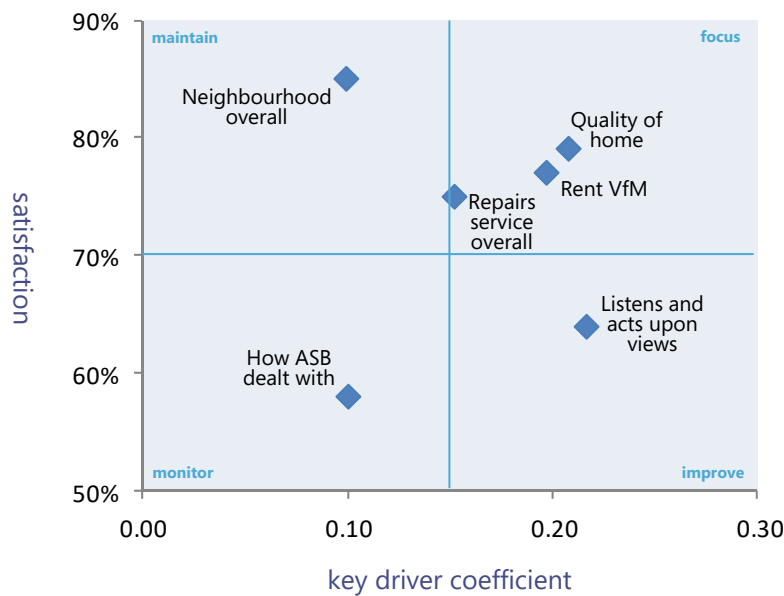
3. Services overall

3.4 Key drivers - overall satisfaction

R Square = 0.589 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.5 Key drivers v satisfaction



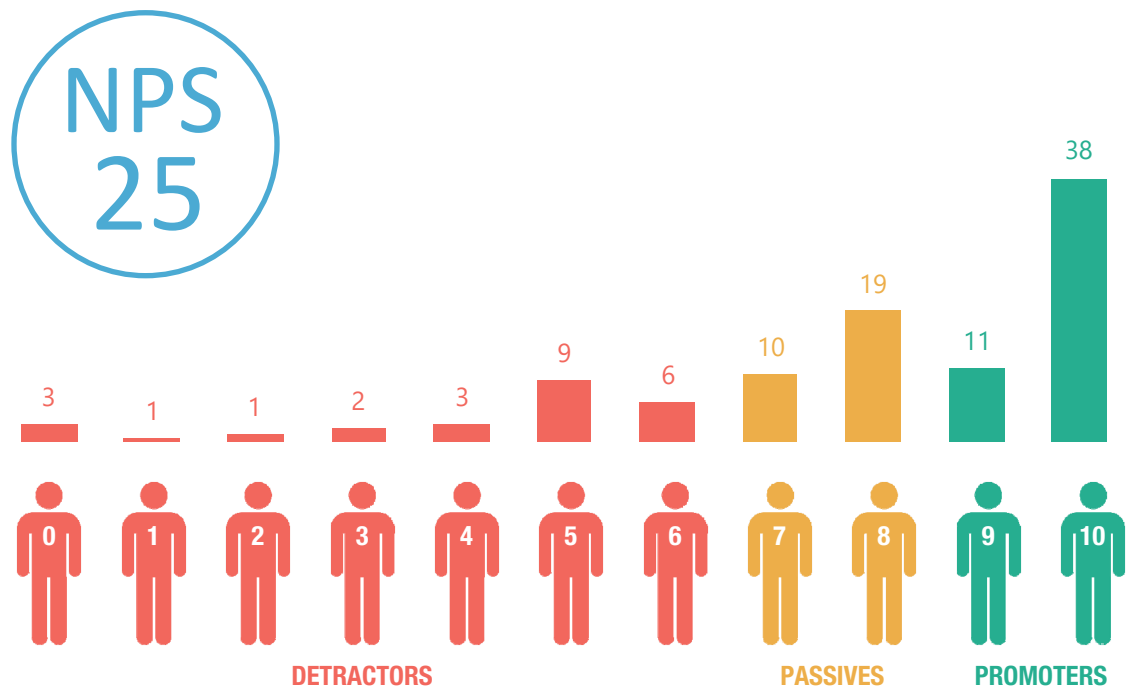
A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

It is very common across tenant surveys for the repairs and maintenance service to be on the list of drivers. It is noteworthy that despite satisfaction with the last completed repair being rated a little lower than most other scores relative to the benchmarks (section 6), it was by no means the strongest key driver. However, it should be noted that the strongest theme of the key drivers, namely having one's views listened to and acted upon, is very often linked to repairs and maintenance.

Finally, the survey also included a "Net Promoter Score" (NPS) question as an additional measure of customer loyalty and satisfaction. Respondents were asked how likely they were to recommend the Council as a landlord to family or friends, and this was used to identify 'promoters' and 'detractors' to calculate an overall Net Promoter Score (see sidebar for more information). The NPS amongst tenants in the sample was 25, which is very typical of the average NPS in the sector.

3.6 Likely to recommend Carmarthenshire CC (Net Promoter)

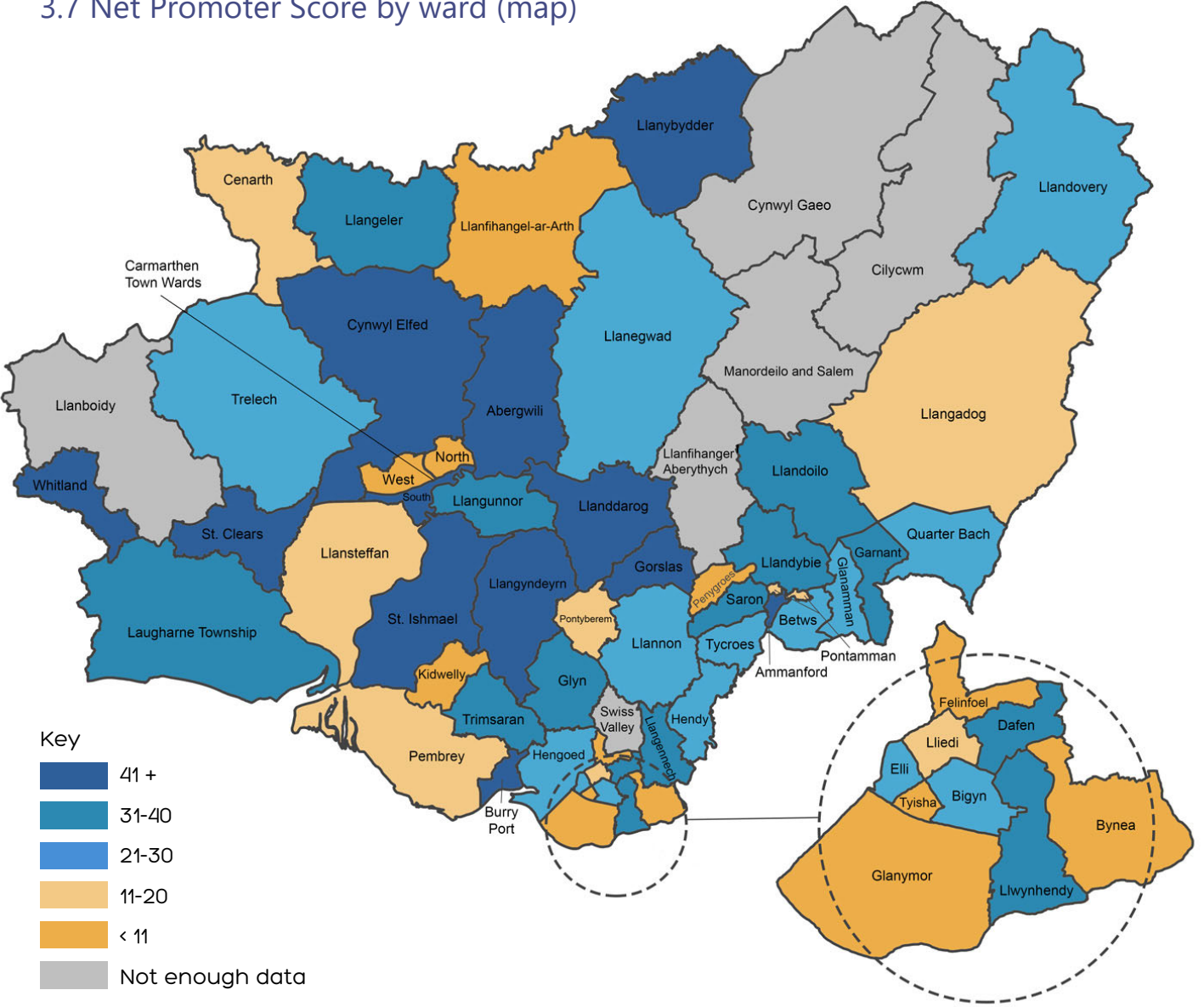
% Base 2057 | Excludes non respondents.



The pattern of the NPS by age was very similar to the overall satisfaction score, with the lowest being 13 amongst 35-54 year-olds, rising to 37 for the over 65s. The NPS was particularly low in Carmarthen North (-8), although this is probably to be expected due to the similarly low overall satisfaction score there. However, the NPS was also negative (-1) in the Glanymor ward, which is more surprising in the context of the satisfaction score that this group gave (78%), and the fact that it was one of the largest wards in the sample. The only other question in the survey, where this group differed from the norm was in the rating for their neighbourhood as a place to live (section 8), so it is possible that the exact nature of the NPS recommendation question is particularly relevant here.

This question employed the Net Promoter methodology, which is a widely used tool used across many different business sectors to gauge customer loyalty and is typically measured on an 11-point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100. As a point of reference across various sectors, the typical NPS score is 5-10 in industry, and around 20-30 for social housing overall.





3.7 Net Promoter Score by ward (map)





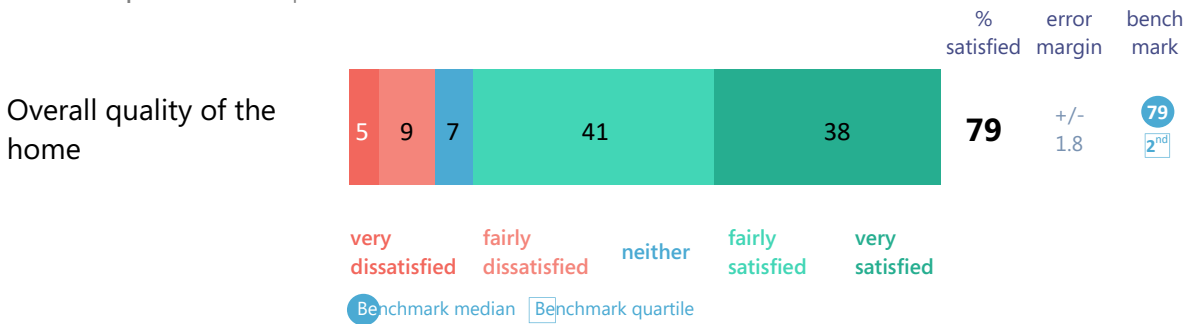
4. The home

79% satisfied with the quality of the home

-
-  Also consistent with ARP Research benchmark for Councils
-  Carmarthen North and Llanelli wards had significantly lower satisfaction
-  Tenants living in bungalows and flats were more satisfied than those living in houses
-  The lowest ratings were for pre 1965 properties
-

4.1 Satisfaction with the quality of the home

% Base 2075 | Excludes non respondents



| | | % | | | | | | |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
| General needs | 1978 | 5 | 10 | 7 | 41 | 37 | 78 | +/- 1.8 |
| Sheltered | 109 | 2 | 1 | 5 | 30 | 63 | 93 | +/- 4.8 |

Satisfaction with the quality of the home was the second strongest key driver that best predicted overall satisfaction for the current sample. As such, it was positive to find that the majority were satisfied regarding this aspect (79%), including 38% that were ‘very satisfied’. Furthermore, the result was equal to the benchmark median for other similar landlords (79%), placing Carmarthenshire Council in the second quartile. There were still some 14% of tenants that were dissatisfied, however, including 5% that were ‘very’ dissatisfied with their home.

Once again there was significant variation in this score between the two stock types, with tenants in sheltered accommodation significantly more satisfied than those in general needs (93% v 78%). The difference in stock will also account for the significant difference by age, with older tenants significantly more satisfied (91% of those aged 65+), whereas the youngest age group were significantly less satisfied than average (68% of the under 35s). However, satisfaction was significantly lower still for those aged 35 – 49 (65%).

There were of course some differences in the results when analysing the tenants’ results by ward. From table 4.2 it clearly shows that the respondents in Cynwyl Elfed thought very highly of their homes in terms of quality (93%), as did those in Burry Port, Whitland and Carmarthen Town South (91%, 90% and 86% respectively). In contrast, those in Carmarthen Town North and were significantly less happy (63%), as were those in the Llanelli wards of Felinfoel (63%) Bynea (64%) and Lliedi (69%).

There were also some significant differences by property type, although this was heavily linked to stock type and/or the age profile of tenants, with respondents in bungalows and flats significantly more satisfied than those in houses (88%, 83% and 73% respectively). The age of the property also had an impact on this score, with tenants in older properties (pre 1945) significantly less satisfied than average (73%), as were those in properties built between 1945 and 1964 (74%). In contrast, satisfaction was significantly higher than average amongst people living in properties built between 1991 and 2005 as well as those constructed between 1975 and 1990 (88% and 87% respectively).

Once again, respondents in their first year as a tenant were significantly more satisfied than average (83%), whereas the opposite was true for those who had been a tenant for 3 – 5 years (73%) or 6 – 10 years (76%).

4. The home

4.2 Satisfaction with the home by ward

| % satisfied | | | % satisfied | | |
|-----------------------|------|---------------------|----------------------|------|---------------------|
| | Base | Quality of the home | | Base | Quality of the home |
| Overall | 2087 | 79 | Overall | 2087 | 79 |
| Abergwili | 16 | 70 | Llandybie | 52 | 80 |
| Ammanford | 32 | 84 | Llanegwad | 16 | 86 |
| Betws | 21 | 83 | Llanfihangel Ar Arth | 36 | 77 |
| Bigyn | 65 | 83 | Llangadog | 14 | 92 |
| Burry Port | 41 | 91 | Llangeler | 50 | 86 |
| Bynea | 57 | 64 | Llangennech | 65 | 84 |
| Carmarthen Town North | 90 | 63 | Llangunnor | 47 | 87 |
| Carmarthen Town South | 40 | 86 | Llangyndeyrn | 56 | 79 |
| Carmarthen Town West | 27 | 75 | Llannon | 54 | 85 |
| Cenarth | 11 | 62 | Llansteffan | 14 | 100 |
| Cynwyl Elfed | 12 | 93 | Llanybydder | 33 | 86 |
| Dafen | 44 | 80 | Lliedi | 48 | 69 |
| Elli | 15 | 91 | Llwynhendy | 120 | 78 |
| Felinfoel | 46 | 63 | Pembrey | 48 | 85 |
| Garnant | 34 | 83 | Penygroes | 20 | 76 |
| Glanamman | 36 | 82 | Pontaman | 28 | 83 |
| Glanymor | 116 | 75 | Pontyberem | 42 | 68 |
| Glyn | 25 | 92 | Quarter Bach | 37 | 83 |
| Gorslas | 70 | 87 | Saron, Ammanford | 59 | 83 |
| Hendy | 22 | 81 | St Clears | 30 | 92 |
| Hengoed | 37 | 66 | St Ishmael | 14 | 86 |
| Kidwelly | 51 | 64 | Trelech | 10 | 76 |
| Laugharne | 23 | 73 | Trimsaran | 46 | 82 |
| Llanddarog | 19 | 77 | Tycroes | 24 | 82 |
| Llandeilo | 23 | 91 | Tyisha | 55 | 70 |
| Llandovery | 41 | 78 | Whitland | 25 | 90 |

Significantly **worse** than average
(95% confidence*)

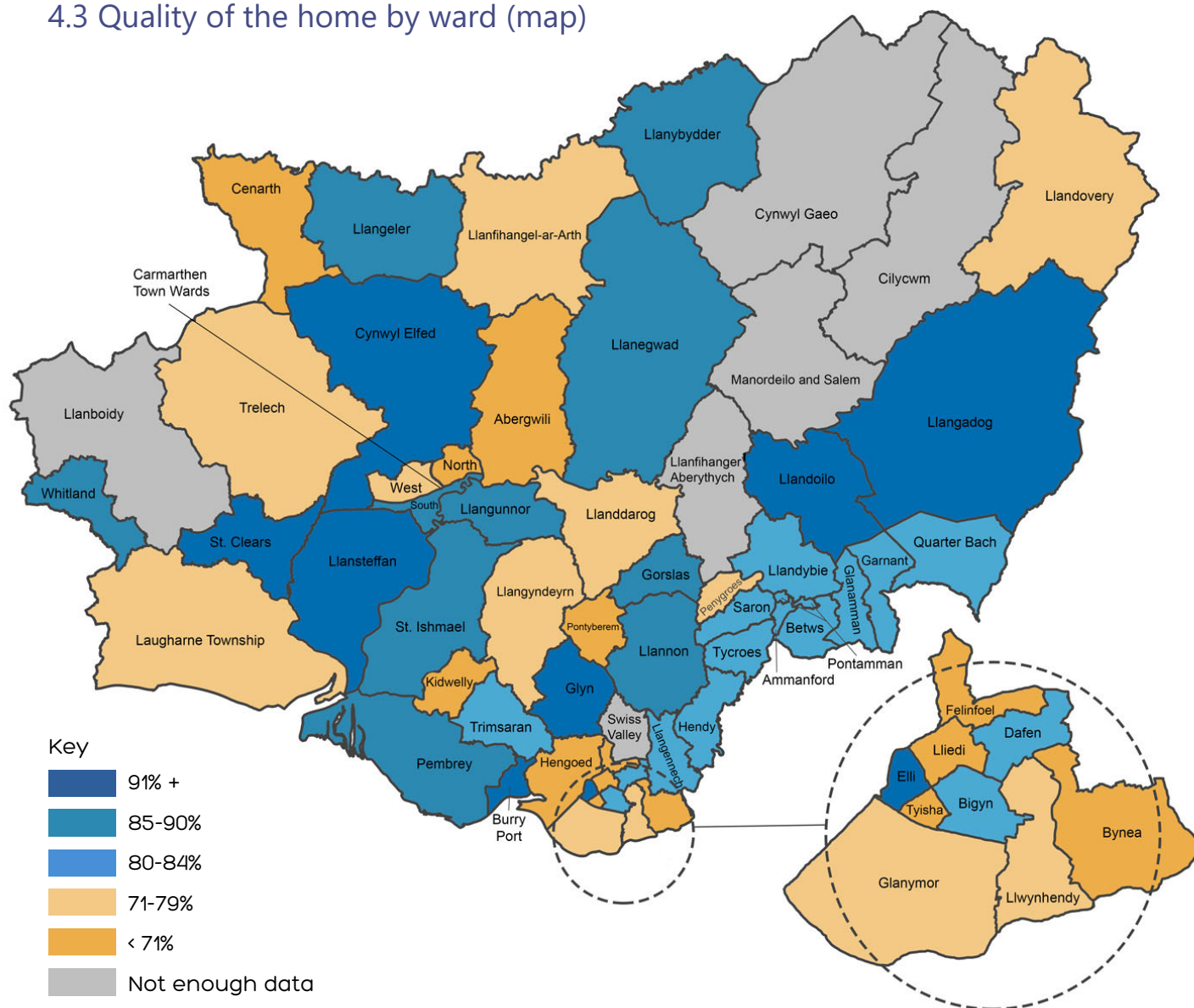
Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on
statistical tests and confidence levels

4.3 Quality of the home by ward (map)





5. Value for money

77

%

satisfied with rent value
for money

76

%

satisfied with service
charge value for money



In the top quartile for service charge value for money, but the bottom quartile for rent



Some correlation between the quality of the home and value for money



35-49 year-olds have the lowest value for money ratings

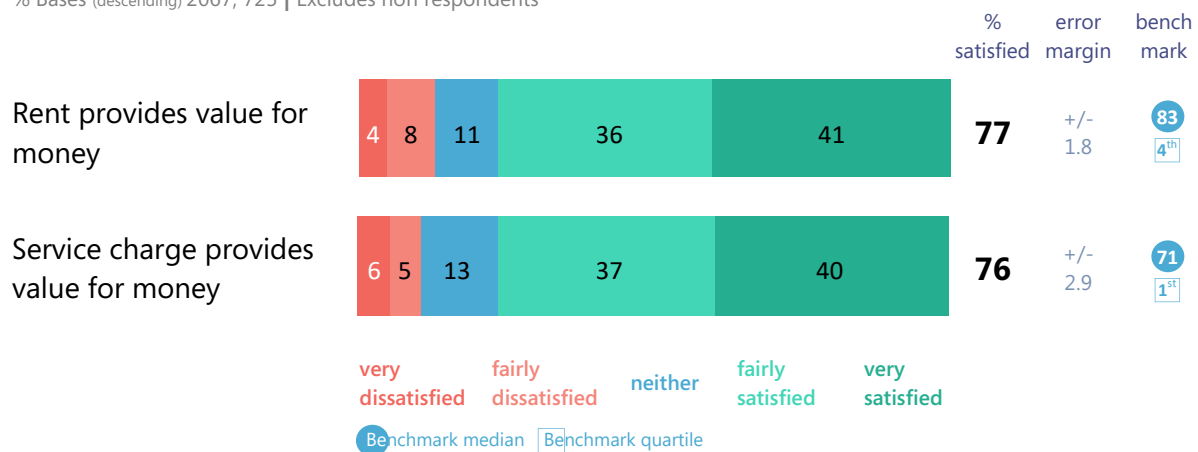


Only 15% supported the idea of linking rent to desirability of the area, support being lowest for younger tenants

5. Value for money

5.1 Value for money

% Bases (descending) 2067, 725 | Excludes non respondents



| Rent | | % | | | | | satisfied 2019 | error margin |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | | |
| General needs | 1978 | 5 | 9 | 11 | 37 | 40 | 76 | +/- 1.9 |
| Sheltered | 109 | 2 | 6 | 4 | 29 | 59 | 89 | +/- 5.9 |

| Service charge | | % | | | | | satisfied 2019 | error margin |
|----------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | | |
| General needs | 1978 | 6 | 5 | 14 | 37 | 38 | 76 | +/- 1.9 |
| Sheltered | 109 | 5 | 8 | 6 | 35 | 46 | 81 | +/- 7.4 |

In the context of the pressure on living standards and welfare benefit reform, value for money is always going to be an important topic, where satisfaction with the value for money of the rent emerges as a key driver of tenant satisfaction overall (chart 3.4).

As such, whilst it was pleasing to find the vast majority of tenants were satisfied with this topic (77%), when compared with the benchmark median of 83%, Carmarthenshire appears in the bottom quartile compared to its peers, one of only two findings in the survey that was not broadly comparable to the median. However, the remaining tenants were split equally between respondents that were merely equivocal (11%) and those that were actively dissatisfied (12%).

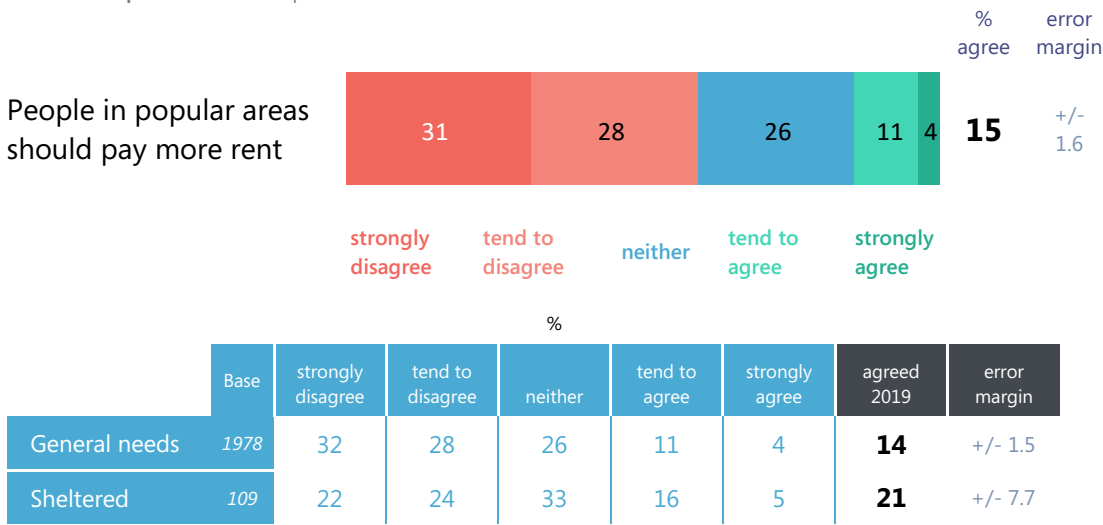
As expected, sheltered tenants were the most satisfied group (89%), the vast majority of whom were 'very satisfied' (59%). General needs tenants were somewhat less satisfied (76%) but even then, the majority were 'very satisfied' (40%). This also explained why respondents in bungalows were significantly more satisfied than average with their rent (83%), whereas satisfaction amongst those in houses was significantly lower (73%).

The lowest rating by age group was given by 35-49 year-olds (64%), mirroring the same pattern seen throughout the survey findings. In comparison, 88% of the over 64s were satisfied that their rent represented value for money.

A full breakdown of responses by ward is provided in table 5.3 and it is immediately apparent that satisfaction was significantly lower than average in Carmarthen Town North and Lliedi (67% and 69% respectively), two areas where respondents also rated the quality of their home significantly lower than average (table 4.2).

5.2 Pay more for popular areas

% Base 1788 | Excludes non respondents



Once again, those in their first year of tenancy were significantly more satisfied than average (86%) compared with those who had been a tenant for 6 – 10 years (71%).

The Council is looking to tackle the issue of fairness and one potential option might be grading some rents by the popularity of the area. As such, a question was included in the survey asking tenants if they agreed that people living in popular neighbourhoods should pay more rent. This possible proposal did not garner a great deal of support from respondents as only one in seven agreed with the idea (15%). Indeed, the majority actively disagreed (59%), including 31% who ‘strongly disagreed’ (chart 5.2).

The level of agreement was a little higher for sheltered tenants (21%) and indeed amongst all tenants aged 65 or over. In comparison, fewer than one in ten of the under 35s felt the same way.

A full breakdown by ward is again provided in table 5.6 including an indication of which area differed significantly from the norm, however as previously stated care should be taken when interpreting some results by area due to the small sample size for some. More than a fifth of respondents in Llanegwad agreed it was a fair thing to do (22%) and when test results were run again at the 90% confidence level, agreement was also significantly higher than average in Cynwyl Elfed (26%). There was an interesting difference in Carmarthen Town with respondents in the South significantly more supportive of the idea than those in the West (18% v 8%).

In addition to the rent, most tenants also pay a service charge and as we have seen those that do were typically more satisfied than those who did not. Service charges can often be less well understood or potentially contentious, to the extent that value for money ratings are normally a little lower in comparison with those for rent. However, this is not the case for Carmarthenshire where three quarters of tenants satisfied with the value for money for their service charge (76%), only one point less than the equivalent score for rent (chart 5.1). In addition, this result was well above the level expected with a benchmark median of 71% for other similar landlords, placing Carmarthenshire in the top quartile of providers.

Like the rating for rent, satisfaction was lower amongst general needs tenants compared with those in sheltered accommodation (76% v 81%), however the difference between the two is not as pronounced as is often seen.

The pattern of responses by ward was interestingly different to the equivalent one for rent, with any significant variation only true at the 90% confidence level (table 5.3).

5.3 Satisfaction with value for money by ward

| % satisfied | | | | % satisfied | | | |
|------------------|------|----------------------|--------------------------------|----------------------|------|----------------------|--------------------------------|
| | Base | Rent value for money | Service charge value for money | | Base | Rent value for money | Service charge value for money |
| Overall | 2087 | 77 | 76 | Overall | 2087 | 77 | 76 |
| Abergwili | 16 | 74 | 100 | Llandybie | 52 | 79 | 67 |
| Ammanford | 32 | 91 | 89 | Llanegwad | 16 | 72 | 75 |
| Betws | 21 | 80 | 100 | Llanfihangel Ar Arth | 36 | 67 | 94 |
| Bigyn | 65 | 79 | 64 | Llangadog | 14 | 83 | 100 |
| Burry Port | 41 | 94 | 77 | Llangeler | 50 | 84 | 85 |
| Bynea | 57 | 75 | 91 | Llangennech | 65 | 84 | 90 |
| Carmarthen North | 90 | 67 | 41 | Llangunnor | 47 | 82 | 89 |
| Carmarthen South | 40 | 77 | 84 | Llangyndeyrn | 56 | 77 | 80 |
| Carmarthen West | 27 | 76 | 41 | Llannon | 54 | 84 | 75 |
| Cenarth | 11 | 69 | 31 | Llansteffan | 14 | 94 | 94 |
| Cynwyl Elfed | 12 | 74 | 74 | Llanybydder | 33 | 79 | 56 |
| Dafen | 44 | 81 | 87 | Lliedi | 48 | 69 | 74 |
| Elli | 15 | 91 | 100 | Llwynhendy | 120 | 77 | 56 |
| Felinfoel | 46 | 74 | 86 | Pembrey | 48 | 74 | 91 |
| Garnant | 34 | 86 | 0 | Penygroes | 20 | 71 | 49 |
| Glanamman | 36 | 83 | 84 | Pontaman | 28 | 85 | 71 |
| Glanymor | 116 | 72 | 71 | Pontyberem | 42 | 68 | 64 |
| Glyn | 25 | 90 | 92 | Quarter Bach | 37 | 70 | 65 |
| Gorslas | 70 | 81 | 78 | Saron, Ammanford | 59 | 75 | 73 |
| Hendy | 22 | 83 | 57 | St Clears | 30 | 73 | 80 |
| Hengoed | 37 | 78 | 54 | St Ishmael | 14 | 68 | 80 |
| Kidwelly | 51 | 59 | 77 | Trelech | 10 | 85 | 84 |
| Laugharne | 23 | 73 | 76 | Trimsaran | 46 | 80 | 72 |
| Llanddarog | 19 | 84 | 73 | Tycroes | 24 | 76 | 51 |
| Llandeilo | 23 | 74 | 65 | Tyisha | 55 | 66 | 77 |
| Llandovery | 41 | 72 | 87 | Whitland | 25 | 89 | 93 |

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

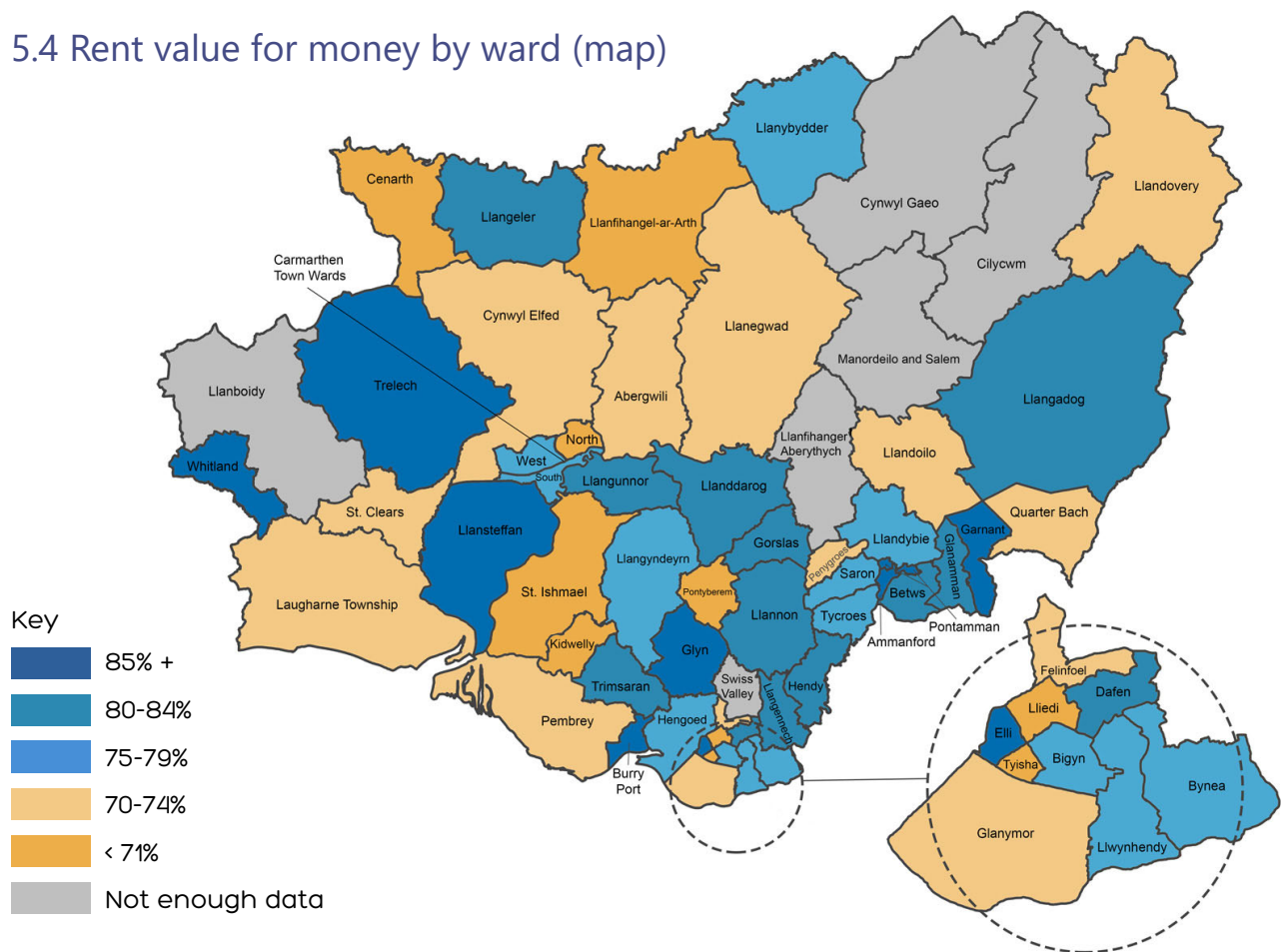
Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

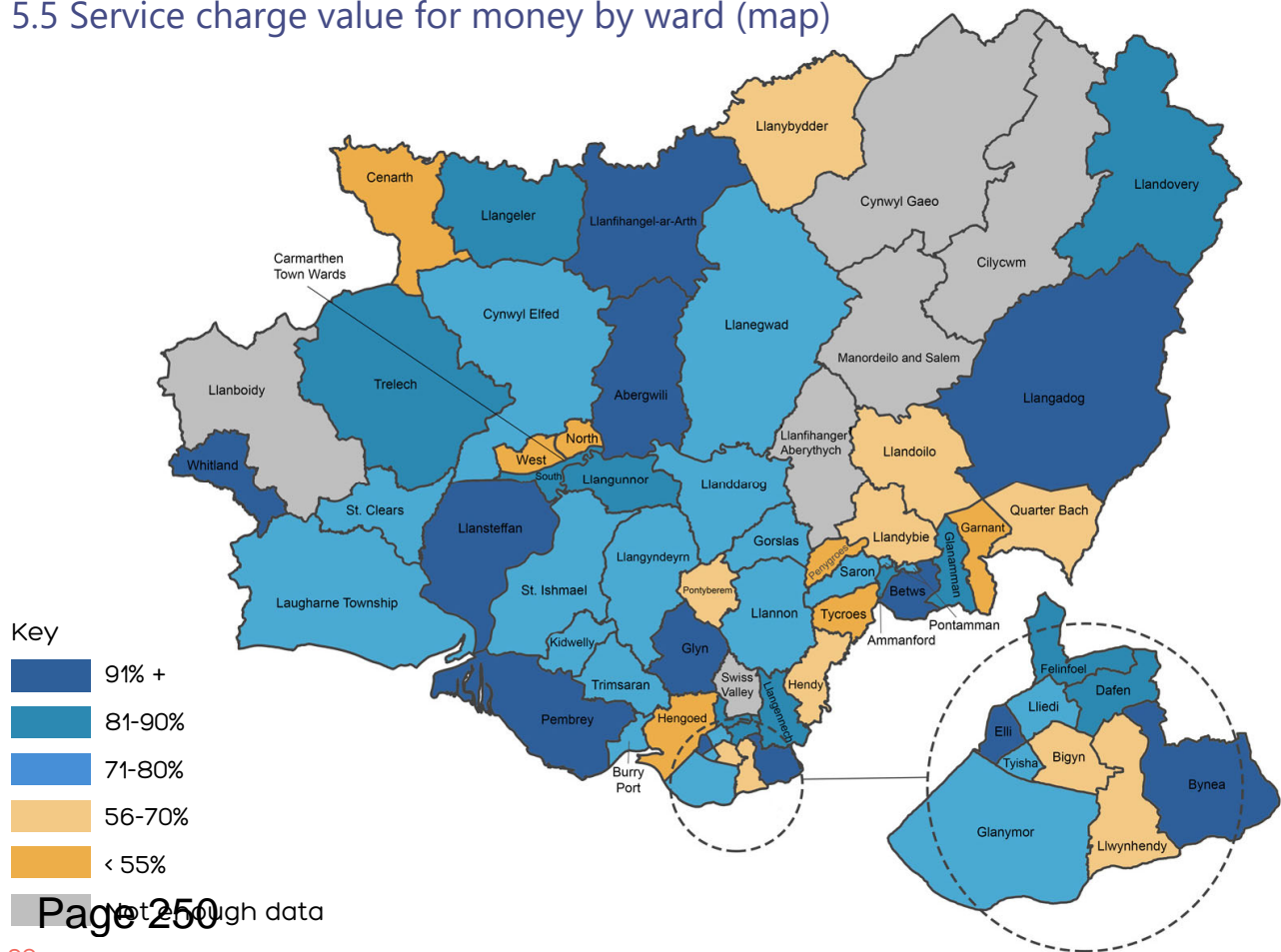
* See appendix A for further information on statistical tests and confidence levels

5. Value for money

5.4 Rent value for money by ward (map)



5.5 Service charge value for money by ward (map)



5.6 People in popular areas should pay more rent by ward

| | % agreed | | | % agreed | |
|-----------------------|----------|----------------------------|----------------------|----------|----------------------------|
| | Base | Pay more for popular areas | | Base | Pay more for popular areas |
| Overall | 2087 | 15 | Overall | 2087 | 15 |
| Abergwili | 16 | 6 | Llandybie | 52 | 18 |
| Ammanford | 32 | 23 | Llanegwad | 16 | 22 |
| Betws | 21 | 15 | Llanfihangel Ar Arth | 36 | 24 |
| Bigyn | 65 | 16 | Llangadog | 14 | 10 |
| Burry Port | 41 | 11 | Llangelor | 50 | 21 |
| Bynea | 57 | 20 | Llangennech | 65 | 21 |
| Carmarthen Town North | 90 | 13 | Llangunnor | 47 | 23 |
| Carmarthen Town South | 40 | 18 | Llangyndeyrn | 56 | 16 |
| Carmarthen Town West | 27 | 8 | Llannon | 54 | 17 |
| Cenarth | 11 | 11 | Llansteffan | 14 | 43 |
| Cynwyl Elfed | 12 | 26 | Llanybydder | 33 | 17 |
| Dafen | 44 | 7 | Lliedi | 48 | 14 |
| Elli | 15 | 7 | Llwynhendy | 120 | 11 |
| Felinfoel | 46 | 19 | Pembrey | 48 | 15 |
| Garnant | 34 | 8 | Penygroes | 20 | 5 |
| Glanamman | 36 | 6 | Pontaman | 28 | 7 |
| Glanymor | 116 | 17 | Pontyberem | 42 | 5 |
| Glyn | 25 | 10 | Quarter Bach | 37 | 15 |
| Gorslas | 70 | 19 | Saron, Ammanford | 59 | 14 |
| Hendy | 22 | 0 | St Clears | 30 | 12 |
| Hengoed | 37 | 15 | St Ishmael | 14 | 6 |
| Kidwelly | 51 | 7 | Trelech | 10 | 9 |
| Laugharne | 23 | 8 | Trimsaran | 46 | 21 |
| Llanddarog | 19 | 16 | Tycroes | 24 | 9 |
| Llandeilo | 23 | 11 | Tyisha | 55 | 12 |
| Llandovery | 41 | 22 | Whitland | 25 | 7 |

Significantly **lower** than average
(95% confidence*)

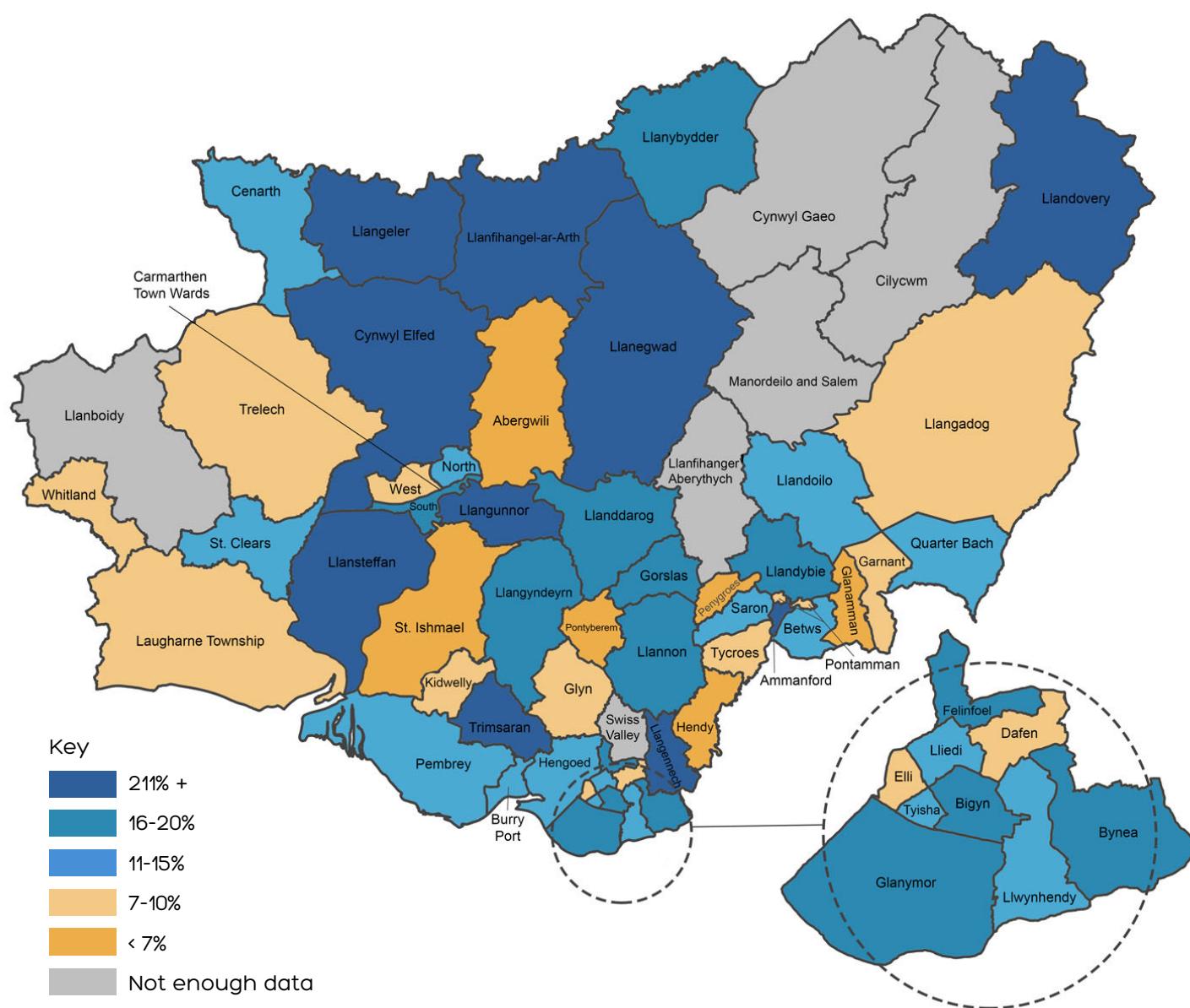
Significantly **higher** than average
(95% confidence*)

Significantly **lower** than average
(90% confidence*)

Significantly **higher** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

5.7 People in popular areas should pay more rent by ward





6. Repairs and maintenance

75 %

satisfied with repairs
and maintenance overall

79 %

satisfied with the *last
completed* repair

B Overall satisfaction consistent with benchmark, but the last completed repair rated a little lower than average



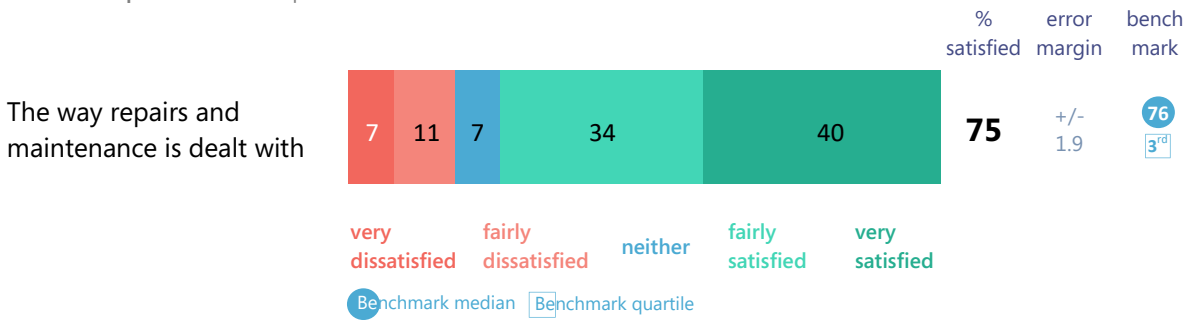
Although a key driver, not as dominant an issue as it sometimes is for other landlords



However, overall repairs satisfaction only 61-62% for under 50s

6.1 Overall repairs satisfaction

% Base 2071 | Excludes non respondents



| | | % | | | | | | |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
| General needs | 1978 | 8 | 11 | 7 | 34 | 40 | 74 | +/- 1.9 |
| Sheltered | 109 | 5 | 4 | 7 | 35 | 49 | 84 | +/- 6.9 |

The repairs and maintenance service is typically one of the most important aspects of service provision for residents, which is reflected in the fact that this was a key driver of satisfaction overall for tenants (chart 3.4). As such, it was pleasing to find three quarters of respondents were satisfied with this service (75%), which is very close to the benchmark median of 76%. However, this did mean that around a fifth of the sample were still dissatisfied with this service as a whole (18%).

Once again there was a significant difference in this result by stock, with sheltered tenants significantly more satisfied than general needs (84% v 74%). Also, mirroring other results throughout the survey, older tenants were significantly more satisfied than average with the repairs and maintenance service overall, (86% amongst the over 65s), where those aged under 35 or 35–49 were significantly less so (61% and 62% respectively).

There was also a notable and significant variation by property type, with those in bungalows and flats significantly more satisfied with the service than those living in houses (83%, 80% and 68% respectively).

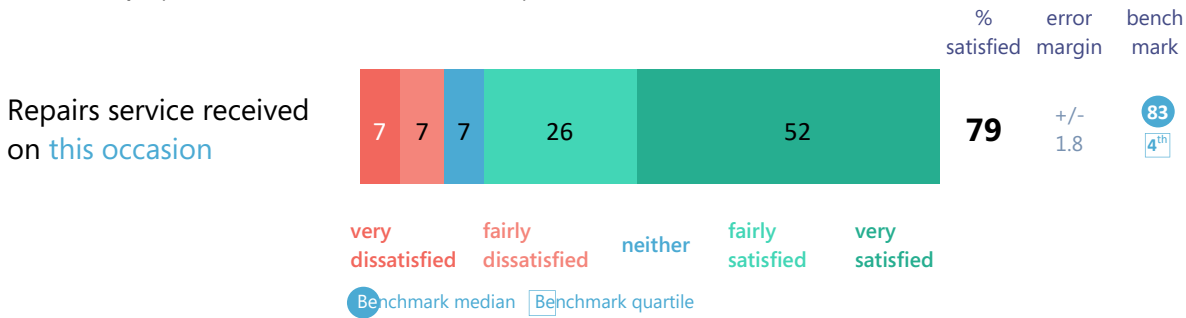
Some significant differences in this result were also apparent by ward, where satisfaction was significantly higher than average (in Llansteffan (110%), Trimsaran (88%) and Carmarthen Town South (87%). In contrast, satisfaction was significantly lower than average in Lliedi (60%), Pontyberem (62%), Bynea (63%), Carmarthen Town North (67%) and Kidwelly (69%), a pattern which is similar to the rating for quality of the home.

When rating the repairs and maintenance service overall, tenants will obviously factor in their experience of cyclical maintenance and improvement work, and multiple previous experiences with responsive repairs. When the scope is restricted, and recent users of the repairs service were asked to rate their *last* completed repair, satisfaction was four points higher than the overall score (79% v 75%), with the proportion that were ‘very satisfied’ also much higher (52% v 40%). That said, this was rated four points below the benchmark median of 83% putting the Council in the bottom quartile of providers.

6. Repairs and maintenance

6.2 Last repair

% Base 2063 | Repair in last 12months. Excludes non respondents



| | | % | | | | | | |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
| General needs | 1978 | 7 | 8 | 7 | 27 | 52 | 79 | +/- 1.8 |
| Sheltered | 109 | 7 | 5 | 6 | 24 | 59 | 83 | +/- 7.1 |

Whilst there was no significant difference in this result by stock, sheltered tenants were again more satisfied than those in general needs however the difference between the two was not as stark as typically seen in other surveys (83% and 79%). Nevertheless, older tenants (aged 65+) were significantly more satisfied than the youngest respondents aged under 35 (87% v 68%).

Four wards rated the service they received for their last repair significantly lower than average including Lliedi (62%) and Kidwelly (63%), two areas where respondents were also significantly less satisfied than average with the repairs service overall. Of the two wards that rated this significantly higher than average, one was Carmarthen Town South (92% satisfied), an area which also rated the repairs service overall significantly higher than average.

A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.

6. Repairs and maintenance

6.3 Satisfaction with repair by ward

| | % satisfied | | | | % satisfied | | |
|------------------|-------------|-------------------------------|-------------|----------------------|-------------|-------------------------------|-------------|
| | Base | Repairs & maintenance overall | Last repair | | Base | Repairs & maintenance overall | Last repair |
| Overall | 2087 | 75 | 79 | Overall | 2087 | 75 | 79 |
| Abergwili | 16 | 65 | 68 | Llandybie | 52 | 84 | 86 |
| Ammanford | 32 | 76 | 82 | Llanegwad | 16 | 71 | 79 |
| Betws | 21 | 86 | 88 | Llanfihangel Ar Arth | 36 | 70 | 83 |
| Bigyn | 65 | 76 | 80 | Llangadog | 14 | 91 | 91 |
| Burry Port | 41 | 91 | 87 | Llangelor | 50 | 74 | 82 |
| Bynea | 57 | 63 | 74 | Llangennech | 65 | 75 | 76 |
| Carmarthen North | 90 | 67 | 71 | Llangunnor | 47 | 83 | 88 |
| Carmarthen South | 40 | 87 | 92 | Llangyndeyrn | 56 | 80 | 85 |
| Carmarthen West | 27 | 62 | 72 | Llannon | 54 | 74 | 89 |
| Cenarth | 11 | 67 | 88 | Llansteffan | 14 | 100 | 95 |
| Cynwyl Elfed | 12 | 87 | 91 | Llanybydder | 33 | 67 | 71 |
| Dafen | 44 | 70 | 76 | Lliedi | 48 | 60 | 62 |
| Elli | 15 | 91 | 100 | Llwynhendy | 120 | 72 | 78 |
| Felinfoel | 46 | 74 | 66 | Pembrey | 48 | 68 | 69 |
| Garnant | 34 | 72 | 82 | Penygroes | 20 | 65 | 78 |
| Glanamman | 36 | 77 | 83 | Pontaman | 28 | 86 | 88 |
| Glanymor | 116 | 75 | 80 | Pontyberem | 42 | 62 | 68 |
| Glyn | 25 | 90 | 87 | Quarter Bach | 37 | 75 | 85 |
| Gorslas | 70 | 88 | 87 | Saron, Ammanford | 59 | 83 | 77 |
| Hendy | 22 | 58 | 72 | St Clears | 30 | 77 | 78 |
| Hengoed | 37 | 74 | 82 | St Ishmael | 14 | 77 | 77 |
| Kidwelly | 51 | 69 | 63 | Trelech | 10 | 83 | 85 |
| Laugharne | 23 | 67 | 71 | Trimsaran | 46 | 88 | 84 |
| Llanddarog | 19 | 78 | 90 | Tycroes | 24 | 63 | 65 |
| Llandeilo | 23 | 84 | 86 | Tyisha | 55 | 56 | 68 |
| Llandovery | 41 | 63 | 76 | Whitland | 25 | 83 | 82 |

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

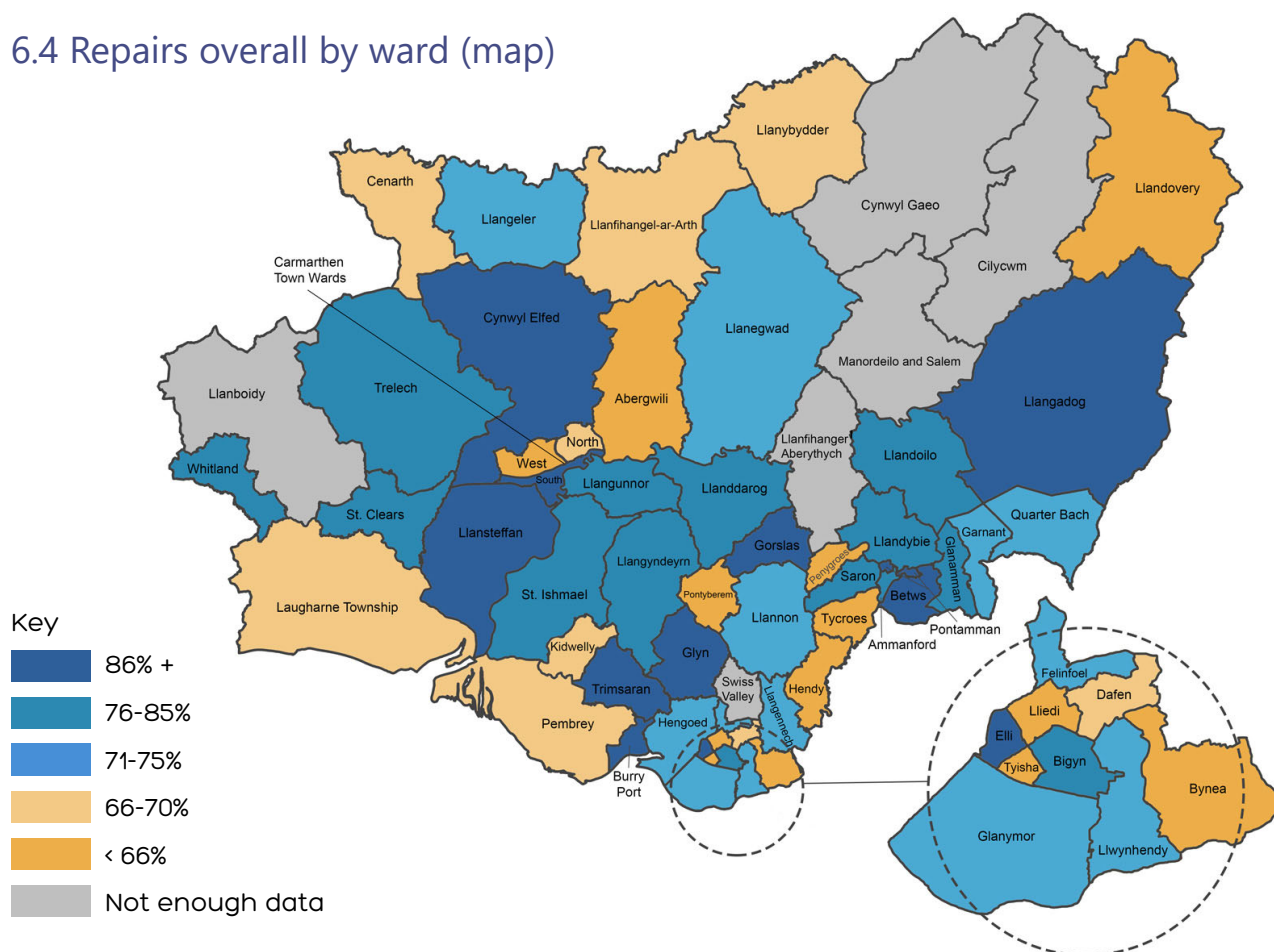
Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

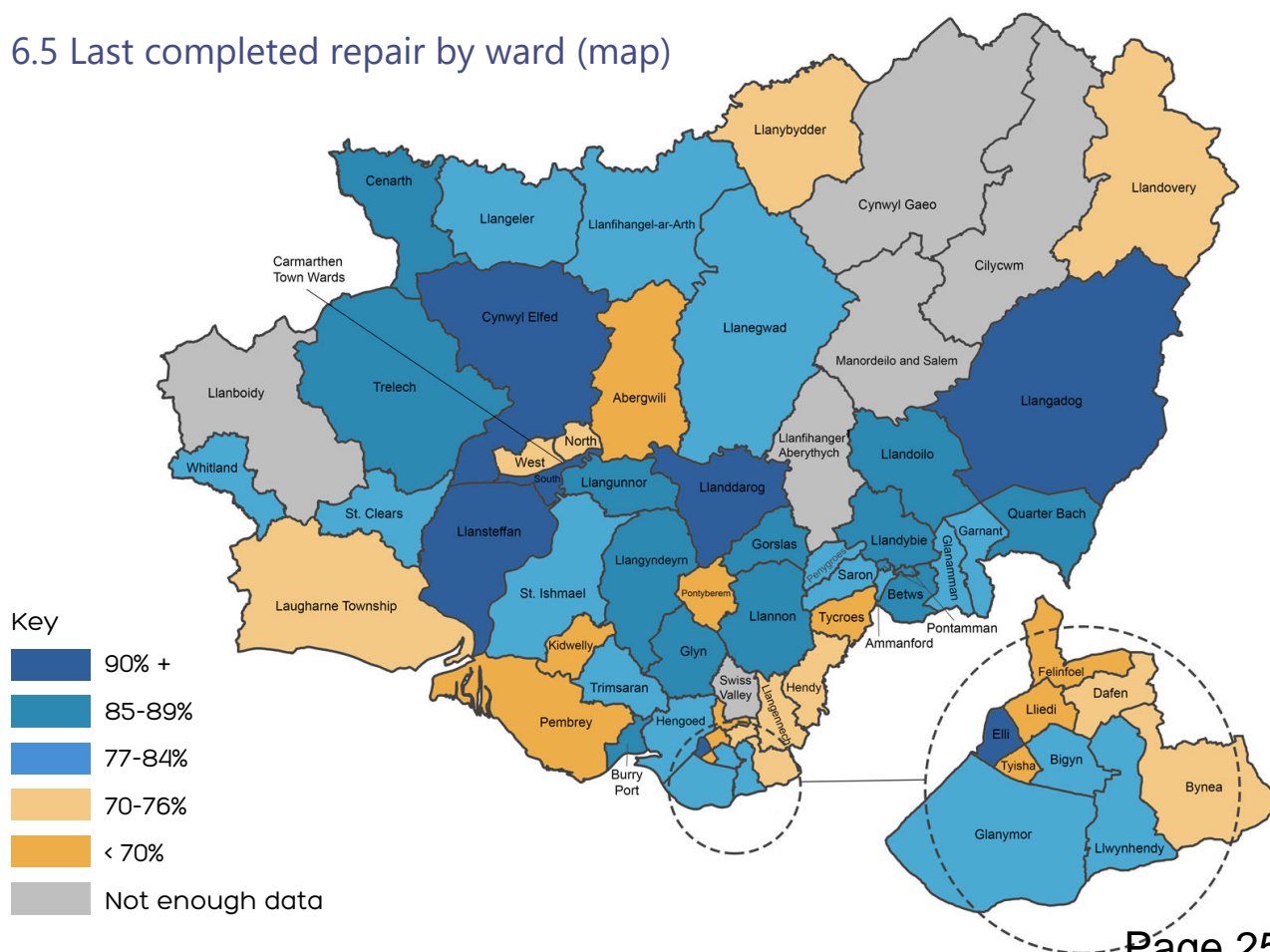
* See appendix A for further information on
statistical tests and confidence levels

6. Repairs and maintenance

6.4 Repairs overall by ward (map)



6.5 Last completed repair by ward (map)





7. Communication

64%

felt the Council listened
and took their views
into account



Listening and taking account of tenants views has the
strongest key driver of satisfaction



Satisfaction was in the second quartile



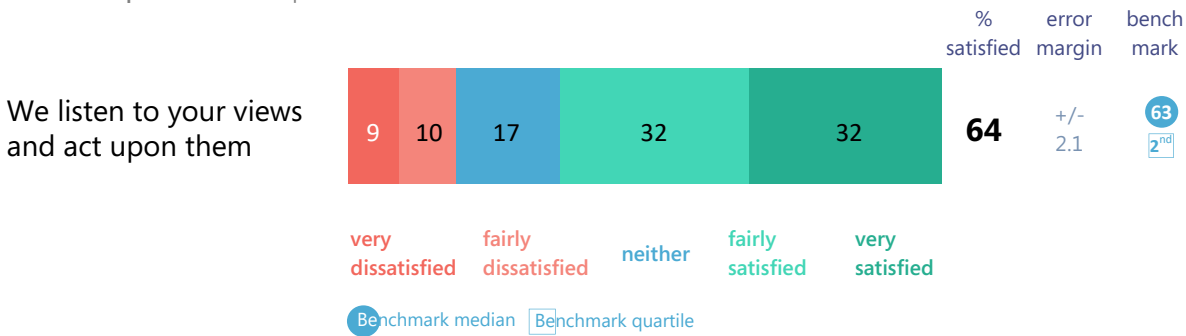
Satisfaction ten points higher for sheltered tenants



72% of new tenants also felt that they were listened to

7.1 Communication

% Base 2048 | Excludes non respondents



| | Base | % | | | | | | |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
| General needs | 1978 | 9 | 10 | 17 | 32 | 32 | 64 | +/- 2.1 |
| Sheltered | 109 | 4 | 6 | 17 | 40 | 34 | 74 | +/- 8.2 |

Listening and acting upon tenants’ views was the primary key driver of overall satisfaction for respondents, so it was positive to find the Council’s performance for this compared favourably with its peer group, with satisfaction one point above the benchmark for tenants as a whole (64% v 63% median), and it would only need to increase by a further percentage point to move into the top quartile. However, it is important to point out that one in five respondents was still dissatisfied (19%), around half of whom were ‘very dissatisfied’ (9%).

Consideration of this result takes into account experience from other similar surveys. This has shown that when respondents answer this question, they are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation.

Once again, sheltered tenants were more satisfied, with around three out of four respondents in this group happy that their views were listened to and acted upon, which is ten-points higher than the equivalent score for general needs. Indeed, only one in ten of sheltered tenants expressed any dissatisfaction.

One of the main differences by sub-group was again by age, with older tenants aged 65 or over giving significantly higher ratings than other respondents (76% satisfied). In contrast, those aged under 35 were significantly less satisfied (58%), as were those aged 35 – 49 (50%). There was little of note to emerge from further sub-group analysis other than respondents in their first year as a tenant of Carmarthenshire were significantly more satisfied than average (72%).

7. Communication

7.2 Satisfaction that listen to views and act on them by ward

| | | % satisfied | | | % satisfied |
|-----------------------|------|---|----------------------|------|---|
| | Base | We listen to your views and act upon them | | Base | We listen to your views and act upon them |
| Overall | 2087 | 64 | Overall | 2087 | 64 |
| Abergwili | 16 | 56 | Llandybie | 52 | 69 |
| Ammanford | 32 | 66 | Llanegwad | 16 | 65 |
| Betws | 21 | 74 | Llanfihangel Ar Arth | 36 | 63 |
| Bigyn | 65 | 65 | Llangadog | 14 | 70 |
| Burry Port | 41 | 84 | Llangelor | 50 | 70 |
| Bynea | 57 | 67 | Llangennech | 65 | 73 |
| Carmarthen Town North | 90 | 53 | Llangunnor | 47 | 72 |
| Carmarthen Town South | 40 | 74 | Llangyndeyrn | 56 | 72 |
| Carmarthen Town West | 27 | 66 | Llannon | 54 | 63 |
| Cenarth | 11 | 50 | Llansteffan | 14 | 89 |
| Cynwyl Elfed | 12 | 80 | Llanybydder | 33 | 53 |
| Dafen | 44 | 62 | Lliedi | 48 | 61 |
| Elli | 15 | 86 | Llwynhendy | 120 | 65 |
| Felinfoel | 46 | 58 | Pembrey | 48 | 55 |
| Garnant | 34 | 74 | Penygroes | 20 | 57 |
| Glanamman | 36 | 72 | Pontaman | 28 | 71 |
| Glanymor | 116 | 55 | Pontyberem | 42 | 54 |
| Glyn | 25 | 70 | Quarter Bach | 37 | 71 |
| Gorslas | 70 | 75 | Saron, Ammanford | 59 | 63 |
| Hendy | 22 | 57 | St Clears | 30 | 63 |
| Hengoed | 37 | 44 | St Ishmael | 14 | 66 |
| Kidwelly | 51 | 55 | Trelech | 10 | 68 |
| Laugharne | 23 | 62 | Trimsaran | 46 | 67 |
| Llanddarog | 19 | 86 | Tycroes | 24 | 63 |
| Llandeilo | 23 | 52 | Tyisha | 55 | 55 |
| Llandovery | 41 | 47 | Whitland | 25 | 87 |

Significantly **worse** than average
(95% confidence*)

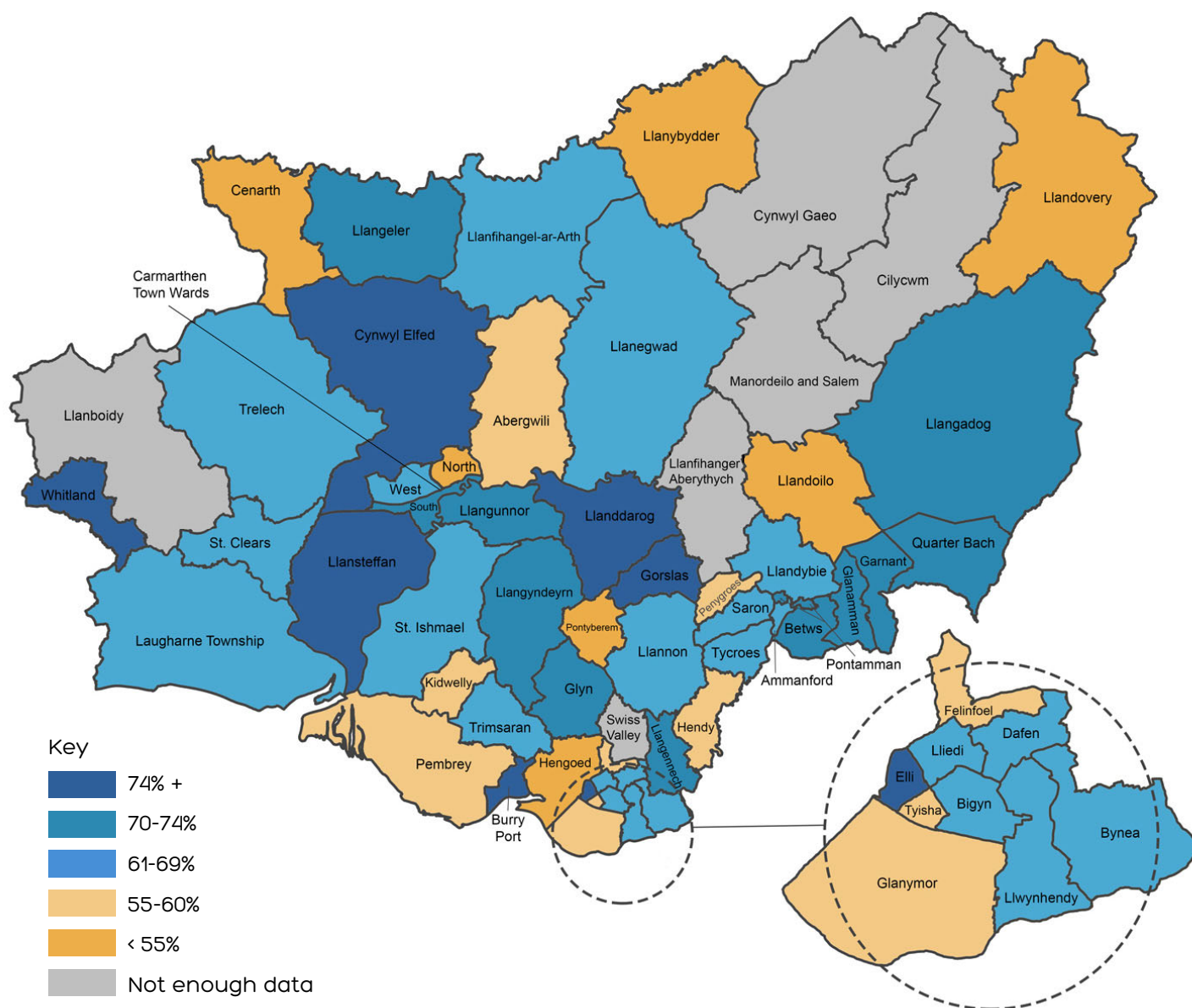
Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

7.3 Satisfaction that listen to views and act on them by ward (map)





8. Neighbourhood services

85 %

satisfied with
neighbourhood as a
place to live

66 %

satisfied with the
grounds maintenance
service



Rural areas such as Cynwyl Elfed, St Ishmael and Gorslas had almost unanimous satisfaction



Satisfaction was significantly lower in urban areas of North and West Carmarthen, eastern Llanelli and Ammanford

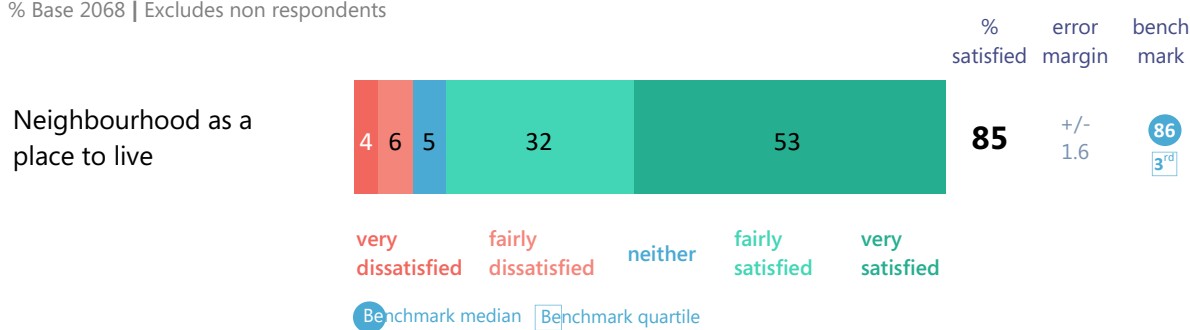
B

Grounds maintenance satisfaction was on par with other landlords

8. Neighbourhood services

8.1 Neighbourhood

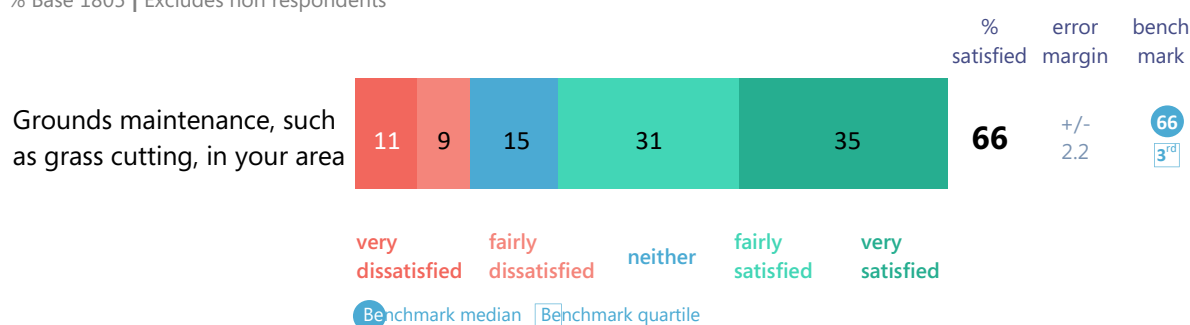
% Base 2068 | Excludes non respondents



| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| General needs | 1978 | 4 | 6 | 6 | 32 | 52 | 84 | +/- 1.6 |
| Sheltered | 109 | 2 | 4 | 4 | 27 | 64 | 91 | +/- 5.4 |

8.2 Grounds maintenance

% Base 1805 | Excludes non respondents



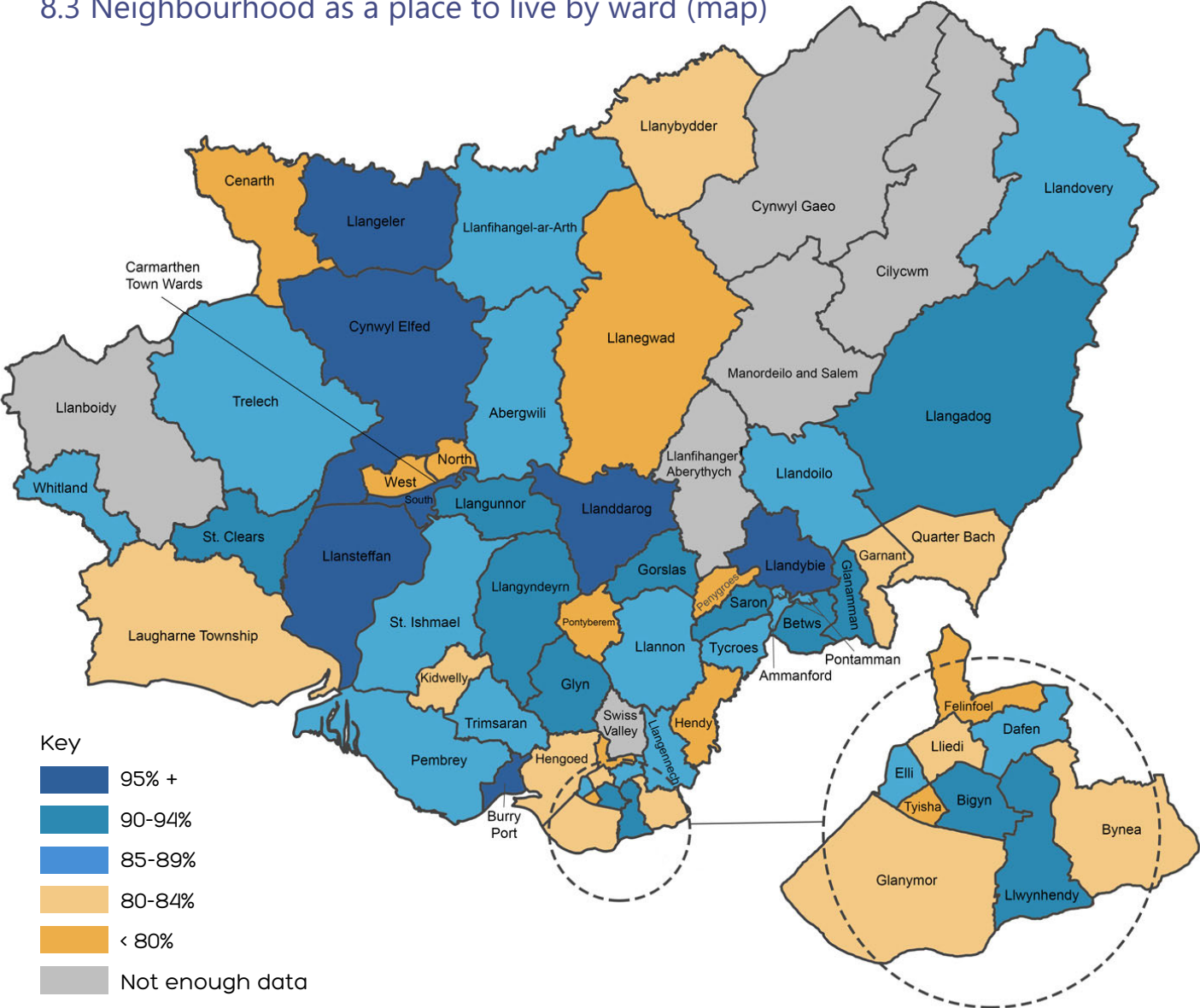
| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| General needs | 1978 | 11 | 9 | 15 | 31 | 34 | 65 | +/- 2.1 |
| Sheltered | 109 | 4 | 9 | 6 | 32 | 49 | 81 | +/- 7.4 |

Satisfaction with the neighbourhood is another area where the Council is largely on par with its peers as 85% of the sample were satisfied, one point below the benchmark median. Furthermore, of those who were satisfied, 53% were 'very satisfied' with where they live. Indeed, only 10% of the sample were actively dissatisfied with their neighbourhood.

As expected, there was some variation in this score by ward (map 8.3), and in some cases the difference was deemed to be significant (table 8.5).

Once again the urban areas of North and West Carmarthen as well as most of the wards in eastern Llanelli had lower than average satisfaction with the area, with the wards of Tyisha (65%), Carmarthen Town North (67%), Glanymore (76%) and Llwynhendy (80%) below the average by a statistically significant margin.

8.3 Neighbourhood as a place to live by ward (map)



It was also notable that four of the wards around Ammanford also had lower neighbourhood satisfaction, with Saron and Penygroes being rated statistically poorer (84% and 72% respectively) at the less strict 90% confidence level.

More positively, respondents in Cynwyl Elfed (100%), St Ishmael (100%), Gorslas (96%), Elli (95%) and Llangeler (92%) were significantly more satisfied than average with their neighbourhood.

As seen elsewhere in the results, older tenants had significantly higher levels of satisfaction (92% of those aged 65 or over), compared with the youngest age group (79% of those aged under 35), where those aged 35 – 49 were again the least satisfied (78%).

When considering how tenants rate their neighbourhoods, one potential variable is the grounds maintenance service. Two thirds of the sample were satisfied with this service, which whilst low in comparison with other ratings in the survey findings, was actually at the level expected amongst similar landlords (benchmark median 66%). That said, a fifth were actively dissatisfied, the majority of whom were ‘very dissatisfied’ (11%).

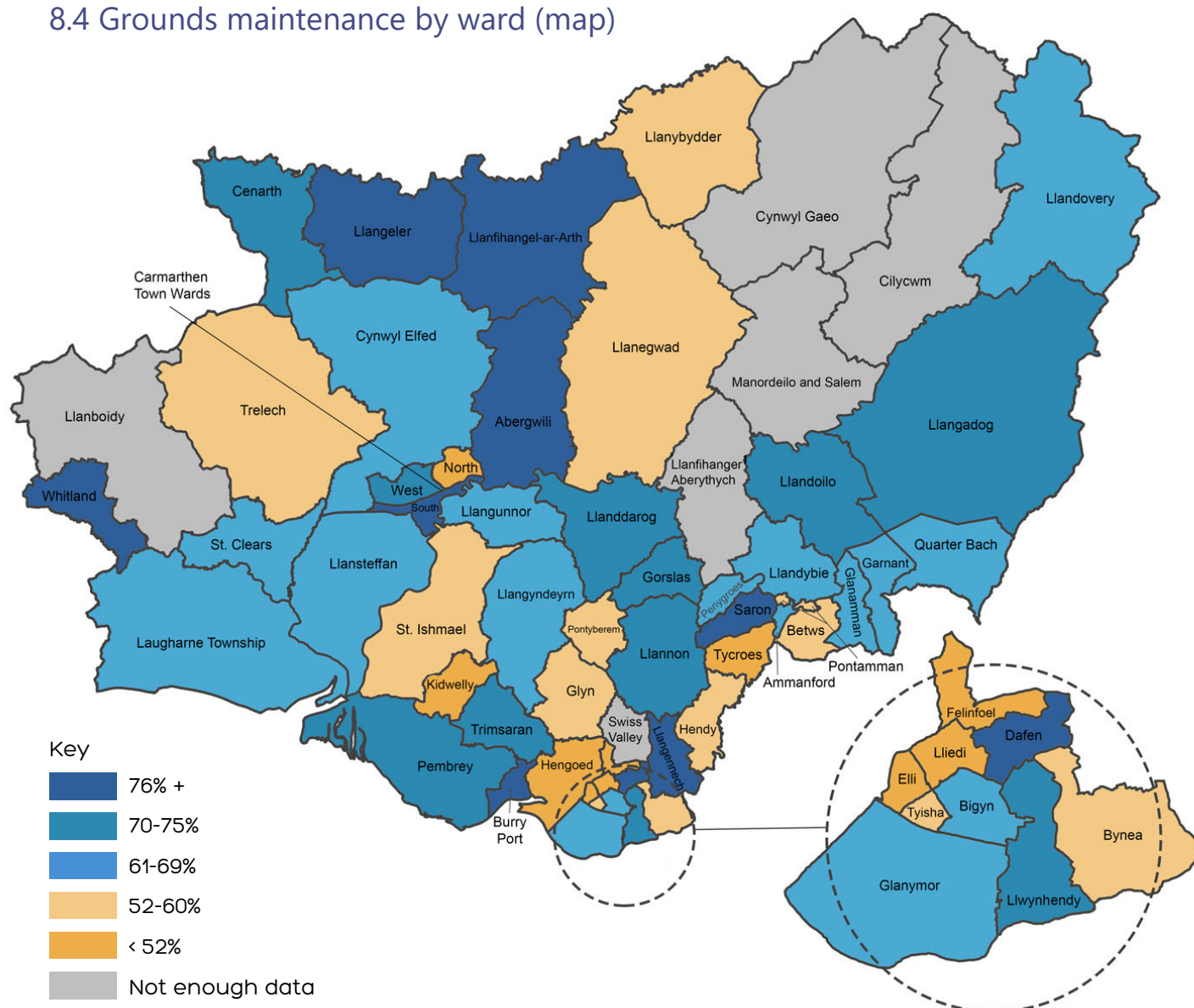
8. Neighbourhood services

Sheltered tenants were again significantly more satisfied than those in general needs (81% v 65%), which will also partly explain the significant difference by age (75% of over 65s satisfied v 58% of those aged 35-49).

As expected, this varied by ward, with the full breakdown displayed in table 8.4. Interestingly, except for Carmarthen Town North respondents, none of the respondents who were significantly less satisfied with their neighbourhoods, rated the grounds maintenance service significantly lower than average. That said, there were some large differences from 45% in Carmarthen Town North to 92% in Llangeler.

There was also an interesting difference when analysed by length of tenure, with those in their first year as tenants of Carmarthenshire CC significantly more satisfied with the grounds maintenance service (77%). However, this dropped to only 68% amongst those in their second year, and lower still for those who have been a tenant for 3–5 years (61%).

8.4 Grounds maintenance by ward (map)



8. Neighbourhood services

8.5 Satisfaction with the neighbourhood by ward

| % satisfied | | | | % satisfied | | | |
|------------------|------|---------------|---------------------|----------------------|------|---------------|---------------------|
| | Base | Neighbourhood | Grounds maintenance | | Base | Neighbourhood | Grounds maintenance |
| Overall | 2087 | 85 | 66 | Overall | 2087 | 85 | 66 |
| Abergwili | 16 | 91 | 85 | Llandybie | 52 | 91 | 68 |
| Ammanford | 32 | 89 | 63 | Llanegwad | 16 | 72 | 56 |
| Betws | 21 | 74 | 60 | Llanfihangel Ar Arth | 36 | 85 | 82 |
| Bigyn | 65 | 75 | 61 | Llangadog | 14 | 91 | 74 |
| Burry Port | 41 | 88 | 76 | Llangeler | 50 | 92 | 92 |
| Bynea | 57 | 86 | 60 | Llangennech | 65 | 96 | 76 |
| Carmarthen North | 90 | 67 | 45 | Llangunnor | 47 | 92 | 66 |
| Carmarthen South | 40 | 86 | 81 | Llangyndeyrn | 56 | 82 | 68 |
| Carmarthen West | 27 | 78 | 74 | Llannon | 54 | 85 | 72 |
| Cenarth | 11 | 90 | 70 | Llansteffan | 14 | 94 | 69 |
| Cynwyl Elfed | 12 | 100 | 67 | Llanybydder | 33 | 90 | 53 |
| Dafen | 44 | 87 | 78 | Lliedi | 48 | 81 | 51 |
| Elli | 15 | 95 | 48 | Llwynhendy | 120 | 80 | 75 |
| Felinfoel | 46 | 79 | 48 | Pembrey | 48 | 91 | 70 |
| Garnant | 34 | 94 | 66 | Penygroes | 20 | 72 | 66 |
| Glanamman | 36 | 85 | 65 | Pontaman | 28 | 82 | 58 |
| Glanymor | 116 | 76 | 69 | Pontyberem | 42 | 85 | 60 |
| Glyn | 25 | 90 | 53 | Quarter Bach | 37 | 92 | 67 |
| Gorslas | 70 | 96 | 70 | Saron, Ammanford | 59 | 84 | 81 |
| Hendy | 22 | 86 | 58 | St Clears | 30 | 98 | 64 |
| Hengoed | 37 | 79 | 48 | St Ishmael | 14 | 100 | 52 |
| Kidwelly | 51 | 78 | 46 | Trelech | 10 | 93 | 52 |
| Laugharne | 23 | 93 | 61 | Trimsaran | 46 | 85 | 75 |
| Llanddarog | 19 | 84 | 71 | Tycroes | 24 | 89 | 51 |
| Llandeilo | 23 | 91 | 72 | Tyisha | 55 | 65 | 57 |
| Llandovery | 41 | 84 | 61 | Whitland | 25 | 90 | 79 |

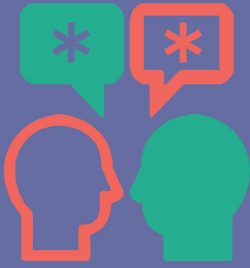
Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on
statistical tests and confidence levels



9. Anti-social behaviour

58% satisfied with the way the Council deals with ASB



Dealing with ASB was a secondary key driver of satisfaction



Broadly in line with ARP Research benchmark



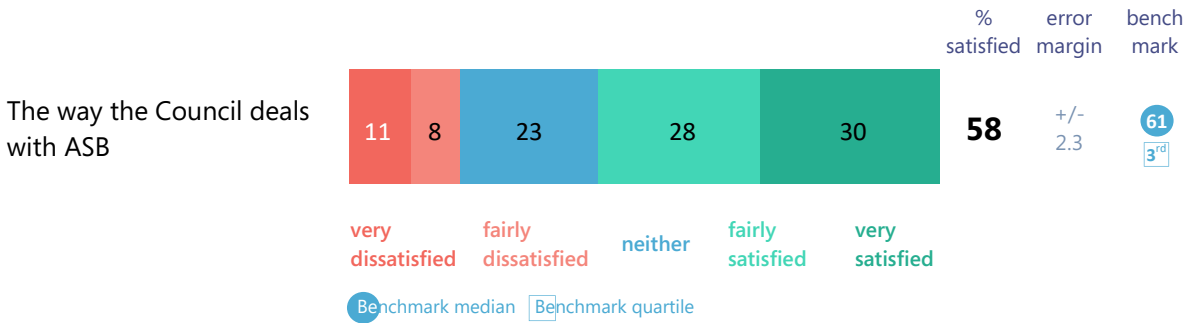
Satisfaction was lowest for 35-49 year-olds



Some correlation between ASB satisfaction and rating for the neighbourhood overall

9.1 ASB overall

% Base 1768 | Excludes non respondents



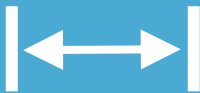
| | | % | | | | | | |
|---------------|------|-------------------|---------------------|---------|------------------|----------------|----------------|--------------|
| | Base | very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied | satisfied 2019 | error margin |
| General needs | 1978 | 11 | 8 | 23 | 28 | 30 | 58 | +/- 2.2 |
| Sheltered | 109 | 7 | 8 | 21 | 27 | 37 | 64 | +/- 9.0 |

How anti-social behaviour (ASB) is dealt with was quite important to residents, with this emerging as a key driver of satisfaction overall, albeit not important as other aspects of the service (fifth, out of six, chart 3.4).

Around three out of five respondents were satisfied with this (58%), the majority of whom were ‘very satisfied’ (30%). Whilst a fifth were dissatisfied (19%), it is important to highlight a larger proportion were ambivalent (23% ‘neither’) perhaps suggesting a lack knowledge/experience of this aspect of the service.

As expected, sheltered tenants were more satisfied than those in general needs (64% v 58%) with the difference statistically significant but only at the 90% confidence level. This result will explain the significant difference by age with older tenants more satisfied than the youngest age group (69% ‘satisfied’ amongst over 65s v 51% amongst the under 35s). That said, satisfaction was lowest amongst those aged 35 – 49 (50%).

There were some significant differences by ward with the pattern broadly similar to that seen for the rating of the neighbourhood in that respondents in Carmarthen Town North and Tyisha were significantly less satisfied than average, (44% and 51% respectively) as were those in Hengoed (40% and Llandovery (36%) although the latter was only significant at the 90% confidence level. In contrast, satisfaction was significantly above average in Cynwyl Elfed and Llangeler (92% and 80%), two wards that were also significantly more satisfied than average with their neighbourhood as a place to live (table 7.3).



The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.

9. Anti-social behaviour

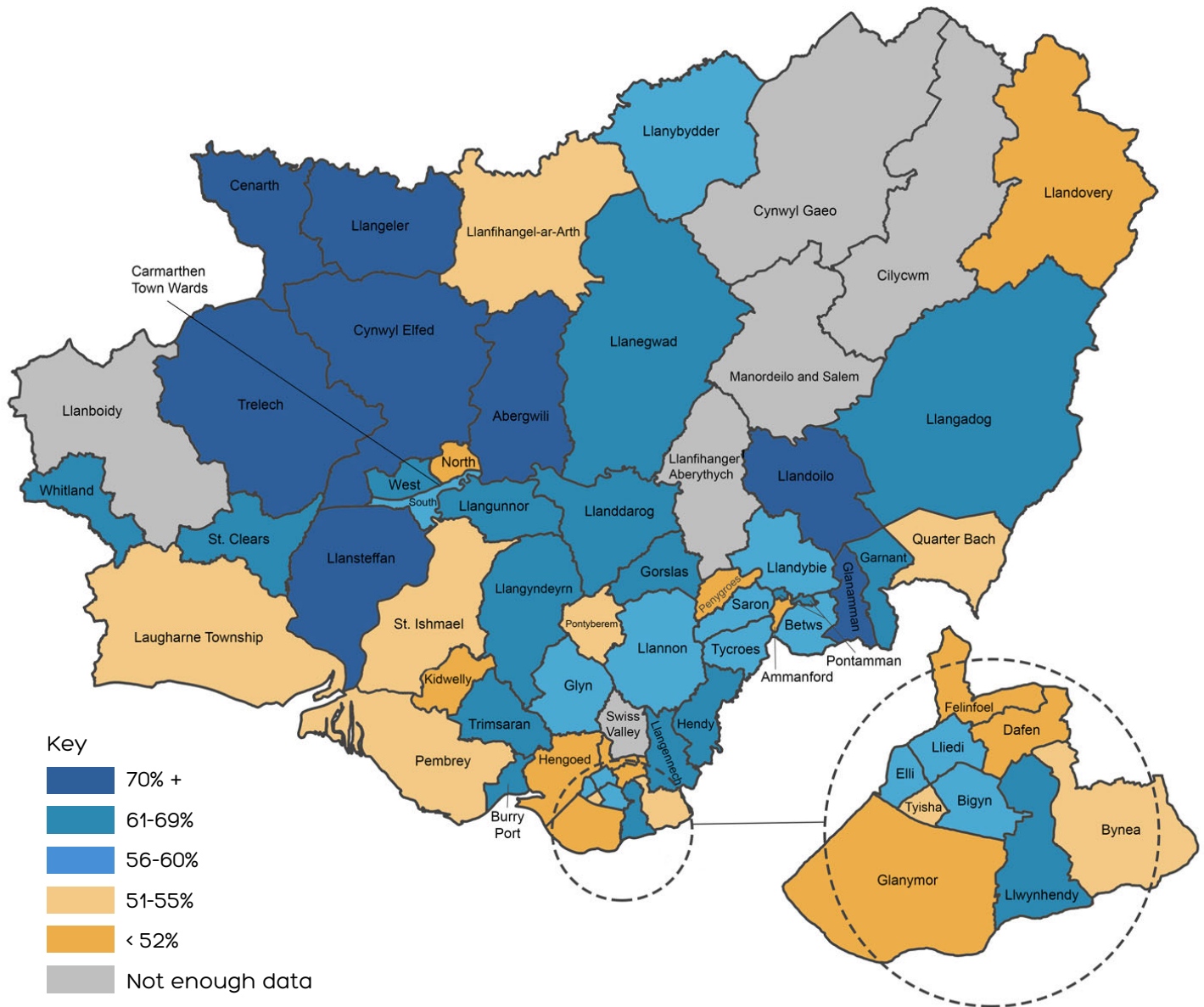
9.2 Satisfaction with the way the Council deals with ASB by ward

| % satisfied | | | % satisfied | | |
|-----------------------|------|------------------------------------|----------------------|------|------------------------------------|
| | Base | The way the Council deals with ASB | | Base | The way the Council deals with ASB |
| Overall | 2087 | 58 | Overall | 2087 | 58 |
| Abergwili | 16 | 70 | Llandybie | 52 | 59 |
| Ammanford | 32 | 50 | Llanegwad | 16 | 64 |
| Betws | 21 | 59 | Llanfihangel Ar Arth | 36 | 51 |
| Bigyn | 65 | 58 | Llangadog | 14 | 63 |
| Burry Port | 41 | 62 | Llangeler | 50 | 80 |
| Bynea | 57 | 53 | Llangennech | 65 | 62 |
| Carmarthen Town North | 90 | 44 | Llangunnor | 47 | 64 |
| Carmarthen Town South | 40 | 57 | Llangyndeyrn | 56 | 65 |
| Carmarthen Town West | 27 | 68 | Llannon | 54 | 57 |
| Cenarth | 11 | 79 | Llansteffan | 14 | 76 |
| Cynwyl Elfed | 12 | 92 | Llanybydder | 33 | 56 |
| Dafen | 44 | 49 | Lliedi | 48 | 57 |
| Elli | 15 | 58 | Llwynhendy | 120 | 66 |
| Felinfoel | 46 | 48 | Pembrey | 48 | 55 |
| Garnant | 34 | 67 | Penygroes | 20 | 46 |
| Glanamman | 36 | 70 | Pontaman | 28 | 64 |
| Glanymor | 116 | 50 | Pontyberem | 42 | 55 |
| Glyn | 25 | 59 | Quarter Bach | 37 | 54 |
| Gorslas | 70 | 64 | Saron, Ammanford | 59 | 60 |
| Hendy | 22 | 67 | St Clears | 30 | 67 |
| Hengoed | 37 | 40 | St Ishmael | 14 | 53 |
| Kidwelly | 51 | 45 | Trelech | 10 | 73 |
| Laugharne | 23 | 51 | Trimsaran | 46 | 63 |
| Llanddarog | 19 | 69 | Tycroes | 24 | 59 |
| Llandeilo | 23 | 79 | Tyisha | 55 | 51 |
| Llandovery | 41 | 36 | Whitland | 25 | 69 |

| | |
|--|---|
| Significantly worse than average (95% confidence*) | Significantly better than average (95% confidence*) |
| Significantly worse than average (90% confidence*) | Significantly better than average (90% confidence*) |

* See appendix A for further information on statistical tests and confidence levels

9.3 Satisfaction with the way the Council deals with ASB by ward (map)





10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.9 and 10.10 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub-groups are small, so many observed differences may simply be down to chance. To help navigate these results, they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

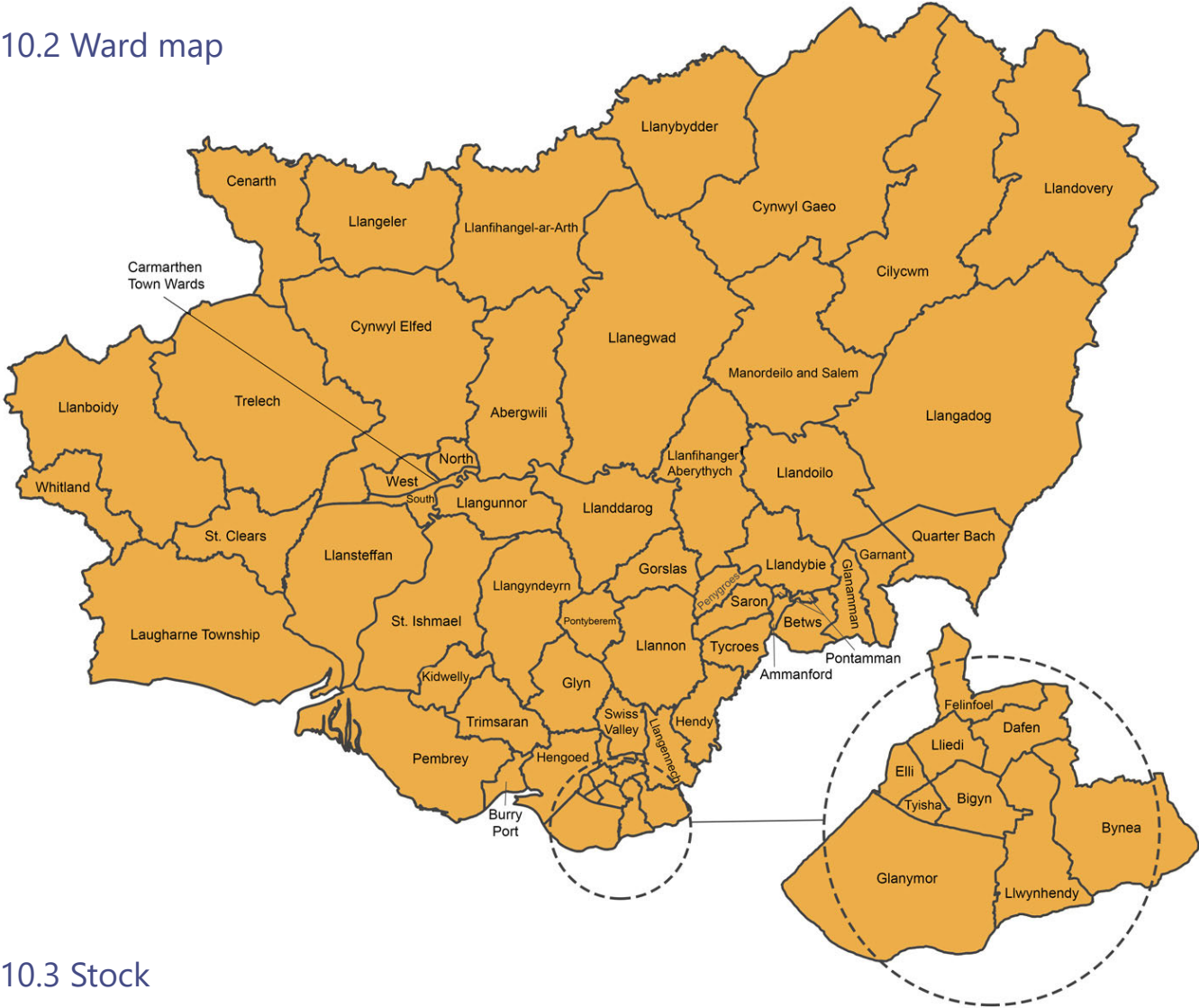
10.1 Ward

% Base 2087

| | Total | % |
|-----------------------|-------|-----|
| Abergwili | 16 | 0.8 |
| Ammanford | 32 | 1.5 |
| Betws | 21 | 1.0 |
| Bigyn | 65 | 3.1 |
| Burry Port | 41 | 2.0 |
| Bynea | 57 | 2.7 |
| Carmarthen Town North | 90 | 4.3 |
| Carmarthen Town South | 40 | 1.9 |
| Carmarthen Town West | 27 | 1.3 |
| Cenarth | 11 | 0.5 |
| Cilycwm | 7 | 0.3 |
| Cynwyl Elfed | 12 | 0.6 |
| Cynwyl Gaeo | 2 | 0.1 |
| Dafen | 44 | 2.1 |
| Elli | 15 | 0.7 |
| Felinfoel | 46 | 2.2 |
| Garnant | 34 | 1.6 |
| Glanamman | 36 | 1.7 |
| Glanymor | 116 | 5.6 |
| Glyn | 25 | 1.2 |
| Gorslas | 70 | 3.4 |
| Hendy | 22 | 1.1 |
| Hengoed | 37 | 1.8 |
| Kidwelly | 51 | 2.4 |
| Laugharne | 23 | 1.1 |
| Llanboidy | 7 | 0.3 |
| Llanddarog | 19 | 0.9 |
| Llandeilo | 23 | 1.1 |
| Llandovery | 41 | 2.0 |

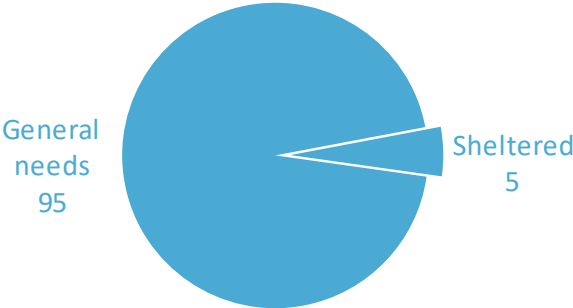
| | Total | % |
|--------------------------|-------|-----|
| Llandybie | 52 | 2.5 |
| Llanegwad | 16 | 0.8 |
| Llanfihangel Aberbythych | 8 | 0.4 |
| Llanfihangel Ar Arth | 36 | 1.7 |
| Llangadog | 14 | 0.7 |
| Llangelor | 50 | 2.4 |
| Llangennech | 65 | 3.1 |
| Llangunnor | 47 | 2.3 |
| Llangyndeyrn | 56 | 2.7 |
| Llannon | 54 | 2.6 |
| Llansteffan | 14 | 0.7 |
| Llanybydder | 33 | 1.6 |
| Lliedi | 48 | 2.3 |
| Llwynhendy | 120 | 5.7 |
| Manordeilo & Salem | 4 | 0.2 |
| Pembrey | 48 | 2.3 |
| Penygroes | 20 | 1.0 |
| Pontaman | 28 | 1.3 |
| Pontyberem | 42 | 2.0 |
| Quarter Bach | 37 | 1.8 |
| Saron, Ammanford | 59 | 2.8 |
| St Clears | 30 | 1.4 |
| St Ishmael | 14 | 0.7 |
| Swiss Valley | 3 | 0.1 |
| Trelech | 10 | 0.5 |
| Trimsaran | 46 | 2.2 |
| Tycroes | 24 | 1.1 |
| Tyisha | 55 | 2.6 |
| Whitland | | |

10.2 Ward map



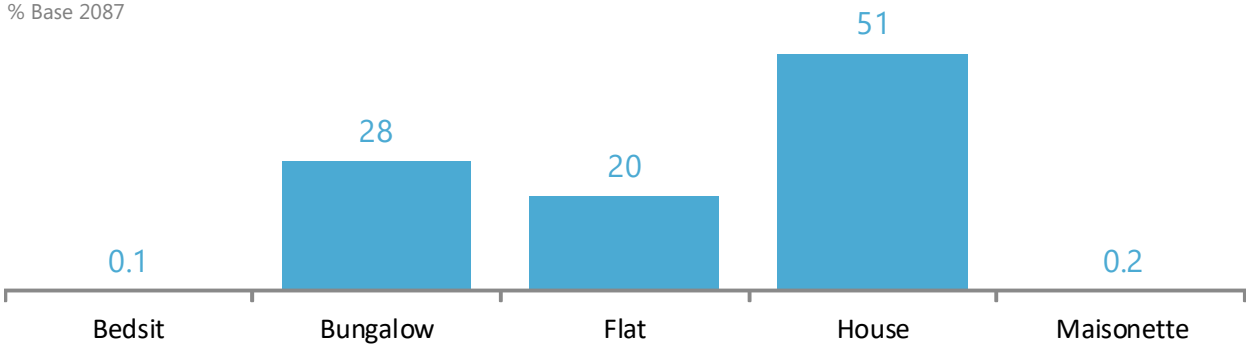
10.3 Stock

% Base 2087



10.4 Property type

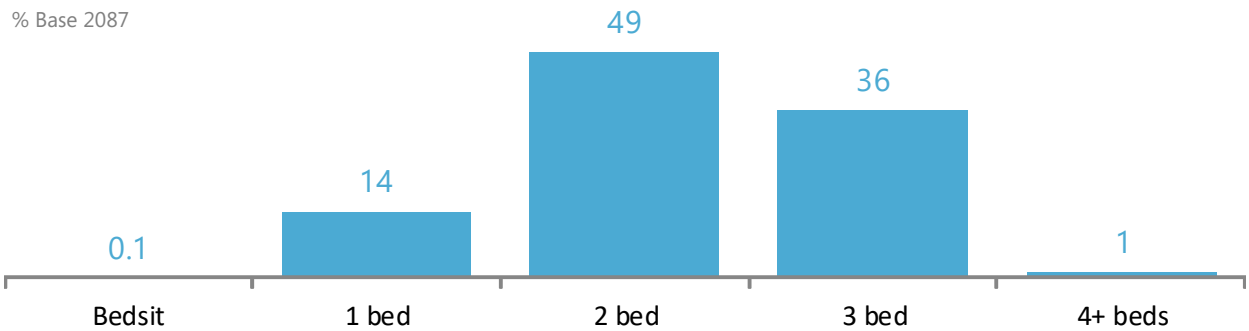
% Base 2087



10. Respondent profile

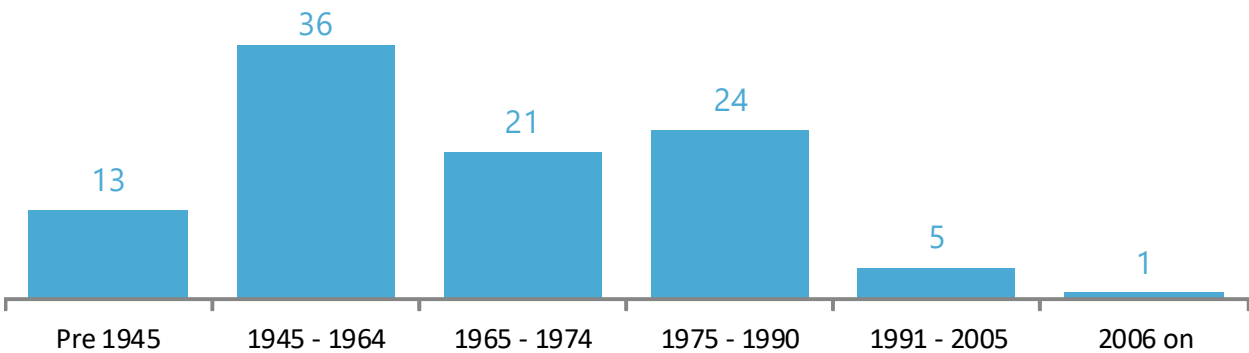
10.5 Property size

% Base 2087



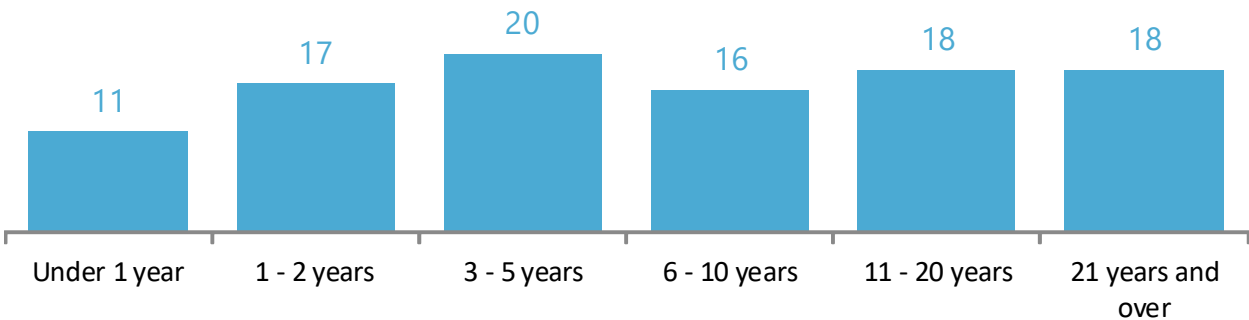
10.6 Property age

% Base 2087



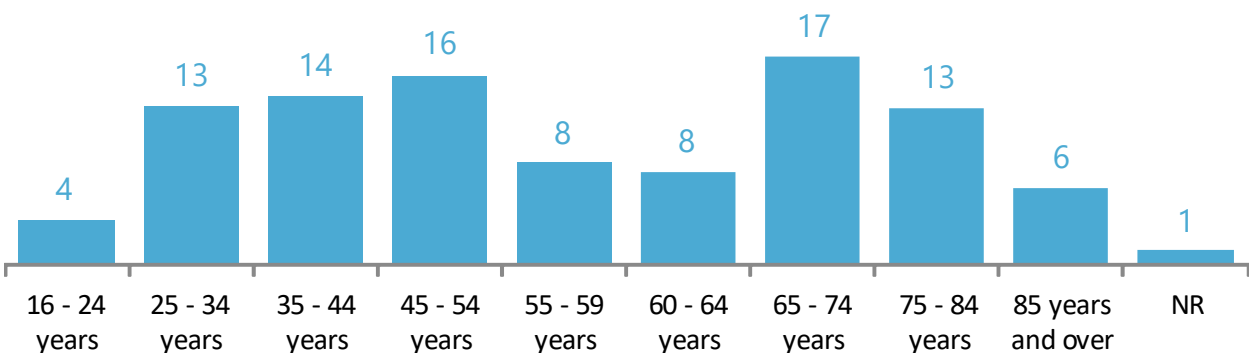
10.7 Length of tenancy

% Base 2087



10.8 Main tenant age

% Base 2087 | This variable has been weighted.



10. Respondent profile

10.9 Core questions by age

| | | % positive | | | | |
|-------------------------------------|-------|------------|-------|-------|-------|-----|
| | | Overall | 16-34 | 35-49 | 50-64 | 65+ |
| | Base: | 2087 | 350 | 438 | 511 | 763 |
| Service overall | | 82 | 80 | 72 | 82 | 90 |
| Quality of home | | 79 | 68 | 65 | 81 | 91 |
| Rent value for money | | 77 | 73 | 64 | 75 | 88 |
| Service charge value for money | | 76 | 60 | 42 | 69 | 85 |
| Listens to views and acts upon them | | 64 | 58 | 50 | 64 | 76 |
| Repairs & maintenance service | | 75 | 61 | 62 | 77 | 86 |
| Neighbourhood as a place to live | | 85 | 79 | 78 | 83 | 92 |

10.10 Core questions by gender

| | | % positive | |
|-------------------------------------|---------|------------|--------|
| | Overall | Male | Female |
| Base: | 2087 | 844 | 1237 |
| Service overall | 82 | 83 | 82 |
| Quality of home | 79 | 83 | 76 |
| Rent value for money | 77 | 78 | 77 |
| Service charge value for money | 76 | 75 | 79 |
| Listens to views and acts upon them | 64 | 66 | 64 |
| Repairs & maintenance service | 75 | 78 | 72 |
| Neighbourhood as a place to live | 85 | 85 | 85 |

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on
statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the HouseMark STAR survey methodology, with the most appropriate questions for the Council being selected by them from the STAR questionnaire templates. The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions. The questionnaires were printed in both Welsh and English as black and white A4 sheets accompanied by a bilingual covering letter.

Fieldwork

The survey was carried out between June and July 2019. Paper self-completion, bilingual questionnaires were distributed to a sample of 5,000 tenants, followed by a reminder approximately three weeks later for all those that had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Council's records (1702), and a text invitation to all mobiles (4,675), regardless of whether they had also received a postal copy. In total 7,312 tenants received at least one type of invitation. A free prize draw added an incentive to encourage tenants to return the questionnaires.

Response rate

In total 2,087 tenants took part in the survey, which represented a 29% response rate overall (error margin +/- 1.9) including a 36% response rate for the core sample of 5,000. A quarter of the total number of responses was collected online (513), whilst 82 surveys were completed in Welsh (4%).

Weighting

The results were weighted in order to be representative by age and having done so, the other demographic and property variables were also broadly representative.

Data presentation

Readers should take care when considering percentage results from some of the sub-groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level and are determined by the sample size and the distribution of scores. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared with one another (e.g. between demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when several different questions all demonstrate the same pattern but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings may have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions of respondents who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, concurrent with a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people, then the error margins are bigger. This means that the *combined* error margins for the two ratings under comparison may be bigger than the observed difference between them.

Key driver analysis

"Key driver analyses" are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items included in the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core STAR questions are benchmarked against ARP Research's STAR database, with the benchmarking group being 12 separate local authorities with STAR surveys over the previous 2.5 years.



Appendix B. Example questionnaire



EICH CYNGOR arleinamdani
www.sirgarllw.cymru

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

Prize Draw
3x £100!

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

31 Mai 2019

Anwyl (name)

Arolwg Bodlonrwydd Tenantiaid: rhwng wybod eich barn!

Mae gwrandao ar farn ein tenantiaid yn bwysig i ni. Mae'r arolwg amgaaedig wedi cael ei anfon at filoedd o'n tenantiaid, a gallwch wneud gwahaniaeth go iawn drwy rannu eich barn chi ynghylch eich cartref a'r gwasanaethau yr ydych chi eu darparu fel eich landlord. Caiff y wybodaeth bwysig hon ei defnyddio i helpu i wella'r gwasanaethau hyn yn y dyfodol. Bydd pawb sy'n llenwi'r arolwg yn cymryd rhan yn awtomatig yn ein cystadleuaeth i ennill 3 gwobr o £100 mewn tocynnau siopa neu 3 tocyn i Barc Gwledig Pen-bre!

Os ydych chi denant yn y cyfeiriad hwn, neu'n gymar, yn briod neu'n ofalwr i'r tenant, byddem yn ddiolchgar iawn pe galloch dreulio ychydig funudau'n llenwi'r arolwg, gan ddefnyddio'r amlen radbost amgaaedig i'w ddychwelyd. Nid oes angen i chi ddefnyddio stamp. Fel dewis arall, gallwch gwblhau'r arolwg ar-lein trwy'r ddolen www.arsurveys.co.uk/cc gyda'ch côd: 9999XX

Y dyddiad cau yw **Dydd Gwener 21 Mehefin 2019**.

Rydym wedi gofyn i gwmni annibynnol o'r enw ARP Research gynnal yr arolwg hwn ar ein rhan, yn unol â rheolau diogelu data (GDPR) a Chôd Ymddygiad y Market Research Society. Ni chedwir unrhyw gyswilt rhwng eich atebion a'ch hunaniaeth yn nata'r arolwg. Mae unrhyw beth yr ydych chi yn dweud wrth ARP Research yn gwbl gyfrinachol.

Os oes gennych unrhyw gwestiynau neu bryderon ynghyd â'r arolwg hwn, neu os oes angen copi arnoch mewn fformat arall, mae croeso i chi ffonio ARP Research ar 0800 020 9564. Diolch am gymryd rhan, a phob lwc yn y gystadleuaeth!

Yn gywir

Jonathan Morgan

Jonathan Morgan
Pennaeth Cartrefi a Chymunedau Diogelach / Head of Homes and Safer Communities

Cartrefi a Chymunedau Mwy Diogel

Adran Cymunedau
3 Heol Spilman, Caerdyddin, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Neuadd y Dref, Heol Iscennen, Rhydaman, SA18 3BE

Homes and Safer Communities

Department for Communities
3 Spilman Street, Carmarthen, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Town Hall, Iscennen Road, Ammanford, SA18 3BE

Chartered member of
The Royal Institution
of Surveyors

Health
Challenging
Wales

BUDDSODDYMWR
MEWN POBL

INVESTORS
IN PEOPLE

Mae Cymar Sir Caerdydd yn croesawu aghiebiaeth yn Gymraeg neu yn Saesneg | Carmarthenshire County Council welcomes correspondence in Welsh or English

Arolwg Bodlonrwydd Tenantiaid 2019

Dychwelyd Erbyn:
**Dydd Gwener
21 Mehefin**

- Wedi ystyried popeth, pa mor fodlon neu anfodlon ydych chi ar y gwasanaeth a ddarperir gan y Cyngor fel eich landlord?
- Pa mor fodlon neu anfodlon ydych chi ar y canlynol:
- Pa mor fodlon neu anfodlon ydych chi ar y canlynol:
- I ba raddau ydych chi'n cytuno neu'n anghytuno y dylai pobl sy'n byw mewn cymdogaethau poblogaidd dalu mwy o rent?
- Ar raddfa o 1 i 10, pa mor debygol fydddech chi o argymhell y Cyngor fel eich landlord i'ch teulu neu'ch ffrindiau? 0 = ddim yn debygol o gwbl, 10 = tebygol iawn?

Dim yn debygol

0 1 2 3 4 5 6 7 8 9 10

Tebygol iawn

www.arsurveys.co.uk/cc
eich côd: 9999XX

Sir Gâr Carmarthenshire
County Council



EICH CYNGOR arleinamdani
www.sirgarllw.cymru

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

Prize Draw
3x £100!

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

31 May 2019

Dear (name)

Tenant Satisfaction Survey: tell us what you think!

Listening to the views and opinions of our tenants is very important to us. The enclosed survey has been sent to thousands of our tenants, and you can make a real difference by telling us what you think of your home and the services we provide as your landlord. This important information will be used to help improve these services in future. As a thank you, all completed surveys will automatically be entered into a free prize draw to win 3 prizes of £100 in vouchers or 3 passes to Pembrokeshire Country Park!

If you are the tenant at this address, or their partner, spouse or carer, we would be really grateful if you could take a few minutes to fill in the survey using the enclosed freepost envelope to return it. You don't need to use a stamp. Alternatively, you can complete the survey online by entering the link www.arsurveys.co.uk/cc with your code: 9999XX

The closing date is **Friday 21 June 2019**.

We have asked an independent company called ARP Research to carry out this survey on our behalf in line with data protection rules (GDPR) and the Market Research Society Code of Conduct. No link between your answers and your identity will be retained in the survey data. Anything you tell ARP Research is completely confidential!

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ARP Research on 0800 020 9564. Thank you for taking part, and good luck in the prize draw!

Yours sincerely

Jonathan Morgan

Jonathan Morgan
Pennaeth Cartrefi a Chymunedau Diogelach / Head of Homes and Safer Communities

Cartrefi a Chymunedau Mwy Diogel

Adran Cymunedau
3 Heol Spilman, Caerdyddin, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Neuadd y Dref, Heol Iscennen, Rhydaman, SA18 3BE

Homes and Safer Communities

Department for Communities
3 Spilman Street, Carmarthen, SA31 1LE
Tŷ Elwyn, Llanelli, SA15 3AP
Town Hall, Iscennen Road, Ammanford, SA18 3BE

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Mae Cymar Sir Caerdydd yn croesawu aghiebiaeth yn Gymraeg neu yn Saesneg | Carmarthenshire County Council welcomes correspondence in Welsh or English

Tenant Satisfaction Survey 2019

Return by:
**Friday
21 June**

- Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by the Council as your landlord?
- How satisfied or dissatisfied are you:
- How satisfied or dissatisfied are you:
- How much do you agree or disagree that people living in popular neighbourhoods should pay more rent?
- How likely would you be to recommend the Council as a landlord to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

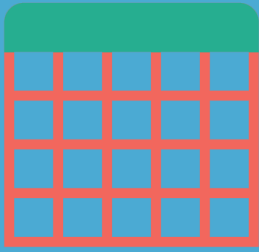
Not at all likely

0 1 2 3 4 5 6 7 8 9 10

Extremely likely

www.arsurveys.co.uk/cc
your code: 9999XX

Sir Gâr Carmarthenshire
County Council



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the 'valid' column of the data summary if it appears.

The 'valid' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

The results were weighted by age to be representative of the tenant population as a whole.

Appendix C. Data summary

| | Frequency | % overall | % valid |
|--|-------------------|-----------|---------|
| Q1 Overall satisfaction with the housing service provided by the Council as your landlord | | | |
| | <i>Base: 2087</i> | | |
| 1: Very satisfied | 877 | 42.0 | 43.8 |
| 2: Fairly satisfied | 769 | 36.8 | 38.4 |
| 3: Neither | 121 | 5.8 | 6.0 |
| 4: Fairly dissatisfied | 143 | 6.9 | 7.1 |
| 5: Very dissatisfied | 92 | 4.4 | 4.6 |
| N/R | 85 | 4.1 | |
| Q2a With the overall quality of your home | | | |
| | <i>Base: 2087</i> | | |
| 6: Very satisfied | 797 | 38.2 | 38.4 |
| 7: Fairly satisfied | 844 | 40.4 | 40.7 |
| 8: Neither | 137 | 6.6 | 6.6 |
| 9: Fairly dissatisfied | 192 | 9.2 | 9.3 |
| 10: Very dissatisfied | 105 | 5.0 | 5.1 |
| N/R | 13 | 0.6 | |
| Q2b That your rent provides value for money | | | |
| | <i>Base: 2087</i> | | |
| 11: Very satisfied | 841 | 40.3 | 40.7 |
| 12: Fairly satisfied | 747 | 35.8 | 36.1 |
| 13: Neither | 218 | 10.4 | 10.5 |
| 14: Fairly dissatisfied | 172 | 8.2 | 8.3 |
| 15: Very dissatisfied | 89 | 4.3 | 4.3 |
| N/R | 21 | 1.0 | |
| Q2c With your neighbourhood as a place to live | | | |
| | <i>Base: 2087</i> | | |
| 16: Very satisfied | 1092 | 52.3 | 52.8 |
| 17: Fairly satisfied | 656 | 31.4 | 31.7 |
| 18: Neither | 112 | 5.4 | 5.4 |
| 19: Fairly dissatisfied | 123 | 5.9 | 5.9 |
| 20: Very dissatisfied | 85 | 4.1 | 4.1 |
| N/R | 18 | 0.9 | |
| Q2d With the way we generally deal with repairs and maintenance | | | |
| | <i>Base: 2087</i> | | |
| 21: Very satisfied | 830 | 39.8 | 40.1 |
| 22: Fairly satisfied | 713 | 34.2 | 34.4 |
| 23: Neither | 153 | 7.3 | 7.4 |
| 24: Fairly dissatisfied | 221 | 10.6 | 10.7 |
| 25: Very dissatisfied | 154 | 7.4 | 7.4 |
| N/R | 16 | 0.8 | |
| Q2e With the service you received on your last repair | | | |
| | <i>Base: 2087</i> | | |
| 26: Very satisfied | 1078 | 51.7 | 52.3 |
| 27: Fairly satisfied | 545 | 26.1 | 26.4 |
| 28: Neither | 145 | 6.9 | 7.0 |
| 29: Fairly dissatisfied | 153 | 7.3 | 7.4 |
| 30: Very dissatisfied | 142 | 6.8 | 6.9 |
| N/R | 24 | 1.1 | |
| Q2f That we listen to your views and act upon them | | | |
| | <i>Base: 2087</i> | | |
| 31: Very satisfied | 658 | 31.5 | 32.1 |

Appendix C. Data summary

| | Frequency | % overall | % valid |
|--|-----------|------------|---------|
| 32: Fairly satisfied | 659 | 31.6 | 32.2 |
| 33: Neither | 356 | 17.1 | 17.4 |
| 34: Fairly dissatisfied | 195 | 9.3 | 9.5 |
| 35: Very dissatisfied | 180 | 8.6 | 8.8 |
| N/R | 39 | 1.9 | |
| Q3a That your service charge provides value for money | | Base: 835 | |
| 36: Very satisfied | 287 | 13.8 | 39.6 |
| 37: Fairly satisfied | 267 | 12.8 | 36.8 |
| 38: Neither | 93 | 4.5 | 12.8 |
| 39: Fairly dissatisfied | 38 | 1.8 | 5.2 |
| 40: Very dissatisfied | 40 | 1.9 | 5.5 |
| 41: Not applicable | 86 | 4.1 | |
| N/R | 1275 | 61.1 | 2.8 |
| Q3b With the grounds maintenance service, such as grass cutting, in your area | | Base: 2087 | |
| 42: Very satisfied | 636 | 30.5 | 35.2 |
| 43: Fairly satisfied | 552 | 26.4 | 30.6 |
| 44: Neither | 267 | 12.8 | 14.8 |
| 45: Fairly dissatisfied | 161 | 7.7 | 8.9 |
| 46: Very dissatisfied | 189 | 9.1 | 10.5 |
| 47: Not applicable | 239 | 11.5 | |
| N/R | 43 | 2.1 | |
| Q3c With the way the Council deals with anti-social behaviour | | Base: 2087 | |
| 48: Very satisfied | 536 | 25.7 | 30.3 |
| 49: Fairly satisfied | 487 | 23.3 | 27.5 |
| 50: Neither | 409 | 19.6 | 23.1 |
| 51: Fairly dissatisfied | 148 | 7.1 | 8.4 |
| 52: Very dissatisfied | 188 | 9.0 | 10.6 |
| 53: Not applicable | 266 | 12.7 | |
| N/R | 53 | 2.5 | |
| Q4 How much do you agree or disagree that people living in popular neighbourhoods should pay more rent | | Base: 2087 | |
| 54: Strongly agree | 64 | 3.1 | 3.6 |
| 55: Tend to agree | 197 | 9.4 | 11.0 |
| 56: Neither | 466 | 22.3 | 26.1 |
| 57: Tend to disagree | 504 | 24.1 | 28.2 |
| 58: Strongly disagree | 557 | 26.7 | 31.2 |
| 59: No opinion | 271 | 13.0 | |
| N/R | 28 | 1.3 | |
| Q5 How likely would you be to recommend the Council as a landlord to family or friends | | Base: 2087 | |
| 60: 0 - Not at all likely | 51 | 2.4 | |
| 61: 1 | 15 | 0.7 | |
| 62: 2 | 24 | 1.1 | |
| 63: 3 | 43 | 2.1 | |
| 64: 4 | 54 | 2.6 | |
| 65: 5 | 181 | 8.7 | |
| 66: 6 | 116 | 5.6 | |

Appendix C. Data summary

| | Frequency | % overall | % valid |
|------------------------------------|-------------------|-----------|---------|
| 67: 7 | 197 | 9.4 | |
| 68: 8 | 387 | 18.5 | |
| 69: 9 | 217 | 10.4 | |
| 70: 10 - Extremely likely | 773 | 37.0 | |
| N/R | 30 | 1.4 | |
| R5 Net Promoter Score (NPS) | Base: 2087 | | |
| 71: Promoters | 990 | 47.4 | |
| 72: Passives | 584 | 28.0 | |
| 73: Detractors | 483 | 23.1 | |
| N/R | 30 | 1.4 | |
| D101 Stock | Base: 2087 | | |
| 74: General needs | 1978 | 94.8 | |
| 75: Sheltered | 109 | 5.2 | |
| N/R | 0 | 0.0 | |
| D102 Ward | Base: 2087 | | |
| 76: Abergwili | 16 | 0.8 | |
| 77: Ammanford | 32 | 1.5 | |
| 78: Betws | 21 | 1.0 | |
| 79: Bigyn | 65 | 3.1 | |
| 80: Burry Port | 41 | 2.0 | |
| 81: Bynea | 57 | 2.7 | |
| 82: Carmarthen Town North | 90 | 4.3 | |
| 83: Carmarthen Town South | 40 | 1.9 | |
| 84: Carmarthen Town West | 27 | 1.3 | |
| 85: Cenarth | 11 | 0.5 | |
| 86: Cilycwm | 7 | 0.3 | |
| 87: Cynwyl Elfed | 12 | 0.6 | |
| 88: Cynwyl Gaeo | 2 | 0.1 | |
| 89: Dafen | 44 | 2.1 | |
| 90: Elli | 15 | 0.7 | |
| 91: Felinfoel | 46 | 2.2 | |
| 92: Garnant | 34 | 1.6 | |
| 93: Glanamman | 36 | 1.7 | |
| 94: Glanymor | 116 | 5.6 | |
| 95: Glyn | 25 | 1.2 | |
| 96: Gorslas | 70 | 3.4 | |
| 97: Hendy | 22 | 1.1 | |
| 98: Hengoed | 37 | 1.8 | |
| 99: Kidwelly | 51 | 2.4 | |
| 100: Laugharne | 23 | 1.1 | |
| 101: Llanboidy | 7 | 0.3 | |
| 102: Llanddarog | 19 | 0.9 | |
| 103: Llandeilo | 23 | 1.1 | |
| 104: Llandovery | 41 | 2.0 | |
| 105: Llandybie | 52 | 2.5 | |
| 106: Llanegwad | 16 | 0.8 | |
| 107: Llanfihangel Aberbythych | 8 | 0.4 | |
| 108: Llanfihangel Ar Arth | 36 | 1.7 | |
| 109: Llangadog | 14 | 0.7 | |
| 110: Llangeler | 50 | 2.4 | |
| 111: Llangennech | 65 | 3.1 | |

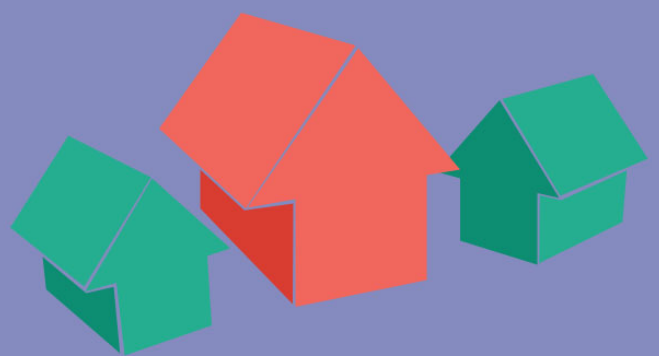
Appendix C. Data summary

| | Frequency | % overall | % valid |
|-------------------------------|-------------------|-----------|---------|
| 112: Llangunnor | 47 | 2.3 | |
| 113: Llangyndeyrn | 56 | 2.7 | |
| 114: Llannon | 54 | 2.6 | |
| 115: Llansteffan | 14 | 0.7 | |
| 116: Llanybydder | 33 | 1.6 | |
| 117: Lliedi | 48 | 2.3 | |
| 118: Llwynhendy | 120 | 5.7 | |
| 119: Manordeilo & Salem | 4 | 0.2 | |
| 120: Pembrey | 48 | 2.3 | |
| 121: Penygroes | 20 | 1.0 | |
| 122: Pontaman | 28 | 1.3 | |
| 123: Pontyberem | 42 | 2.0 | |
| 124: Quarter Bach | 37 | 1.8 | |
| 125: Saron, Ammanford | 59 | 2.8 | |
| 126: St Clears | 30 | 1.4 | |
| 127: St Ishmael | 14 | 0.7 | |
| 128: Swiss Valley | 3 | 0.1 | |
| 129: Trelech | 10 | 0.5 | |
| 130: Trimsaran | 46 | 2.2 | |
| 131: Tycroes | 24 | 1.1 | |
| 132: Tyisha | 55 | 2.6 | |
| 133: Whitland | 25 | 1.2 | |
| N/R | 0 | 0.0 | |
| D103 Property type | Base: 2087 | | |
| 134: Bedsit | 2 | 0.1 | |
| 135: Bungalow | 586 | 28.1 | |
| 136: Flat | 425 | 20.4 | |
| 137: House | 1069 | 51.2 | |
| 138: Maisonette | 4 | 0.2 | |
| N/R | 0 | 0.0 | |
| D104 Property size | Base: 2087 | | |
| 139: Bedsit | 2 | 0.1 | |
| 140: 1 bed | 295 | 14.1 | |
| 141: 2 bed | 1012 | 48.5 | |
| 142: 3 bed | 751 | 36.0 | |
| 143: 4+ beds | 27 | 1.3 | |
| N/R | 0 | 0.0 | |
| D105 Property age | Base: 2087 | | |
| 144: Pre 1945 | 266 | 12.7 | |
| 145: 1945 - 1964 | 760 | 36.4 | |
| 146: 1965 - 1974 | 440 | 21.1 | |
| 147: 1975 - 1990 | 506 | 24.2 | |
| 148: 1991 - 2005 | 94 | 4.5 | |
| 149: 2006 on | 20 | 1.0 | |
| N/R | 0 | 0.0 | |
| D106 Length of tenancy | Base: 2087 | | |
| 150: Under 1 year | 234 | 11.2 | |
| 151: 1 - 2 years | 346 | 16.6 | |
| 152: 3 - 5 years | 416 | 19.9 | |

Appendix C. Data summary

| | Frequency | % overall | % valid |
|--|-------------------|-----------|---------|
| 153: 6 - 10 years | 333 | 16.0 | |
| 154: 11 - 20 years | 380 | 18.2 | |
| 155: 21 years and over | 378 | 18.1 | |
| N/R | 0 | 0.0 | |
| D107 Pay a service charge | <i>Base: 2087</i> | | |
| 156: Yes | 835 | 40.0 | |
| 157: No | 1252 | 60.0 | |
| N/R | 0 | 0.0 | |
| D108 Gender | <i>Base: 2087</i> | | |
| 158: Male | 844 | 40.4 | |
| 159: Female | 1237 | 59.3 | |
| N/R | 5 | 0.2 | |
| D109 Main Tenant Age Group | <i>Base: 2087</i> | | |
| 160: 16 - 24 years | 77 | 3.7 | |
| 161: 25 - 34 years | 274 | 13.1 | |
| 162: 35 - 44 years | 290 | 13.9 | |
| 163: 45 - 54 years | 325 | 15.6 | |
| 164: 55 - 59 years | 175 | 8.4 | |
| 165: 60 - 64 years | 159 | 7.6 | |
| 166: 65 - 74 years | 360 | 17.2 | |
| 167: 75 - 84 years | 269 | 12.9 | |
| 168: 85 years and over | 134 | 6.4 | |
| N/R | 25 | 1.2 | |
| D110 Main Tenant Age Group [simple] | <i>Base: 2087</i> | | |
| 169: 16-34 | 350 | 16.8 | |
| 170: 35-49 | 438 | 21.0 | |
| 171: 50-64 | 511 | 24.5 | |
| 172: 65+ | 763 | 36.6 | |
| N/R | 25 | 1.2 | |
| D111 Sample | <i>Base: 2087</i> | | |
| 173: Main sample | 1769 | 84.8 | |
| 174: Additional sample | 318 | 15.2 | |
| N/R | 0 | 0.0 | |
| D112 Methodology | <i>Base: 2087</i> | | |
| 175: Paper | 1468 | 70.3 | |
| 176: Email | 290 | 13.9 | |
| 177: SMS | 249 | 11.9 | |
| 178: Web | 79 | 3.8 | |
| N/R | 0 | 0.0 | |
| D113 Start language | <i>Base: 2087</i> | | |
| 179: Welsh | 86 | 4.1 | |
| 180: English | 2001 | 95.9 | |

| | Frequency | % overall | % valid |
|-----|-----------|-----------|---------|
| N/R | 0 | 0.0 | |



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COMMUNITY SCRUTINY COMMITTEE

DATE: 16TH JANUARY, 2020

SUBJECT:

WELSH PUBLIC LIBRARY STANDARDS 2017-2020

Purpose:

Carmarthenshire Libraries / Annual Assessment Report 2018-19

To consider and comment on the following issues:

To monitor performance of the Library Service against the 6th Quality Assessment Framework of the Welsh Public Library Standards as contained in the Annual Return for 2018/19.

Reasons:

To enable members to exercise their scrutiny role in relation to monitoring performance of the library service.

To be referred to the Executive Board / Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Peter Hughes-Griffiths (Culture, Sport & Leisure Portfolio Holder)

Directorate

Communities

Name of Head of Service:

Ian Jones

Report Author:

Mark Jewell

Designations:

Head of Leisure

Library Services Manager

Tel Nos.

01267 228309 / 01554 744328

E Mail Addresses:

Ijones@carmarthenshire.gov.uk

MJewell@carmarthenshire.gov.uk

COMMUNITY SCRUTINY COMMITTEE

DATE: 16TH JANUARY, 2020

SUBJECT:

WELSH PUBLIC LIBRARY STANDARDS 2017-2020

Sixth Assessment Framework for Welsh Public Library Standards: Annual Return 2018/19

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The Public Libraries and Museums Act 1964 sets out the statutory duties of public library authorities to "*provide a comprehensive and efficient library service*" and makes it a duty of the Welsh Ministers "*to superintend and promote the improvement*" of public library services in Wales.

In accordance with these statutory requirements the Welsh Government has completed its assessment of Carmarthenshire's library service Annual Return for 2018/19.

This is the second year of assessment under the sixth framework.

The external validator, in consultation with a Reference Group comprising Welsh Government officials and three heads of library services, found that:

- **Carmarthenshire met all of the 12 core entitlements in full.**
- **Of the 10 quality indicators with targets, Carmarthenshire achieved 9 in full, and 1 in part, and is one of only four authorities to achieve at this level.**

Carmarthenshire has continued to perform well against the standards framework in its second year. Library use has generally increased, with Carmarthenshire recording some of the highest per capita performances for visits, membership and adult use.

Carmarthenshire continues to meet the target for easy access to service points, through its network of regional, community, branch and mobile libraries.

The authority is also continuing to invest strongly in the service, with plans to extend the successful Makerspace initiative to two further libraries, and to further develop its new mobile library provision, in line with the aspirations of its Library Strategy.

Carmarthenshire has maintained its performance in this second year of the sixth framework, with no significant change on 2017/18, and remains one of the highest achieving authorities overall.

DETAILED REPORT ATTACHED :

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Ian Jones Head of Leisure

| | | | | | | |
|---|-------|---------|------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| NONE | NONE | NONE | NONE | NONE | NONE | NONE |

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Ian Jones Head of Leisure

1. Local Member(s) - N/A
2. Community / Town Council – N/A
3. Relevant Partners - N/A
4. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

| Title of Document | File Ref No. | Locations that the papers are available for public inspection |
|--|--------------|---|
| WPLS Carmarthenshire Assessment Report | | \\ntcarmcc\cfp\Leisure & Culture\Cultural Services\Libraries\WPLS\2018-19 |

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Welsh Public Library Standards 2017-2020: Carmarthenshire

Annual Assessment Report 2018/19

This report has been prepared based on information provided in Carmarthenshire's annual return, case studies and narrative report submitted to the Museums, Archives and Libraries Division of the Welsh Government.

1 Executive summary

Carmarthenshire met all of the 12 core entitlements in full.

Of the 10 quality indicators with targets, Carmarthenshire achieved 9 in full, and 1 in part, and is one of only four authorities to achieve at this level.

Carmarthenshire has continued to perform well against the standards framework in its second year. Library use has generally increased, with Carmarthenshire recording some of the highest per capita performances for visits, membership and adult use. Greater consideration within the return of the factors underlying variations in usage would nevertheless help in understanding the implications for future performance. The authority is also continuing to invest strongly in the service, with plans to extend the successful Makerspace initiative to two further libraries, and to further develop its new mobile library provision, in line with the aspirations of its Library Strategy.

- Carmarthenshire submitted four case studies demonstrating the positive impact of the service on its local communities.
- Most areas of usage have increased, with Carmarthenshire recording some of the highest per capita performances for physical and virtual visits, library membership, and adult book loans.
- Investment in up-to-date reading materials remains strong, with Carmarthenshire one of only five services now meeting the requirements for QI 9, and continuing to record the highest acquisitions spend of any library service in Wales.
- Staffing levels overall have increased slightly, but remain below the target level; the service continues to meet the requirements for qualified staff, one of only six authorities to do so.
- Total revenue expenditure has increased again in 2018/19, with Carmarthenshire continuing to invest appropriately in its library provision.

2 Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against these areas. A narrative assessment of the authority's performance is provided in Section 3.

2.1 Core entitlements

Carmarthenshire continues to meet all the 12 core entitlements in full. Partnerships remain integral to the promotion and delivery of services, in implementing the vision set out in the service's Library Strategy 2017-22.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, Carmarthenshire is achieving 9 in full, and one in part.

| Quality Indicator | Met? | |
|--|------|---------------|
| QI 3 Support for individual development: | | Met in full |
| a) ICT support | ✓ | |
| b) Information literacy and skills training | ✓ | |
| c) E-government support | ✓ | |
| d) Reader development | ✓ | |
| QI 4 (a) Support for health and well-being | | Met in full |
| i) Book Prescription Wales scheme | ✓ | |
| ii) Better with Books scheme | ✓ | |
| iii) Designated health & well-being collection | ✓ | |
| iv) Information about healthy lifestyles and behaviours | ✓ | |
| v) Signposting to health & well-being services | ✓ | |
| QI 6 all static service points offer events/activities for users with special requirements | ✓ | Met in full |
| QI 7 Location of service points | ✓ | Met in full |
| QI 9 Up-to-date and appropriate reading material | | Met in full |
| Acquisitions per capita | ✓ | |
| or Materials spend per capita | ✓ | |
| QI 10 Welsh Language Resources | | Met in full |
| % of material budget spent on Welsh | ✓ | |
| or Spend on Welsh per capita | x | |
| QI 11 Online access: | | Met in full |
| a) i) Public access to Internet | ✓ | |
| ii) Wi-Fi provision | ✓ | |
| QI 12 Supply of requests | | Met in full |
| a) % of requests satisfied within 7 days | ✓ | |
| b) % of requests satisfied within 15 days | ✓ | |
| QI 13 Staffing levels and qualifications: | | Partially met |
| i) Staff per capita | x | |
| ii) Qualified staff per capita | ✓ | |
| iii) Head of service qualification/training | ✓ | |
| iv) CPD percentage | ✓ | |
| QI 16 Opening hours per capita | ✓ | Met in full |

Carmarthenshire has maintained its performance in this second year of the sixth framework, with no significant change on 2017/18, and remains one of the highest achieving authorities overall. More detailed commentary within the return would however help clarify the factors influencing variations in usage and performance.

2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during 2017/18 or 2018/19. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Carmarthenshire carried out its children's user survey in October 2017 and is yet to conduct an adult's survey in this framework.

| Performance indicator | | Rank | Lowest | Median | Highest |
|---|-----|-------|--------|--------|---------|
| QI 1 Making a difference | | | | | |
| b) % of young people who think that the library helps them learn and find things out: | 96% | =3/13 | 60% | 94% | 97% |
| e) % of adults who think that the library has made a difference to their lives: | n/a | | 38% | 88% | 95% |
| QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals: | 98% | =7/20 | 80% | 97% | 100% |

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. Carmarthenshire provided four such case studies:

- Sewing Club – an evening club, using the library's resources and sewing machines, supported by library staff, with a diverse membership of varying ages and abilities. The club provides a valued social activity where older members can pass on skills, gaining in confidence and self-esteem, and younger members can learn in a relaxed environment. Feedback demonstrates the social and well-being benefits of attending.
- Mobile Services – the benefits of the combined mobile and Yr Hwb partnership service, bringing library resources and support services to more isolated communities. In some areas the mobile visits have become the focus for wider community activities, e.g. local cuppa clubs. For one young mother the combined service allows her to use the library, access advice and support, and meet socially with others from the area.
- Day Centre Visits – working with a Day Centre for adults with learning disabilities who now visit Ammanford Library twice weekly for Makerspace sessions supported by library staff. Interactive storytelling sessions have been particularly successful in building self-awareness, independence and self-esteem. For one individual the sessions have helped her gain in confidence and engage with the rest of the group.
- Digital Inclusion – working with partners the service offers free digital support sessions in some branch libraries, where attendees are able to learn new skills and access free online training. For one older couple, the sessions have helped them to use an iPad to communicate online with family and friends and access resources and information. The sessions were also an opportunity for them to make new friends, and introduced them to a wider range of online classes and learning opportunities.

2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table summarises Carmarthenshire's position for 2018/19. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data was not available to some authorities. Figures from the first year of the sixth framework or relevant previous surveys have also been included for comparison. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

| Performance indicator | | Rank | Lowest | Median | Highest | 2017/18 |
|--|---------|--------|--------|---------|---------|---------------|
| QI 1 Making a difference | | | | | | [Framework 5] |
| a) % of adults who think that using the library has helped them develop new skills | n/a | | 24% | 82% | 96% | 86% |
| c) health and well-being | n/a | | 33% | 62% | 94% | 85% |
| d) enjoyable, safe and inclusive | n/a | | 90% | 97% | 100% | 98% |
| QI 2 Customer satisfaction | | | | | | [Framework 5] |
| a) 'very good' or 'good' choice of books | n/a | | 81% | 91% | 98% | 90% |
| b) 'very good' or 'good' customer care | n/a | | 93% | 99% | 100% | 95% |
| c) 'very good' or 'good' IT facilities | n/a | | 65% | 91% | 95% | |
| d) 'very good' or 'good' overall | n/a | | 93% | 97% | 99% | 95% |
| e) users aged 16 & under rating out of ten | 9.1 | =9/13 | 8.5 | 9.3 | 9.5 | 8.7 |
| QI 5 User training | | | | | | |
| a) attendances per capita | 57 | 4/22 | 13 | 30 | 208 | 60 |
| c) informal training per capita | 272 | 8/22 | 15 | 199 | 433 | 473 |
| QI 6 attendances at events per capita | 327 | 8/22 | 91 | 295 | 689 | 245 |
| QI 8 Library use ¹ | | | | | | |
| a) visits per capita | 6,524 | 2/22 | 2,596 | 3,969 | 7,170* | 6,137 |
| b) virtual visits per capita | 1,627 | 3/22 | 345 | 885 | 2,205 | 1,539 |
| c) active borrowers per capita | 89 | 20/22 | 58 | 150 | 251 | 155 |
| QI 10 Welsh issues per capita ² | 636 | 11/22 | 95 | 602 | 1,424 | 575 |
| QI 11 Online access | | | | | | |
| b) Computers per capita ³ | 11 | 7/22 | 5 | 10 | 14 | 12 |
| c) % of available time used by the public | 25% | =11/22 | 14% | 25% | 63% | 20% |
| QI 13 Staffing levels and qualifications | | | | | | |
| (v) a) total volunteers | 17 | 18/21 | 3 | 30 | 214 | 16 |
| b) total volunteer hours | 1,530 | 11/21 | 90 | 1,477 | 9,806 | 1,206 |
| QI 14 Operational expenditure | | | | | | |
| a) total expenditure per capita | £19,449 | 1/22 | £7,181 | £12,145 | £19,449 | £17,771 |
| b) % on staff, | 47% | 22/22 | 47% | 62% | 78% | 48% |
| % on information resources | 13% | =10/22 | 8% | 13% | 21% | 14% |
| % on equipment and buildings | 3% | 17/22 | 0.4% | 4% | 25% | 3% |
| % on other operational costs | 37% | 1/22 | 0.3% | 16% | 37% | 34% |
| c) capital expenditure per capita | £7,044 | 2/22 | £0 | £467 | £8,829 | £0 |
| QI 15 Net cost per visit | £1.29 | 20/22 | £1.18 | £1.82 | £2.52 | £1.25 |

¹ figures for co-located services are marked with an asterisk; performances for these services are likely to reflect higher footfall, and will not therefore be directly comparable with stand-alone library provision

| | | | | | | | |
|---|-------|-------|-------|-------|-------|--|-------|
| QI 16 Opening hours ⁴ | | | | | | | |
| (iii) a) % hours unplanned closure of static service points | 0.04% | 17/22 | 0.00% | 0.00% | 0.25% | | 0.06% |
| b) % mobile stops / home deliveries missed | 0.64% | 13/20 | 0.00% | 0.28% | 7.99% | | 2.95% |

² per 1,000 Welsh speaking resident population; figures from 2017/18 reports corrected following a calculation error

³ per 10,000 resident population ⁴ Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

3 Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance with the first year of the sixth framework (2017/18).

3.1 Meeting customer needs (QI 1-5)

Carmarthenshire conducted its children's user survey in 2017, but has yet to undertake its adult survey within this framework. All static libraries continue to provide the full range of support for individual development, with health and well-being also well-supported. Attendance at pre-arranged training sessions has fallen slightly in 2018/19, reflecting the closure for refurbishment of sections of Carmarthen Library during the period, but still remain high per capita. Numbers helped by informal training have also continued to fall significantly, although still above the median level – some additional consideration of the factors at work here would be merited.

3.2 Access and use (QI 6-8)

Carmarthenshire continues to meet the target for easy access to service points, through its network of regional, community, branch and mobile libraries. Events and activities for users with special requirements are provided at all main service points, and overall attendance at library events has continued to improve, in line with the enhanced mobile and makerspace offer. Other areas of usage have also increased in 2018/19, with Carmarthenshire recording some of the highest per capita performances for physical and virtual visits, library membership, and adult book loans. Numbers of active borrowers are however down on 2017/18, reflecting system changes as the service prepared to migrate to the all-Wales LMS, and book issues to children have also fallen, and in contrast to other areas of usage are among the lowest in Wales. It is noted that systems issues may be affecting reporting of children's book loans, and the service is looking actively at measures to improve performance in this area.

3.3 Facilities and services (QI 9-12)ⁱ

Although materials expenditure has fallen slightly in 2018/19, the authority continues to invest strongly in up-to-date reading materials, maintaining the highest acquisitions spend per capita of any library service in Wales. Budget allocations for children's resources and for material in the Welsh language have also increased, improving performance in these areas, and both QI 9 and 10 are fully met. This investment continues to be reflected in the increasing issues of Welsh language resources. PC provision has fallen slightly, due to closure of the IT suite in Carmarthen during refurbishment work, although usage rates have improved on 2017/18. Performance in relation to supply of requests has broadly been maintained, and the requirements of QI 12 are still met.

3.4 Expertise and capacity (QI 13-16)

Overall staff levels have increased slightly in 2018/19, although the service still fails to meet the target for staff per capita. Numbers of qualified staff have been maintained at 2017/18 levels, with Carmarthenshire one of only six to achieve the stipulated target in this area. Qualified leadership is in place, and the service continues to invest in staff training and professional development, at an improved level, with a welcome commitment to the Welsh language training and mentoring of staff. Numbers of volunteers have also risen slightly, with 17 volunteers contributing an average 90 hours each to the service.

Total revenue expenditure has increased in 2018/19 with Carmarthenshire recording the highest per capita spend on library provision, an investment that is reflected in high levels of access and use. Opening hours have also increased slightly, and the target here is now comfortably met, with extended unstaffed opening hours offered at two service points.

4 Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. Carmarthenshire's narrative again focuses on the delivery of its vision for the service, noting how this addresses the Universal Offers which themselves link to Government policy. The key role of partnerships is evident in delivering against a number of strategic priorities – promoting reading, supporting the digital agenda and lifelong learning, and contributing the health and well-being of local communities. More explicit reference to Welsh Government priorities and goals would however further evidence its contribution.

5 Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Carmarthenshire notes plans to extend the successful Makerspace initiative at Carmarthen and Llanelli. Further developments to the new mobile library service are referenced, working with new partners and introducing Saturday / late evening availability to meet the needs of people living in rural communities. There are also plans to review how access at branches can be enhanced, working with partners, and through new self-service technologies. The refurbishment of Carmarthen Library and delivery of amalgamated Reference and Archive services is cited as a key ongoing development.

6 Conclusion

Carmarthenshire has continued to perform well against the standards framework in its second year. Library use has generally increased, although the numbers benefiting from training (formal and informal) continue to fall. Greater consideration within the return of the factors underlying these changes would help in understanding what this means for future performance. Carmarthenshire nevertheless records some of the highest per capita performances for visits, membership and adult use. The authority is also continuing to invest strongly in the service, with plans to extend the successful Makerspace initiative to two further libraries, and to further develop its new mobile library provision, in line with the aspirations of its Library Strategy.

ⁱ E-resources purchased through centrally-funded subscriptions have been excluded from acquisitions figures for QI 9 in 2018/19 to ensure that the standard accurately reflects individual authority strategy, investment and performance. In some cases this has impacted on achievement against the standard in comparison with 2017/18. CIPFA Statistics Returns continue to include figures for centrally-procured resources.

COMMUNITY SCRUTINY COMMITTEE 16th JANUARY 2020

Revenue & Capital Budget Monitoring Report 2019/20

To consider and comment on the following issues:

- That the Scrutiny Committee receives the budget monitoring report for the Housing, Regeneration & Property, Planning and Leisure & Recreation Services and considers the budgetary position.

Reasons:

- To provide Scrutiny with an update on the latest budgetary position as at 31st October 2019, in respect of 2019-20.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Linda Evans (Housing)
- Cllr. Emlyn Dole (Economic Development)
- Cllr. Peter Hughes-Griffiths (Culture, Sport & Tourism)
- Cllr. David Jenkins (Resources)

| | | |
|--|---|--|
| Directorate: Corporate Services Name of Service Director: Chris Moore Report Author: Chris Moore | Designation: Director of Corporate Services | Tel No. / E-Mail Address: 01267 224120 CMoore@carmarthenshire.gov.uk |
|--|---|--|

EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE 16th JANUARY 2020

Revenue & Capital Budget Monitoring Report 2019/20

The Financial monitoring Report is presented as follows:

Revenue Budgets

Appendix A

Summary position for the Community Scrutiny Committee. Services within the Community Scrutiny remit are forecasting a £342k overspend.

Appendix B

Report on the main variances on agreed budgets.

Appendix C

Detail variances for information purposes only.

Appendix D

The HRA is predicting to be underspent by £333k for 2019/20.

Capital Budgets

Appendix E

Details the main variances on capital schemes, which shows a forecasted net spend of £42,943k compared with a working net budget of £44,671k giving a £-1,728k variance. The variance will be slipped into future years, as the funding will be required to ensure that the schemes are completed.

Appendix F

Details all Capital Regeneration Schemes

Appendix G

Details all Capital Leisure Schemes

Appendix H

Details all Capital Housing General Fund (Private Housing) Schemes

Appendix I

Details all Capital Housing HRA (Public Housing) Schemes

Appendix J

Savings Monitoring Report

DETAILED REPORT ATTACHED?

YES – A list of the main variances is attached to this report.

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Chris Moore** Director of Corporate Services

| | | | | | | |
|---|-------|---------|------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| NONE | NONE | YES | NONE | NONE | NONE | NONE |

3. Finance

Revenue - The Regeneration & Property, Planning, Leisure & Recreation and Non-HRA Housing Services show a net variance of £342k against the 2019/20 approved budgets and the HRA Housing Service is predicting to be underspent by £333k.

Capital - The capital programme shows a variance of -£1,728k against the 2019/20 approved budget.

Savings Report - The expectation is that at year end £50k of Managerial savings put forward for 2019/20 will not have been delivered however Policy savings are projected to be on target

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Chris Moore** Director of Corporate Services

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

| Title of Document | File Ref No. / Locations that the papers are available for public inspection |
|-------------------|--|
| 2019/20 Budget | Corporate Services Department, County Hall, Carmarthen |

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Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Summary

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | August 2019 Forecasted Variance for Year £'000 |
|-------------------------|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|--|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | |
| Regeneration & Property | 12,229 | -9,074 | 6,230 | 9,384 | 11,240 | -8,154 | 6,230 | 9,316 | -68 | 175 |
| Planning | 4,165 | -2,354 | 284 | 2,094 | 4,471 | -2,254 | 284 | 2,501 | 407 | 463 |
| Leisure & Recreation | 15,735 | -8,286 | 4,559 | 12,008 | 15,446 | -7,998 | 4,559 | 12,008 | -0 | 0 |
| Council Fund Housing | 9,098 | -7,964 | 243 | 1,377 | 9,342 | -8,205 | 243 | 1,380 | 4 | 64 |
| GRAND TOTAL | 41,226 | -27,679 | 11,316 | 24,863 | 40,499 | -26,611 | 11,316 | 25,205 | 342 | 703 |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Main Variances

Page 302

| Division | Working Budget | | Forecasted | | Oct 2019 | Notes | August 2019 |
|------------------------------------|----------------------|-----------------|----------------------|-----------------|---|---|---|
| | Expenditure £'000 | Income £'000 | Expenditure £'000 | Income £'000 | Forecasted Variance for Year £'000 | | Forecasted Variance for Year £'000 |
| Regeneration & Property | | | | | | | |
| Regeneration - Core Budgets | | | | | | | |
| Property | 1,176 | -42 | 1,127 | -40 | -47 | Post vacant during year. Due to be filled. | -0 |
| Commercial Properties | 31 | -521 | 44 | -681 | -147 | High Occupancy Levels resulting in additional income | -79 |
| Provision Markets | 566 | -638 | 569 | -579 | 61 | Reduction in Lettings income due to market forces impacting rates achievable. | 49 |
| Net Zero Carbon Local Authority | 0 | 0 | 27 | 0 | 27 | Costs associated with the authority's commitment to reduce carbon in the forthcoming years | 90 |
| Administrative Buildings | 2,740 | -764 | 2,731 | -729 | 27 | Proposed rental income efficiency of £50k for Ty'r Nant is no longer achievable as building is in the process of being sold. This is partially offset by various small savings on supplies and services. | 50 |
| Industrial Premises | 529 | -1,567 | 462 | -1,610 | -110 | High Occupancy Levels resulting in additional income | -57 |
| Livestock Markets | 58 | -205 | 19 | -17 | 149 | Anticipated shortfall in income collected at Nant Y Ci Mart | 157 |
| | | | | | | | |
| Planning | | | | | | | |
| Building Control - Other | 181 | -5 | 163 | 0 | -12 | Vacant posts not expected to fill until Apr '20 at the earliest | 1 |
| Policy-Development Planning | 567 | 0 | 577 | -0 | 10 | Overspend due to projected non-achievement of income - no longer carrying out consultancy work for other Depts. etc. | 12 |
| | | | | | | | |
| Development Management | 1,536 | -1,274 | 1,494 | -786 | 446 | WG set planning fees, but across Wales there is recognition that full cost recovery of planning services will not be achieved from planning fees alone. Most LPAs only cover on average 60% of their costs of delivering the development management service through fees, and the last increase in fees was in 2015. WG expect that at least part of the Development Management function should be met by Local Authorities themselves – to encourage development to come forward. Currently Carmarthenshire's Development Management section is budgeted to fund 78% of its costs through fees generated, this is currently being reviewed. WG have committed to review fees, but there is no known timetable for this workstream. | 483 |
| Tywi Centre | 34 | -34 | 77 | -98 | -21 | Projected surplus being generated from running training courses at the Tywi Centre | -13 |
| | | | | | | | |
| Leisure & Recreation | | | | | | | |
| Millenium Coastal Park | 221 | -105 | 226 | -137 | -27 | One off Compensation income from Welsh Water | -23 |
| Pendine Outdoor Education Centre | 500 | -333 | 423 | -299 | -43 | Forecast reduction in Instructor hours to budget based on confirmed bookings | 5 |
| Carmarthen Leisure Centre | 1,567 | -1,606 | 1,556 | -1,538 | 57 | Forecasting lower sales volumes in income to budget | 38 |
| St Clears Leisure Centre | 141 | -41 | 155 | -43 | 12 | Design fee costs to support Capital funding bid not budgeted | -3 |
| Amman Valley Leisure Centre | 846 | -707 | 831 | -745 | -52 | Forecasting higher sales volumes in income to budget | -55 |
| Sport & Leisure General | 877 | -58 | 884 | -51 | 14 | Free swim grant only approved for 6 months £14k | 14 |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Main Variances

| Division | Working Budget | | Forecasted | | Oct 2019 | Notes | August 2019 |
|---|----------------------|-----------------|----------------------|-----------------|---|--|---|
| | Expenditure £'000 | Income £'000 | Expenditure £'000 | Income £'000 | Forecasted Variance for Year £'000 | | Forecasted Variance for Year £'000 |
| Outdoor Recreation - Staffing costs | 229 | 0 | 275 | 0 | 45 | Operational staffing and Agency costs linked to long term sickness and implementation of restructure. This variance is likely to reduce once fully implemented | 16 |
| Llyn Lech Owain Country Park | 85 | -33 | 84 | -52 | -22 | Forecasting higher income to budget due to sale of wood from planned Tree Felling | -20 |
| Museums General | 175 | 0 | 193 | 0 | 18 | Unable to achieve vacancy factor | 24 |
| Arts General | 39 | 0 | 5 | 0 | -34 | Vacant post being held pending Service review | -35 |
| St Clears Craft Centre | 151 | -88 | 143 | -56 | 24 | Forecast shortfall in income to budget in this newly established in-house catering facility | 16 |
| Laugharne Boathouse | 147 | -109 | 168 | -116 | 15 | Forecast overspend in casual Customer Service Assistant posts | 11 |
| Oriel Myrddin CCC | 108 | 0 | 118 | 0 | 10 | Backdated NNDR costs £6k and Internal Design fees £4k supporting ACW grant bid | 0 |
| Leisure Management | 400 | 0 | 360 | 0 | -40 | Vacant posts being held pending Service review | -29 |
| | | | | | | | |
| Council Fund Housing | | | | | | | |
| Independent Living and Affordable Homes | 104 | -45 | 80 | -45 | -24 | Underspends on supplies and services | -6 |
| Social Lettings Agency | 782 | -786 | 686 | -672 | 19 | Underachievement of income on housing benefits | 0 |
| Other Council Fund Housing | 8,212 | -7,134 | 8,576 | -7,489 | 9 | | 70 |
| | | | | | | | |
| Other Variances | | | | | -23 | | -12 |
| | | | | | | | |
| Grand Total | | | | | 342 | | 703 |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

Page 304

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 | Notes | August 2019 |
|---|----------------------|-----------------|-----------------------------------|--------------|----------------------|-----------------|-----------------------------------|--------------|---|--|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Forecasted Variance for Year £'000 | | Forecasted Variance for Year £'000 |
| Regeneration | | | | | | | | | | | |
| Regeneration - Core Budgets | | | | | | | | | | | |
| Regeneration Management | 319 | 0 | 0 | 319 | 292 | 0 | 0 | 292 | -27 | Staff time rechargeable to City Deal project | -33 |
| Parry Thomas Centre | 31 | -31 | 1 | 1 | 34 | -33 | 1 | 1 | 0 | | 0 |
| Betws wind farm community fund | 87 | -87 | 1 | 1 | 87 | -86 | 1 | 1 | 0 | | 0 |
| Welfare Rights & Citizen's Advice | 132 | 0 | 2 | 134 | 132 | 0 | 2 | 134 | 0 | | 0 |
| Llanelli Coast Joint Venture | 140 | -140 | 5 | 5 | 140 | -140 | 5 | 5 | -0 | | -0 |
| The Beacon | 149 | -139 | 43 | 53 | 173 | -163 | 43 | 53 | 0 | | -0 |
| Econ Dev-Rural Carmarthen, Ammanford, Town Centres | 380 | 0 | 7,125 | 7,505 | 380 | 0 | 7,125 | 7,505 | -0 | | 0 |
| Econ Dev-Llanelli, C Hands, Coastal,Business, Inf & Ent | 440 | 0 | 45 | 486 | 440 | 0 | 45 | 486 | -0 | | 0 |
| Community Development and External Funding | 470 | 0 | 132 | 603 | 470 | 0 | 132 | 603 | -0 | | 0 |
| Wellness | 100 | -75 | 11 | 36 | 191 | -166 | 11 | 36 | -0 | | -0 |
| City Deal | 1,123 | -1,123 | 4 | 4 | 375 | -375 | 4 | 4 | -0 | | -0 |
| Property | 1,176 | -42 | -1,216 | -81 | 1,127 | -40 | -1,216 | -129 | -47 | Post vacant during year. Due to be filled. | -0 |
| Commercial Properties | 31 | -521 | 581 | 91 | 44 | -681 | 581 | -55 | -147 | High Occupancy Levels resulting in additional income | -79 |
| Provision Markets | 566 | -638 | 419 | 347 | 569 | -579 | 419 | 408 | 61 | Reduction in Lettings income due to market forces impacting rates achievable. | 49 |
| Renewable Energy Fund | 0 | -50 | 0 | -50 | 0 | -50 | 0 | -50 | -0 | | -0 |
| Net Zero Carbon Local Authority | 0 | 0 | 0 | 0 | 27 | 0 | 0 | 27 | 27 | Costs associated with the authority's commitment to reduce carbon in the forthcoming years | 90 |
| Operational Depots | 315 | 0 | 59 | 374 | 314 | 0 | 59 | 373 | -1 | | -2 |
| Administrative Buildings | 2,740 | -764 | -2,320 | -344 | 2,731 | -729 | -2,320 | -317 | 27 | Proposed rental income efficiency of £50k for Ty'r Nant is no longer achievable as building is in the process of being sold. This is partially offset by various small savings on supplies and services. | 50 |
| Industrial Premises | 529 | -1,567 | 801 | -237 | 462 | -1,610 | 801 | -347 | -110 | High Occupancy Levels resulting in additional income | -57 |
| County Farms | 73 | -329 | 421 | 165 | 50 | -306 | 421 | 165 | -0 | | 0 |
| Livestock Markets | 58 | -205 | 4 | -142 | 19 | -17 | 4 | 7 | 149 | Anticipated shortfall in income collected at Nant Y Ci Mart | 157 |
| Externally Funded Schemes | 3,368 | -3,365 | 111 | 115 | 3,181 | -3,177 | 111 | 115 | -0 | | 0 |
| Regeneration Total | 12,229 | -9,074 | 6,230 | 9,384 | 11,240 | -8,154 | 6,230 | 9,316 | -68 | | 175 |
| Planning | | | | | | | | | | | |
| Planning Admin Account | 333 | -14 | -97 | 223 | 836 | -521 | -97 | 219 | -4 | | -8 |
| Building Regulations Trading - Chargeable | 475 | -530 | 56 | 0 | 382 | -438 | 56 | -0 | -0 | | -0 |
| Building Regulations Trading - Non-chargeable | 30 | 0 | 7 | 37 | 27 | 0 | 7 | 34 | -3 | | -3 |
| Building Control - Other | 181 | -5 | 13 | 189 | 163 | 0 | 13 | 177 | -12 | Vacant posts not expected to fill until Apr '20 at the earliest | |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | Notes | August 2019 Forecasted Variance for Year £'000 |
|--|----------------------|-----------------|-----------------------------------|--------------|----------------------|-----------------|-----------------------------------|--------------|---|---|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | | |
| Minerals | 353 | -225 | 45 | 174 | 307 | -183 | 45 | 169 | -4 | | -8 |
| Policy-Development Planning | 567 | 0 | 34 | 601 | 577 | -0 | 34 | 611 | 10 | Overspend due to projected non-achievement of income - no longer carrying out consultancy work for other Depts. etc. | 12 |
| Development Management | 1,536 | -1,274 | 182 | 444 | 1,494 | -786 | 182 | 890 | 446 | WG set planning fees, but across Wales there is recognition that full cost recovery of planning services will not be achieved from planning fees alone. Most LPAs only cover on average 60% of their costs of delivering the development management service through fees, and the last increase in fees was in 2015. WG expect that at least part of the Development Management function should be met by Local Authorities themselves – to encourage development to come forward. Currently Carmarthenshire's Development Management section is budgeted to fund 78% of its costs through fees generated, this is currently being reviewed. WG have committed to review fees, but there is no known timetable for this workstream. | 483 |
| Tywi Centre | 34 | -34 | 9 | 8 | 77 | -98 | 9 | -12 | -21 | Projected surplus being generated from running training courses at the Tywi Centre | -13 |
| Conservation | 405 | -22 | 30 | 413 | 395 | -16 | 30 | 409 | -4 | | -2 |
| Caeau Mynydd Mawr - Marsh Fritillary Project | 133 | -133 | 4 | 4 | 105 | -105 | 4 | 4 | -0 | | 0 |
| Morfa Berwick S.106 fund | 11 | -11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | -0 |
| WPD Grid Connection S.106 Project | 40 | -40 | 1 | 1 | 40 | -40 | 1 | 1 | 0 | | 0 |
| Water Vole S.106 Project | 2 | -2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 |
| GT South Wales Regional Aggregates Working Party | 50 | -50 | 0 | 0 | 50 | -50 | 0 | -0 | -0 | | 0 |
| GT Waste planning monitoring report | 16 | -16 | 0 | 0 | 16 | -16 | 0 | -0 | -0 | | 0 |
| | | | | | | | | | | | 0 |
| Planning Total | 4,165 | -2,354 | 284 | 2,094 | 4,471 | -2,254 | 284 | 2,501 | 407 | | 463 |
| | | | | | | | | | | | |
| Leisure & Recreation | | | | | | | | | | | |
| Millenium Coastal Park | 221 | -105 | 969 | 1,085 | 226 | -137 | 969 | 1,058 | -27 | One off Compensation income from Welsh Water | -23 |
| Burry Port Harbour | 81 | -149 | 45 | -24 | 77 | -141 | 45 | -19 | 5 | | 6 |
| Discovery Centre | 37 | -78 | 63 | 22 | 37 | -80 | 63 | 19 | -2 | | 0 |
| Pemine Outdoor Education Centre | 500 | -333 | 76 | 243 | 423 | -299 | 76 | 201 | -43 | Forecast reduction in Instructor hours to budget based on confirmed bookings | 5 |
| Pembrey ski shop | 0 | -40 | 0 | -40 | 0 | -38 | 0 | -38 | 2 | | -1 |
| Pembrey Ski Slope | 344 | -350 | 118 | 111 | 359 | -356 | 118 | 121 | 9 | | 4 |
| Sport & Leisure West | 1 | 0 | 22 | 23 | 1 | 0 | 22 | 23 | 0 | | 0 |
| Newcastle Emllyn Sports Centre | 275 | -129 | 24 | 169 | 270 | -130 | 24 | 164 | -5 | | -3 |
| Carmarthen Leisure Centre | 1,567 | -1,606 | 618 | 579 | 1,556 | -1,538 | 618 | 635 | 57 | Forecasting lower sales volumes in income to budget | 38 |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

| | | | | | | | | | | | | |
|----------|---------------------------------------|----------------------|-----------------|-----------------------------------|--------------|----------------------|-----------------|-----------------------------------|--------------|---|--|---|
| Page 306 | Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | Notes | August 2019 Forecasted Variance for Year £'000 |
| | | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | | |
| | St Clears Leisure Centre | 141 | -41 | 89 | 190 | 155 | -43 | 89 | 202 | 12 | Design fee costs to support Capital funding bid not budgetted | -3 |
| | Bro Myrddin Indoor Bowling Club | 0 | 0 | 75 | 75 | 0 | 0 | 75 | 75 | 0 | | 0 |
| | Sport & Leisure East | 57 | 0 | 17 | 74 | 57 | 0 | 17 | 74 | 0 | | 0 |
| | Amman Valley Leisure Centre | 846 | -707 | 79 | 218 | 831 | -745 | 79 | 166 | -52 | Forecasting higher sales volumes in income to budget | -55 |
| | Brynamman Swimming Pool | 0 | 0 | 7 | 7 | 0 | 0 | 7 | 7 | 0 | | 0 |
| | Llandovery Swimming Pool | 197 | -93 | 15 | 119 | 200 | -88 | 15 | 128 | 9 | | 3 |
| | Garnant Golf Course | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | | 0 |
| | Gwendraeth Sports Centre | 0 | 0 | 4 | 4 | 0 | 0 | 4 | 4 | 0 | | 0 |
| | Dinefwr Bowling Centre | 0 | 0 | 93 | 93 | -0 | 0 | 93 | 93 | -0 | | 0 |
| | Actif Communities | 124 | -22 | 0 | 103 | 124 | -22 | 0 | 103 | 0 | | 1 |
| | Actif Facilities | 336 | 0 | 0 | 336 | 336 | 0 | 0 | 336 | 0 | | 0 |
| | Actif health, fitness and dryside | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | | 0 |
| | Specialist populations | 54 | -54 | 0 | 0 | 54 | -54 | 0 | -0 | -0 | | 0 |
| | 5 x 60 (E) | 224 | -281 | 9 | -47 | 224 | -281 | 9 | -47 | -0 | | 6 |
| | Dragon Sport (E) | 120 | -51 | 26 | 95 | 120 | -51 | 26 | 95 | -0 | | -6 |
| | LAPA Additional Funding (E) | 26 | -26 | 0 | 0 | 26 | -26 | 0 | 0 | 0 | | 0 |
| | Sport & Leisure General | 877 | -58 | 44 | 863 | 884 | -51 | 44 | 877 | 14 | Free swim grant only approved for 6 months £14k | 14 |
| | National Exercise Referral Scheme (E) | 197 | -192 | 8 | 13 | 183 | -177 | 8 | 13 | 0 | | -0 |
| | Sport & Leisure South | 54 | -23 | 18 | 50 | 54 | -23 | 18 | 50 | 0 | | 0 |
| | PEN RHOS 3G PITCH | 24 | -36 | 0 | -12 | 16 | -27 | 0 | -10 | 1 | | 0 |
| | Llanelli Leisure Centre | 1,275 | -1,015 | 599 | 858 | 1,250 | -984 | 599 | 865 | 7 | | -4 |
| | Coedcae Sports Hall | 38 | -14 | 3 | 28 | 39 | -9 | 3 | 33 | 6 | | 3 |
| | ESD Rev Grant - Ynys Dawela | 43 | -43 | 2 | 2 | 43 | -43 | 2 | 2 | 0 | | -0 |
| | Wales Coast Path Maintenance Fund (E) | 66 | -66 | 1 | 1 | 66 | -66 | 1 | 1 | 0 | | -0 |
| | Country Parks General | 460 | 0 | 73 | 533 | 456 | -4 | 73 | 525 | -8 | | -7 |
| | Outdoor Recreation - Staffing costs | 229 | 0 | 89 | 319 | 275 | 0 | 89 | 364 | 45 | Operational staffing and Agency costs linked to long term sickness and implementation of restructure. This variance is likely to reduce once fully implemented | 16 |
| | Pembrey Country Park | 650 | -812 | 102 | -61 | 656 | -812 | 102 | -55 | 6 | | 8 |
| | Llyn Lech Owain Country Park | 85 | -33 | 22 | 75 | 84 | -52 | 22 | 53 | -22 | Forecasting higher income to budget due to sale of wood from planned Tree Felling | -20 |
| | Pembrey Country Park Restaurant | 334 | -260 | 0 | 74 | 335 | -261 | 0 | 75 | 0 | | 1 |
| | Carmarthen Library | 444 | -33 | 141 | 553 | 437 | -20 | 141 | 559 | 6 | | 4 |
| | Ammanford Library | 278 | -16 | 43 | 304 | 275 | -14 | 43 | 304 | -0 | | -0 |
| | Llanelli Library | 461 | -35 | 110 | 536 | 464 | -32 | 110 | 541 | 5 | | 3 |
| | Community Libraries | 221 | -9 | 202 | 414 | 223 | -7 | 202 | 418 | 3 | | -2 |
| | Libraries General | 1,070 | -1 | 62 | 1,131 | 1,063 | -1 | 62 | 1,124 | -7 | | -0 |
| | Mobile Library | 121 | 0 | 12 | 133 | 120 | 0 | 12 | 132 | -1 | | -0 |
| | Carmarthen Museum, Abergwili. | 179 | -14 | 86 | 251 | 179 | -16 | 86 | 248 | -3 | | 4 |
| | Kidwelly Tinplate Museum | 17 | 0 | 1 | 18 | 10 | 0 | 1 | 11 | -7 | | -0 |

Community Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Variances

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 Forecasted Variance for Year £'000 | Notes | August 2019 Forecasted Variance for Year £'000 |
|---|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|---|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | | |
| Parc Howard Museum | 98 | -43 | 51 | 106 | 168 | -118 | 51 | 101 | -5 | | 3 |
| Museum of speed, Pendine | 71 | -25 | 20 | 66 | 52 | 0 | 20 | 72 | 6 | | 6 |
| Museums General | 175 | 0 | 12 | 187 | 193 | 0 | 12 | 205 | 18 | Unable to achieve vacancy factor | 24 |
| GT Great Places- Llanelli | 132 | -132 | 0 | 0 | 48 | -48 | 0 | 0 | 0 | | -0 |
| Archives General | 133 | -2 | 44 | 175 | 133 | -2 | 44 | 176 | 0 | | 7 |
| Arts General | 39 | 0 | 14 | 53 | 5 | 0 | 14 | 19 | -34 | Vacant post being held pending Service review | -35 |
| St Clears Craft Centre | 151 | -88 | 46 | 108 | 143 | -56 | 46 | 133 | 24 | Forecast shortfall in income to budget in this newly established in-house catering facility | 16 |
| Cultural Services Management | 82 | 0 | 11 | 93 | 82 | 0 | 11 | 93 | 0 | | 0 |
| Laugharne Boathouse | 147 | -109 | 30 | 68 | 168 | -116 | 30 | 83 | 15 | Forecast overspend in casual Customer Service Assistant posts | 11 |
| Lyric Theatre | 401 | -311 | 66 | 156 | 343 | -257 | 66 | 152 | -5 | | -2 |
| Y Ffwrnes | 783 | -480 | 170 | 473 | 703 | -406 | 170 | 468 | -5 | | 6 |
| Ammanford Miners Theatre | 59 | -26 | 2 | 35 | 52 | -17 | 2 | 37 | 2 | | 4 |
| Entertainment Centres General | 486 | -46 | 83 | 523 | 489 | -51 | 83 | 520 | -2 | | -8 |
| Oriel Myrddin Trustee | 187 | -187 | 0 | -0 | 191 | -191 | 0 | 0 | 0 | | 0 |
| Oriel Myrddin CCC | 108 | 0 | 37 | 146 | 118 | 0 | 37 | 156 | 10 | Backdated NNDR costs £6k and Internal Design fees £4k supporting ACW grant bid | 0 |
| Motor Sports Centre - Pembrey | 0 | -82 | 0 | -82 | 0 | -82 | 0 | -82 | 0 | | 0 |
| Pendine Beach | 5 | -30 | 0 | -25 | 5 | -27 | 0 | -22 | 3 | | 6 |
| Beach safety | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | -1 | | -1 |
| Leisure Management | 400 | 0 | 5 | 405 | 360 | 0 | 5 | 365 | -40 | Vacant posts being held pending Service review | -29 |
| Leisure & Recreation Total | 15,735 | -8,286 | 4,559 | 12,008 | 15,446 | -7,998 | 4,559 | 12,008 | -0 | | 0 |
| Council Fund Housing | | | | | | | | | | | |
| Independent Living and Affordable Homes | 104 | -45 | 64 | 123 | 80 | -45 | 64 | 99 | -24 | Underspends on supplies and services | -6 |
| Supporting People Providers | 6,495 | -6,495 | 0 | 0 | 6,495 | -6,495 | 0 | -0 | -0 | | -0 |
| Rent Smart Wales Project (E) | 18 | -18 | 0 | 0 | 18 | -18 | 0 | 0 | 0 | | 0 |
| Syrian Resettlement Scheme (E) | 0 | 0 | 2 | 2 | -0 | 0 | 2 | 2 | -0 | | 0 |
| Local Housing Company | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | | 0 |
| GT Pre Tenancy Training | 16 | -16 | 0 | 0 | 12 | -11 | 0 | 0 | 0 | | -0 |
| Home Improvement (Non HRA) | 691 | -297 | 121 | 515 | 673 | -270 | 121 | 524 | 9 | | 64 |
| Pen Llŷn Traveller Site | 172 | -127 | 14 | 59 | 169 | -125 | 14 | 58 | -0 | | -4 |
| Llanfardd Incentive | 13 | -10 | 0 | 3 | 13 | -10 | 0 | 3 | -0 | | 3 |
| Homelessness | 156 | -66 | 18 | 109 | 196 | -105 | 18 | 109 | -0 | | 4 |
| Non HRA Affordable Housing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | -7 |
| Non HRA Re-Housing (Inc Chr) | 160 | 0 | 4 | 164 | 160 | 0 | 4 | 164 | -0 | | -4 |
| Temporary Accommodation | 492 | -106 | 6 | 392 | 841 | -455 | 6 | 392 | -0 | | 14 |
| Social Lettings Agency | 782 | -786 | 10 | 5 | 686 | -672 | 10 | 24 | 19 | Underachievement of income on housing benefits | 0 |
| Houses Into Homes WG Grant Scheme | 0 | 0 | 0 | 0 | -0 | 0 | 0 | 0 | -0 | | -0 |
| Home Improvement Loan Scheme | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | | 0 |

Community Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Variances

Page 308

| Division | Working Budget | | | | Forecasted | | | | Oct 2019 | Notes | August 2019 |
|--|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|-------|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Forecasted Variance for Year £'000 | | Forecasted Variance for Year £'000 |
| Houses Into Homes WG Loan Scheme | 0 | 0 | 4 | 4 | -0 | 0 | 4 | 4 | -0 | | -0 |
| Community Cohesion Fund Grant (H) | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | | -0 |
| Homelessness Prevention Grant Programme | 0 | 0 | 0 | 0 | -0 | 0 | 0 | -0 | -0 | | -0 |
| | | | | | | | | | | | |
| Council Fund Housing Total | 9,098 | -7,964 | 243 | 1,377 | 9,342 | -8,205 | 243 | 1,380 | 4 | | 64 |
| | | | | | | | | | | | |
| TOTAL FOR COMMUNITY | 41,226 | -27,679 | 11,316 | 24,863 | 40,499 | -26,611 | 11,316 | 25,205 | 342 | | 703 |

Housing Revenue Account - Budget Monitoring as at 31st October 2019

| | Working Budget | Forecasted Actual | Oct 2019 Variance for Year | Notes | August 2019 Forecasted Variance for Year |
|--------------------------|-------------------|----------------------|--------------------------------------|--|---|
| £'000 | £'000 | £'000 | £'000 | | £'000 |
| Expenditure | | | | | |
| | | | | | |
| Expenditure | | | | | |
| Repairs & Maintenance | | | | | |
| Responsive | 1,802 | 1,721 | -81 | | 50 |
| Minor Works | 3,022 | 3,022 | 0 | | 0 |
| Voids | 3,375 | 3,421 | 45 | | 13 |
| Servicing | 1,687 | 1,816 | 128 | Anticipated expenditure based on profiled spend to date. Includes breakdown costs within servicing | 0 |
| Drains & Sewers | 139 | 130 | -9 | | -1 |
| Grounds | 749 | 749 | 0 | | 0 |
| Unadopted Roads | 105 | 105 | 0 | | 0 |
| | | | | | |
| Supervision & Management | | | | | |
| Employee | 4,614 | 4,614 | 0 | | 47 |
| Premises | 1,433 | 1,433 | -0 | | 6 |
| Transport | 64 | 55 | -9 | | -10 |
| Supplies | 819 | 819 | -0 | | -25 |
| Recharges | 2,253 | 2,252 | -1 | | 0 |
| | | | | | |
| Provision for Bad Debt | 504 | 490 | -14 | | -0 |
| Capital Financing Cost | 14,542 | 14,209 | -333 | Forecast reduction in interest rate applicable | -212 |
| Central Support Charges | 1,652 | 1,652 | 0 | | 0 |
| | | | | | |
| Total Expenditure | 36,761 | 36,488 | -273 | | -134 |

Housing Revenue Account - Budget Monitoring as at 31st October 2019

| | Working Budget £'000 | Forecasted Actual £'000 | Oct 2019 Variance for Year £'000 | Notes | August 2019 Forecasted Variance for Year £'000 |
|---------------------------|----------------------------|-------------------------------|---|--|--|
| Income | | | | | |
| Rents | -41,199 | -41,090 | 108 | Underachievement of rental income due to higher void loss than budgeted | 189 |
| Service Charges | -706 | -754 | -48 | Based on Financial statements, week 31 data. Overachievement of service charges | 1 |
| Supporting People | -79 | -79 | 0 | Income | 0 |
| Interest on Cash Balances | -102 | -102 | 0 | | 0 |
| Grants | -245 | -245 | 0 | | 0 |
| Insurance | 0 | -171 | -171 | Settlement of R&M insurance claims | -183 |
| Other Income | -531 | -480 | 51 | Underachievement of income from Commission on Sales relating to the collection of water rates and Fees recoverable | 93 |
| Total Income | -42,862 | -42,922 | -60 | | 101 |
| Net Expenditure | -6,101 | -6,434 | -333 | | -32 |

| | |
|---------------------------|---------------|
| HRA Reserve | £'000 |
| Balance b/f 01/04/2019 | 14,314 |
| Budgeted movement in year | 6,101 |
| Variance for the year | 333 |
| Balance c/f 31/03/2020 | 20,748 |

Capital Programme 2019/20

Capital Budget Monitoring - Report for October 2019 - Main Variances

| | Working Budget | | | Forecasted | | | | |
|--|----------------------|-----------------|---------------|----------------------|-----------------|---------------|----------------------------|--|
| | Expenditure £'000 | Income £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net £'000 | Variance for Year £'000 | Comment |
| DEPARTMENT/SCHEMES | | | | | | | | |
| REGENERATION | 16410 | -4525 | 11885 | 16050 | -4175 | 11875 | -10 | No Major Variances. |
| | | | | | | | | |
| COMMUNITIES | | | | | | | | |
| - Leisure | 5,915 | -129 | 5,786 | 5,898 | -129 | 5,769 | -17 | No Major Variances. |
| | | | | | | | | |
| - Private Housing | 2,367 | -396 | 1,971 | 2,397 | -396 | 2,001 | 30 | No Major Variances. |
| | | | | | | | | |
| - Public Housing | 31,267 | -6,238 | 25,029 | 29,776 | -6,478 | 23,298 | -1,731 | |
| Sewerage Treatment Works Upgrading | 184 | 0 | 184 | 90 | | 90 | -94 | The treatment works refurbishment schemes are with Highways and Transport Engineers to develop detailed programme and estimated costs. Design fees only in 2019/20, with works to start in 2020/21. |
| Sheltered Housing Investment | 1,999 | 0 | 1,999 | 1,492 | 0 | 1,492 | -507 | The works at one complex is not commencing until January 2020, with the majority of expenditure falling in 2020-21. |
| Rendering and External Works | 1,970 | 0 | 1,970 | 1,772 | 0 | 1,772 | -198 | Rendering and wall tie renewal at one site not commencing until the fire safety works are completed. |
| Stock Condition Survey 2019/20 - County Wide | 150 | 0 | 150 | 28 | 0 | 28 | -122 | Survey to be undertaken in-house and will commence in 2020/21. |
| Station Road / Tyisha Masterplan | 1,000 | 0 | 1,000 | 555 | 0 | 555 | -445 | Significant preparation work being undertaken in terms of the major regeneration works planned. Fully costed plans to be developed with strategic partner(s) in early part of 2020 that will confirm detailed financial profile for overall development. |
| Assisted Living Schemes | 300 | 0 | 300 | 25 | 0 | 25 | -275 | Slight delay in development of one supported housing scheme in Llanelli area. |
| Other Projects with Minor Variances | 25,664 | -6,238 | 19,426 | 25,814 | -6,478 | 19,336 | -90 | |
| | | | | | | | | |
| TOTAL | 55,959 | -11,288 | 44,671 | 54,121 | -11,178 | 42,943 | -1,728 | |

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| | |
|---------|---|
| Burly F | 1 |
| Acquis | 3 |
| Town C | 3 |
| | 1 |
| | 3 |

[illegible]

Leisure

Capital Budget Monitoring - Scrutiny Report for October 2019

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| | | Working Budget | | | Forecasted | | |
|---|----------------------------|----------------------|-----------------|--------------|----------------------|-----------------|--------------|
| Scheme | Target Date for Completion | Expenditure £'000 | Income £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net £'000 |
| Swansea Bay City Region Projects | Ongoing | 11 | 0 | 11 | 11 | 0 | 11 |
| Leisure Centres | | 921 | 0 | 921 | 921 | 0 | 921 |
| Carmarthen Leisure Centre & Track | Mar-20 | 326 | 0 | 326 | 326 | 0 | 326 |
| Amman Valley Leisure Centre Masterplan | Ongoing | 595 | 0 | 595 | 595 | 0 | 595 |
| Countryside Recreation & Access | Ongoing | 178 | 0 | 178 | 160 | 0 | 160 |
| Libraries & Museums | | 1,676 | 0 | 1,676 | 1,677 | 0 | 1,677 |
| County Museum Roof, Abergwili | Ongoing | 500 | 0 | 500 | 500 | 0 | 500 |
| Carmarthenshire Archives Relocation | Completed | 1,095 | 0 | 1,095 | 1,096 | 0 | 1,096 |
| Carms Museums Collections | Ongoing | 30 | 0 | 30 | 30 | 0 | 30 |
| Parc Howard Master Plan | Ongoing | 51 | 0 | 51 | 51 | 0 | 51 |
| Parks | | 1,084 | 0 | 1,084 | 1,084 | 0 | 1,084 |
| Burry Port Harbour Dredging | Completed | 1 | 0 | 1 | 1 | 0 | 1 |
| Closed Circuit Track | Completed | 30 | 0 | 30 | 30 | 0 | 30 |
| Burry Port Harbour Wall - 2017-2026 | Ongoing | 1,016 | 0 | 1,016 | 1,016 | 0 | 1,016 |
| Cwmamman AFC Ground Improvements | Mar-20 | 37 | 0 | 37 | 37 | 0 | 37 |
| Country Parks & Golf Courses | | 2,045 | -129 | 1,916 | 2,045 | -129 | 1,916 |
| Pembrey Country Park - Strategic Infrastructure Development | Ongoing | 246 | 0 | 246 | 246 | 0 | 246 |
| Pembrey Country Park - Visitor Hub and Café | Completed | 1,303 | 0 | 1,303 | 1,303 | 0 | 1,303 |
| TAIS - Pembrey Country Park - Amenity Block & Signage | Mar-20 | 114 | -89 | 25 | 114 | -89 | 25 |
| Pembrey Country Park - Cycling Hub | Ongoing | 232 | -40 | 192 | 232 | -40 | 192 |
| Pembrey Country Park - Miniature Golf Course (Development Fund) | Ongoing | 150 | 0 | 150 | 150 | 0 | 150 |
| NET BUDGET | | 5,915 | -129 | 5,786 | 5,898 | -129 | 5,769 |

| Variance for year £'000 | Comment |
|----------------------------|---------|
| 0 | |
| | |
| 0 | |
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| | |
| -17 | |

Housing G.F.(Private Sector)

Capital Budget Monitoring - Scrutiny Report for October 2019

| | | Working Budget | | | Forecasted | | |
|---|----------------------------|----------------------|-----------------|--------------|----------------------|-----------------|--------------|
| Scheme | Target Date for Completion | Expenditure £'000 | Income £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net £'000 |
| Private Sector Housing - Capital Receipts | Ongoing | 0 | -32 | -32 | 0 | -32 | -32 |
| Renewal Assistance | Mar-20 | 90 | -90 | 0 | 90 | -90 | 0 |
| Disabled Facility Grants | Ongoing | 2,031 | 0 | 2,031 | 2,031 | 0 | 2,031 |
| ART Homes (Property Appreciation Loan) | Completed | 0 | -28 | -28 | 0 | -28 | -28 |
| Travellers Sites General | Mar-20 | 0 | 0 | 0 | 30 | 0 | 30 |
| ENABLE - Adaptations to Support Independent | Mar-20 | 246 | -246 | 0 | 246 | -246 | 0 |
| NET BUDGET | | 2,367 | -396 | 1,971 | 2,397 | -396 | 2,001 |

| Variance for year £'000 | Comment |
|----------------------------|---------|
| 0 | |
| 0 | |
| 0 | |
| 0 | |
| 0 | |
| 30 | |
| 0 | |
| 30 | |

Housing H.R.A.(Public Sector)

Capital Budget Monitoring - Scrutiny Report for October 2019

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| | | Working Budget | | | Forecasted | | |
|---|----------------------------|-------------------|---------------|---------------|-------------------|---------------|---------------|
| Scheme | Target Date for Completion | Expenditure £'000 | Income £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net £'000 |
| Public Sector Housing External Funding | Ongoing | 0 | -6,190 | -6,190 | 0 | -6,210 | -6,210 |
| Sewage Treatment Works Upgrading | Sep-20 | 184 | 0 | 184 | 90 | 0 | 90 |
| Internal and External Works (Housing Services) | Ongoing | 31 | 0 | 31 | 31 | 0 | 31 |
| Internal and External Works (PROPERTY) | | 12,637 | 0 | 12,637 | 11,932 | 0 | 11,932 |
| Sheltered Housing Investment | Ongoing | 1,999 | 0 | 1,999 | 1,492 | 0 | 1,492 |
| Voids To Achieve The CHS (VOI) | Ongoing | 4,014 | 0 | 4,014 | 4,014 | 0 | 4,014 |
| Planned M&E Works (PSW) | Ongoing | 680 | 0 | 680 | 680 | 0 | 680 |
| Internal Refurbishment (PKB) | Ongoing | 1,178 | 0 | 1,178 | 1,178 | 0 | 1,178 |
| Housing Minor Works (HMO) | Ongoing | 1,504 | 0 | 1,504 | 1,504 | 0 | 1,504 |
| Rendering and External Works (EXP & EXI) | Ongoing | 1,970 | 0 | 1,970 | 1,772 | 0 | 1,772 |
| External Insulating over Render | Ongoing | 0 | 0 | 0 | 0 | 0 | 0 |
| Re-Roofing - Council Dwellings | Ongoing | 1,292 | 0 | 1,292 | 1,292 | 0 | 1,292 |
| Environmental Works (Housing Services) | Ongoing | 273 | 0 | 273 | 284 | 0 | 284 |
| Adaptations and DDA Works (Building Services) | Ongoing | 2,040 | 0 | 2,040 | 2,040 | 0 | 2,040 |
| Programme Delivery and Strategy | | 602 | 0 | 602 | 441 | 0 | 441 |
| CHS Programme | Ongoing | 198 | 0 | 198 | 198 | 0 | 198 |
| Stock Condition Survey 2019/20 - County Wide | Ongoing | 150 | 0 | 150 | 28 | 0 | 28 |
| Risk Reduction Measures | Ongoing | 254 | 0 | 254 | 215 | 0 | 215 |
| Housing Development Programme (New builds & Purchase of Private Dwellings for Hsg Stock) | | 15,452 | 0 | 15,452 | 14,910 | -220 | 14,690 |
| Strategic Regeneration Schemes | Ongoing | 1,115 | 0 | 1,115 | 1,115 | 0 | 1,115 |
| Council New Build | Ongoing | 8,775 | 0 | 8,775 | 8,770 | 0 | 8,770 |
| Rural Housing Needs For Capital Programme | Ongoing | 0 | 0 | 0 | 8 | 0 | 8 |

| Variance for year £'000 | Comment |
|-------------------------|---|
| -20 | |
| -94 | The treatment works refurbishment schemes are with Highways and Transport Engineers to develop detailed programme and estimated costs. Design fees only in 2019/20, with works to start in 2020/21. |
| 0 | |
| -705 | |
| -507 | The works at one complex is not commencing until January 2020, with the majority of expenditure falling in 2020-21. |
| 0 | |
| 0 | |
| 0 | |
| 0 | |
| -198 | Rendering and wall tie renewal at one site not commencing until the fire safety works are completed. |
| 0 | |
| 0 | |
| 11 | |
| 0 | |
| -161 | |
| 0 | |
| -122 | Survey to be undertaken in-house and will commence in 2020/21. |
| -39 | |
| -762 | |
| 0 | |
| 0 | |
| -5 | |
| 8 | |

Housing H.R.A.(Public Sector)

Capital Budget Monitoring - Scrutiny Report for October 2019

| | | Working Budget | | | Forecasted | | |
|----------------------------------|----------------------------|----------------------|-----------------|--------------|----------------------|-----------------|--------------|
| Scheme | Target Date for Completion | Expenditure £'000 | Income £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net £'000 |
| Station Road / Tyisha Masterplan | Ongoing | 1,000 | 0 | 1,000 | 555 | 0 | 555 |
| Assisted Living Schemes | Ongoing | 300 | 0 | 300 | 25 | 0 | 25 |
| Self Build | Ongoing | 15 | 0 | 15 | 15 | 0 | 15 |
| Wellness Village | Ongoing | 50 | 0 | 50 | 5 | 0 | 5 |
| ICF Main Capital Programme | | 48 | -48 | 0 | 48 | -48 | 0 |
| NET BUDGET | | 31,267 | -6,238 | 25,029 | 29,776 | -6,478 | 23,298 |

| Variance for year £'000 | Comment |
|----------------------------|--|
| -445 | Significant preparation work being undertaken in terms of the major regeneration works planned. Fully costed plans to be developed with strategic partner(s) in early part of 2020 that will confirm detailed financial profile for overall development. |
| -275 | Slight delay in development of one supported housing scheme in Llanelli area. |
| 0 | |
| -45 | |
| 0 | |
| -1,731 | |

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2019-20 Savings Monitoring Report
Community Scrutiny Committee
16th January 2020

1 Summary position as at : 31st October 2019

£50 k variance from delivery target

| | | 2019-20 Savings monitoring | | |
|-----------------|-------------------------------|----------------------------|------------|-----------|
| | | 2019-20 | 2019-20 | 2019-20 |
| | | Target | Delivered | Variance |
| | | £'000 | £'000 | £'000 |
| | | | | |
| Chief Executive | (Community Services Scrutiny) | 254 | 204 | 50 |
| Communities | (Community Services Scrutiny) | 332 | 332 | 0 |
| Environment | (Community Services Scrutiny) | 46 | 46 | 0 |
| | | 632 | 582 | 50 |

2 Analysis of delivery against target for managerial and policy decisions:

Managerial
Policy

£50 k Off delivery target
£0 k ahead of target

| | MANAGERIAL | | | POLICY | | |
|-----------------|------------|------------|-----------|-----------|-----------|----------|
| | 2019-20 | 2019-20 | 2019-20 | 2019-20 | 2019-20 | 2019-20 |
| | Target | Delivered | Variance | Target | Delivered | Variance |
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| | | | | | | |
| Chief Executive | 254 | 204 | 50 | 0 | 0 | 0 |
| Communities | 300 | 300 | 0 | 32 | 32 | 0 |
| Environment | 46 | 46 | 0 | 0 | 0 | 0 |
| | 600 | 550 | 50 | 32 | 32 | 0 |

3 Appendix J(i) : Savings proposals not on target

Appendix J(ii) : Savings proposals on target (for information)

| Department | 2018-19 Budget | FACT FILE | '2019-20 Proposed | '2019-20 Delivered | '2019-20 Variance | EFFICIENCY DESCRIPTION | REASON FOR VARIANCE | | | |
|-------------------------|----------------|---|-------------------|--------------------|-------------------|--|---|--|--|--|
| | £'000 | | £'000 | £'000 | £'000 | | | | | |
| MANAGERIAL - OFF TARGET | | | | | | | | | | |
| Chief Executive | | | | | | | | | | |
| Regeneration | | | | | | | | | | |
| Admin Buildings | 2,381 | Energy, rates, telephone and cleaning costs for Administrative Office buildings including St David's Park | 97 | 47 | 50 | £47k : Savings on the running costs of the Council's office accommodation following vacation and subsequent sale or rental & £50k rental of Ty'r Nant offices. | £50k income target on rental of Ty'r Nant no longer achievable following decision to sell the property. This is partly being covered in the current year by savings on supplies and services. | | | |
| Total Regeneration | | | 97 | 47 | 50 | | | | | |
| Chief Executive Total | | | 97 | 47 | 50 | | | | | |

Communities Total

POLICY - OFF TARGET

| Department | 18-19 Budget | FACT FILE | '2019-20 Proposed | '2019-20 Delivered | '2019-20 Variance | EFFICIENCY DESCRIPTION | REASON FOR VARIANCE |
|------------|-----------------|-----------|----------------------|-----------------------|----------------------|------------------------|---------------------|
| | £'000 | | £'000 | £'000 | £'000 | | |

NOTHING TO REPORT

| Department | 2018-19 Budget | FACT FILE | 2019-20 Proposed | 2019-20 Delivered | 2019-20 Variance | EFFICIENCY DESCRIPTION |
|--|-------------------|---|---------------------|----------------------|---------------------|---|
| | £'000 | | £'000 | £'000 | £'000 | |
| MANAGERIAL - ON TARGET | | | | | | |
| <u>Chief Executive</u> <u>Regeneration, Policy & Property</u> | | | | | | |
| Industrial Premises | -914 | Rental income and costs of managing the Council's 400 industrial units, which provide business accommodation supporting 2,000 jobs in the County | 10 | 10 | 0 | Above-inflation increase in income target |
| Carbon Reduction Programme | 277 | Payments under the Government's Carbon Reduction Commitment | 35 | 35 | 0 | Reduction in CRC payments |
| Economic Development Division | 1,541 | Economic Development Division forms part of Carmarthenshire County Council's Chief Executive Department. Led by the Director of Regeneration and Policy, it plays a fundamental role in regenerating both Carmarthenshire and the Region through investment and support. Economic Development is an extremely proactive service which has to constantly change to address the needs of Carmarthenshire's businesses and communities through the Integrated Community Strategy as well as addressing and contributing to the delivery of the policies and strategies of the newly formed Swansea Bay City Region, European Commission, UK and Welsh Governments. | 112 | 112 | 0 | Supporting of severance application. Continue to work with external funding partners to maximise income streams. Continue to review the contributions to current programmes and activities. |
| Total Regeneration | | | 157 | 157 | 0 | |
| Chief Executive Total | | | 157 | 157 | 0 | |

| | | | | | | |
|-----------------------------|-----|--|----|----|---|--|
| Communities | | | | | | |
| Leisure | | | | | | |
| Pembrey Country Park | -43 | Pembrey Country Park has been transformed into one of Wales's top visitor attractions providing a unique blend of coast and countryside. Eight miles of golden sands set against the spectacular backdrop of the Gower Peninsula and overlooking the coastal scenery of Carmarthen Bay. There is everything from caravan and camping (with electric), 550 acres of idyllic woodlands, 130m long dry ski slope to the longest toboggan run in Wales - all providing a perfect family day out or a relaxing holiday in idyllic surroundings. | 40 | 40 | 0 | PCP Efficiency saving from previously implemented Invest 2 Save project - no impact on service delivery |
| Pembrey Country Park | -43 | Pembrey Country Park has been transformed into one of Wales's top visitor attractions providing a unique blend of coast and countryside. Eight miles of golden sands set against the spectacular backdrop of the Gower Peninsula and overlooking the coastal scenery of Carmarthen Bay. There is everything from caravan and camping (with electric), 550 acres of idyllic woodlands, 130m long dry ski slope to the longest toboggan run in Wales - all providing a perfect family day out or a relaxing holiday in idyllic surroundings. | 25 | 25 | 0 | Increased Income - combination of Campsite / parking / events |
| Dinefwr Bowls Club | 5 | The Indoor Bowls in Ammaford is being managed by a local management board on a reducing subsidy from the authority. | 5 | 5 | 0 | Dinefwr Bowls - last year of reducing subsidy |
| Gwendraeth Leisure Centre | 3 | Gwendraeth Sports Centre has a 4 court hall, 2 squash courts;and mulit function room. Management has recently been transferred to a community group generating savings of circa £16k. Future community asset transfer via long term lease will deliver further savings. | 11 | 11 | 0 | Gwendraeth LC - saving from already agreed asset transfer |
| Carmarthen Leisure Centre | -53 | Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres | 6 | 6 | 0 | Carmarthen LC Energy Efficiency saving from previously implemented project - no impact on service delivery |
| Carmarthen Leisure Centre | -53 | There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in 2017/2018. | 21 | 21 | 0 | CLC increased income - combination of new products and increased usage |
| Amman Valley Leisure Centre | 51 | Salix funding has been secured to invest in more energy efficient lighting and the installation of swimming pool covers to reduce overnight heat loss at our leisure centres | 5 | 5 | 0 | Amman Valley LC Energy Efficiency saving from previously implemented project - no impact on service delivery |
| Amman Valley Leisure Centre | 51 | There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in 2017/2018. | 15 | 15 | 0 | AVLC increased income - combination of new products and increased usage |
| Llanelli Leisure Centre | 214 | There are 6 Leisure Centres in Carmarthenshire. Llanelli, Carmarthen, Ammanford, Llandovery, St Clears and Newcastle Emlyn. A variety of activities at your local leisure centre such as; Swimming, Diving, Canoeing, Fitness, Cycling, Badminton, Tennis, Table Tennis, Squash, Hockey, Netball, Basketball, Football, Rugby, Cricket, Gymnastics, Birthday Parties, Holiday programmes. There were over a million visits to the Leisure facilities in 2017/2018. | 13 | 13 | 0 | Llanelli LC increased income - combination of new products and increased usage |

| Department | 2018-19 Budget | FACT FILE | 2019-20 Proposed | 2019-20 Delivered | 2019-20 Variance | EFFICIENCY DESCRIPTION |
|-------------------------------|----------------|---|------------------|-------------------|------------------|---|
| | £'000 | | £'000 | £'000 | £'000 | |
| Pembrey Ski & Activity Centre | 38 | Pembrey Ski Centre compliments the wider Country park. It has a 130m dry ski slope, one of few left across Wales, and the longest toboggan run in Wales. There is scope to develop the centre for adreniline based activities and an improved catering offer | 15 | 15 | 0 | Pembrey Ski & Activity Centre - new income streams from adrenaline based activities and improved catering offer |
| Theatres | 848 | Carmarthenshire Theatres manages the Miners' Ammanford, Lyric Carmarthen and Ffwrnes Llanelli and promotes a broad range of events and productions throughout the year for all age groups and interests. During 2017/18 a total in excess of 100,000 paying customers and participants visited and made use of our facilities. As Carmarthenshire's flagship theatre The Ffwrnes is increasingly establishing itself as one of Wales's leading Cultural and Entertainment venue. 266 visiting companies and hirers 400 performances/events 74,130 attendances 33,805 participants | 29 | 29 | 0 | Reduced agency staffing costs & Increased income - Theatres |
| Libraries | 2,421 | Carmarthenshire libraries provides an extensive choice of books, DVDs, CDs, online services, newspapers and magazines, there is something for everyone! With over half a million books on offer between 3 regional, 13 branch and mobile libraries you're never too far away from a centre of knowledge. Public access computers and Wi-Fi are available at all libraries. Keeping up to date with technology there is now the Playstation 4 available at Llanelli, Carmarthen and Ammanford library. Carmarthenshire is the 4 th busiest Library in Britain. There have been over 600,00 issues of books per year. Promoting a new mobile service in January 2017 as an out of reach service, linking up with various partners to deliver this new service. | 5 | 5 | 0 | Libraries - cost efficiencies and income generation through room hire |
| Arts | 249 | Arts venues include Oriol Myrddin Art Gallery in Carmarthen, Y Gat in St. Clears and the Dylan Thomas Boathouse, Laugharne | 10 | 10 | 0 | Arts Venues - reduced costs & increased income |
| Total Leisure | | | 200 | 200 | 0 | |

Homes & Safer Communities

| | | | | | | |
|-----------------------------------|-------|--|-----|-----|---|---|
| Council Fund Housing | 1,160 | The Housing Options and Advice Team receive over 30,000 calls a year for housing related advice. One of the duties of the team is to assist homeless households with rehousing. Interim accommodation is used whilst completing an investigation into our statutory duty to rehouse. B&Bs were historically used to provide temporary accommodation while the investigation was undertaken. However, this was costly and often not the most appropriate type of accommodaton. We now procure/lease properties from the private rented sector which is better vale and allows us to place households in appropriate accommodation. Lease contracts are currently being reviewed so that they are fit for purpose and provide better value for money. There are also identified oppourtunies to increase the income of the section through fees and recharges. | 100 | 100 | 0 | Realignment of funding for existing posts as a result of utilisation of Homelessness Prevention Grant and reassessment of Housing Revenue Account support |
| Total - Homes & Safer Communities | | | 100 | 100 | 0 | |

| | | | |
|-------------------|-----|-----|---|
| Communities Total | 300 | 300 | 0 |
|-------------------|-----|-----|---|

| Department | 2018-19 Budget | FACT FILE | 2019-20 Proposed | 2019-20 Delivered | 2019-20 Variance | EFFICIENCY DESCRIPTION |
|-------------------------|----------------|---|------------------|-------------------|------------------|--|
| | £'000 | | £'000 | £'000 | £'000 | |
| Environment Planning | | | | | | |
| Development Management | 211 | <ul style="list-style-type: none">• The Development Management Unit manages the statutory planning application process (including pre application and also discharge of conditions and variation of conditions post approval).• The Unit deals with between 1700 and 1900 applications on average each year (roughly 150 cases per annum per Officer).• The unit is also responsible for planning enforcement matters including enforcement of planning conditions and unauthorised development and built conservation matters, dealing with roughly 500 cases per annum. | 12.5 | 12.5 | 0 | £10k : additional predicted income from new statutory Pre-application service; £2.5k : reduction in meeting costs. |
| Minerals & Waste | 134 | <ul style="list-style-type: none">• The Team ensure that the significant aggregate resources and waste within Carmarthenshire are provided and managed in a sustainable way.• This involves dealing with applications for waste and mineral workings/sites, dealing with enforcement matters relating to such sites and also required monitoring regarding the operation of such sites.• The Team also undertake the above functions in whole or in part for another 7 Local Authorities in South and West Wales. | 10 | 10 | 0 | Increase in income through various Service Level Agreements coupled with some savings to be made through reconfiguration of the Team which is aimed at improving the resilience of the Team going forward. |
| Forward Planning | 548 | <ul style="list-style-type: none">• Division responsible for producing and assisting with implementation, including on-going monitoring of plan delivery and on-going revision of evidence base, of all development plans which cover or part cover Carmarthenshire.• These plans include:<ul style="list-style-type: none">o Spatial plans – the potential for plans to span more than one (or part of) County in future yearso the Local Development Plan which was adopted for Carmarthenshire in 2014 ando Development Briefs for specific sites and areas - a number of which have now been produced for the County.• Also involved in assisting with development and or disposal of Council owned land/property in relation to advising on potential uses and providing consultancy role regarding preparation of planning applications on behalf of the Council. | 3.5 | 3.5 | 0 | General savings identified within the Forward Planning budget which are not related to the production of the LDP. |
| Rural Conservation | 377 | Conservation of the natural environment. | 2 | 2 | 0 | Reduction in travel costs. |
| Planning Admin. | 325 | <ul style="list-style-type: none">• Budget covers Head of Service functions along with business and administrative support to all functions within the Planning Division including: Development Management & Built Heritage (incl. Enforcement); Building Control, Rural Conservation, Waste and Minerals, Forward Planning (Development Plans) .• Functions include general research and policy work, publishing and printing, business planning, budget planning, orders and payments, monitoring, health and safety, IT systems and licenses, general procurement. | 9.3 | 9.3 | 0 | £5.3k : Reduction in translation and postage budgets; £2k : Use QGIS by 2019/20, can reduce mapinfo license annual fee for 10 users; £2k : revised contract with scanner/printer company. |
| Planning Admin. | See above | -----" | 4 | 4 | 0 | Increase street Name and Numbering fees which hasn't been done for a number of years |
| Building Control | 148 | <ul style="list-style-type: none">• The Building Control Unit has overall responsibility for the management and administration of building control compliance in accordance with statutory requirements. | 5 | 5 | 0 | Start charging for demolition notices. Other LAs charge between £200 and £400 for these, no extra work as do this work already but for free. Checking number per annum. Had 11 last year but we know there are far more that should be getting permission - by checking weekly list more business could be picked up |
| Total Planning division | | | 46 | 46 | 0 | |

| | | | |
|--------------------------|-----------|-----------|----------|
| Environment Total | 46 | 46 | 0 |
|--------------------------|-----------|-----------|----------|

POLICY - ON TARGET

Community Services

| | | | | | | |
|-------------|-------|--|----|----|---|---|
| Y Gat | 51 | Y Gât (formerly known as St. Clears Craft Centre) is an arts facility that also hosts the local library and a franchise catering operator. The facility has an open gallery / shop area along with conference rooms facilities and studio spaces for local artists to hire. | 14 | 14 | 0 | Business review of Y Gat (St. Clears) |
| Libraries | 2,421 | Carmarthenshire libraries provides a wide variety of books, DVDs, CDs, online services, newspapers and magazines for the residents of Carmarthenshire. The libraries contain over half a million books between 3 regional, 13 branch and mobile libraries, furthermore, all libraries also have public access computers and Wi-Fi. | 10 | 10 | 0 | This proposal considers the potential to co-locate branch libraries with other businesses or premises to help reduce running costs and potentially increase visitor numbers. |
| Parc Howard | 52 | Parc Howard Museum is located within the listed Mansion house at Parc Howard, Llanelli. The costs of running Parc Howard are shared between Carmarthenshire County Council and Llanelli Town Council. | 8 | 8 | 0 | This proposal considers revised opening hours for the Museums, reducing overall opening periods, especially during the Winter months when visitor numbers drop off significantly. Feedback is welcomed on revised opening hours (times / days and seasonally) to improve the efficiency of the service. |

| | | | |
|---------------------------------|-----------|-----------|----------|
| Community Services Total | 32 | 32 | 0 |
|---------------------------------|-----------|-----------|----------|

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COMMUNITY SCRUTINY COMMITTEE

16th JANUARY 2020

Scrutiny Action Update

To consider and comment on the following issues:

- To scrutinise the progress made in relation to actions, requests or referrals recorded during previous meetings of the Committee.

Reasons:

- To enable members to exercise their scrutiny role in relation to monitoring performance.

To be referred to the Executive Board / Council for decision: NO

Executive Board Member Portfolio Holder: *NOT APPLICABLE*

| | | |
|--|---|---|
| Directorate: Chief Executive's Name of Head of Service: Linda Rees-Jones Report Author: Kevin Thomas | Designations: Head of Administration & Law Democratic Services Officer | Tel Nos. / E-Mail Addresses: 01267 224010 lrjones@carmarthenshire.gov.uk 01267 224027 kithomas@carmarthenshire.gov.uk |
|--|---|---|

EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE 16TH JANUARY 2020

Scrutiny Action Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role.

The attached report provides members of the Committee with an update on the progress made in relation to these requests.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Linda Rees-Jones Head of Administration & Law

| | | | | | | |
|---|-------|---------|------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| NONE | NONE | NONE | NONE | NONE | NONE | NONE |

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Linda Rees-Jones Head of Administration & Law

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

| Title of Document | File Ref No. / Locations that the papers are available for public inspection |
|--|---|
| Community Scrutiny Committee Reports and Minutes | Meetings from September 2016 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?Committeed=186 |

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Community Scrutiny Committee Actions 2018-2019

| Ref No | Meeting Date | Recommendation / Action / Referral | Description | Progress Update | Member / Officer | Status |
|----------------|----------------|------------------------------------|---|---|------------------|-----------|
| CS 001 - 18/19 | 11th May, 2018 | Action | Draft New Corporate Strategy Members to be provided with statistics detailing the numbers of welsh speakers and learners employed by the authority, with specific attention if possible to the numbers of front line library staff | The requested information has been provided to the Committee members | L. Evans | Completed |
| CS002 - 18/19 | 11th May, 2018 | Recommendation | Draft New Corporate Strategy | Recommended to the Executive Board that the Strategy be endorsed - Referred to the Executive Board on the 4th June, 2018 and Council on the 13th June where the report was accepted | R. James | Completed |
| CS003- 18/19 | 11th May, 2018 | Recommendation | Homelessness Strategy | Recommended to the Executive Board that the Strategy be approved - Referred to Executive Board on the 4th June where the report was accepted | J. Morgan | Completed |
| CS003- 18/19 | 11th May, 2018 | Recommendation | Amendment to the Private Sector Renewal Policy | Recommended to the Executive Board that the amendment to the Policy be approved - Referred to Executive Board on the 4th June where the report was accepted | J. Morgan | Completed |
| CS004 - 18/19 | 11th May, 2018 | Action | Amendment to the Private Sector Renewal Policy A report is to be presented to a future meeting of the Committee on the work undertaken subsequent to the Committees previous Task and Finish Group on empty properties | A report is to be presented to a future meeting of the Scrutiny Committee (possibly in September/October) in relation to the progress on empty properties following the Task and Finish Group's previous work. The Report was presented to the Committee meeting held on the 21st September, 2018. | J. Morgan | Completed |
| CS005- 18/19 | 11th May, 2018 | Recommendation | Revised Cwmorthenshire Local Development Plan 2018-2033 Draft Delivery Agreement It was recommended to the Executive Board that the report be adopted | Referred to Executive Board on the 4th June and Council on the 13th June where the report was adopted | I. Llewellyn | Completed |
| CS006 - 18/19 | 11th May, 2018 | Recommendation | Draft Supplementary Planning Guidance - Wind and Solar Energy - Carmarthenshire Local Development Plan It was recommended that the report be adopted for consultation | Report was considered by Council on the 13th June 2018 where it was approved for public consultation | I. Llewellyn | Completed |

Community Scrutiny Committee Actions 2018-2019

| | | | | | | |
|-------------|-----------------|----------------|--|--|------------|-----------|
| CS006-18/19 | 11th May, 2018 | Recommendation | Community Scrutiny Committee Forward Work Programme 18/19 | 1. The Task and Finish Group on Empty Properties not being progressed. | K. Thomas | Completed |
| | | | The Report be adopted subject to: 1. The Task and Finish Group on Empty Properties not being progressed. | 2. The LDP Preferred Strategy Report being moved from July to the end of 2018. | K. Thomas | Completed |
| | | | 2. The LDP Preferred Strategy Report being moved form July to the end of 2018. | The Strategy is scheduled for consideration at the 23rd November, 2018 meeting | S. Walters | Completed |
| CS007-18/19 | 25th June, 2018 | Recommendation | 3. A seminar being arranged for all members on the the work of the Task Groups set up for Ammanford and Llanellii and to report on regeneration within Carmarthen Town | 3. A seminar is being arranged for all members on the work of the Task Groups set up for Ammanford and Llanellii and to report on regeneration within Carmarthen Town. | | |
| | | | | Arrangements are being made for the seminar to be held at the end of 2018/early 2019. Seminar has been arranged for the 30th January, 2019 | | |
| | | | | | | |
| CS007-18/19 | 25th June, 2018 | Recommendation | Carmarthenshire Arts Strategy: It was recommended to the Executive Board that the Strategy be adopted. | The report was considered and approved by the Executive Board at its meeting held on the 2nd July, 2018. | J. Davies | Completed |
| CS008-18/19 | 25th June, 2018 | Action | Carmarthenshire Arts Strategy: Discussions to be undertaken with the Education Department as the Strategy Progressed in relation to the following suggested fifth key objective: 'Identify ambitions, talents and skills through our schools to further sustain our cultural strategic priorities'. | Discussions have been held with the Education Department | J. Davies | Completed |
| CS009-18/19 | 25th June, 2018 | Action | Draft Carmarthenshire County Council's Annual Report for 2017/18 The Education and Children Department be requested to ensure the re-establishment of the Anti Bullying Steering Group is undertaken as soon as possible following publication by the Welsh Government of new documentation and policies regarding bullying | The Committee's request has been forwarded to the Director of Education and Children Services | K. Thomas | Completed |

Community Scrutiny Committee Actions 2018-2019

| | | | | | | |
|---------------|-----------------|----------------|--|---|----------------------------------|----------------------------|
| CS010 - 18/19 | 25th June, 2018 | Action | Draft Carmarthenshire County Council's Annual Report for 2017/18 Details are to be provided to members of the Committee on the numbers of people helped to learn Welsh through the 'Lift Programme' and who continued to use Welsh | The requested information has been provided | H. Morgan | Completed |
| CS011 - 18/19 | 25th June, 2018 | Action | Draft Carmarthenshire County Council's Annual Report for 2017/18 Members of the Committee to be provided with details of the Beacon Bursary Scheme | The requested information has been provided to the Committee members by e-mail | S. Walters | Completed |
| CS 012- 18/19 | 25th June, 2018 | Action | Draft Carmarthenshire County Council's Annual Report for 2017/18 To examine the possibility of installing reflectors on pillars etc and increasing the size of signs at the Millenium Coastal Park at North Dock Llanelli to aid the visually impaired | Reflective tape has been placed on all the bollards, and the Outdoor Recreation Service is in the process of installing at least 92 reflectors on the cycle track from Pembrey Country Park to Bynea to provide better visibility Seeking grants to review signage across MCP. | I. Jones | Completed Completed |
| CS 013- 18/19 | 25th June, 2018 | Action | Draft Carmarthenshire County Council's Annual Report for 2017/18 The Committee is to be provided with the National Survey For Wales' results in relation to the three bullet points on page 106 of the report where the results were to be made available later in the year | The results will be provided to the Committee when available. The results were reported to Council in October 2018 and forwarded to Members of the Committee by e-mail on the 2nd November | I. Jones / S. Sauro | Completed |
| CS014- 18/19 | 25th June, 2018 | Recommendation | Draft Local Development Order - Llanelli Town Centre the report was recommended to the Executive Board | Executive Board at its meeting held on the 2nd July Resolved To recommend the report to Council. The Report was considered and adopted by Council on the 11th September 2018 | I. Llewellyn I. Llewellyn | Completed |
| CS015 - 18/19 | 25th June, 2018 | Recommendation | Affordable Bungalows within Carmarthenshire. The report was adopted and a Task and Finish Group is to be established to examine the provision of affordable Bungalows in Carmarthenshire | The Committee formally appointed its Task and Finish Group at its meeting held on the 21st September, 2018 | K. Thomas | Completed |

Community Scrutiny Committee Actions 2018-2019

| | | | | | | |
|-------------|----------------------|----------------|--|---|---------------------------|---|
| CS016-18/19 | 21st September, 2018 | Action | Community Scrutiny Task & Finish Review 2014/15 Update - Empty Properties in Carmarthenshire 1. Officers to examine the feasibility of the list of empty properties being broken down by wards. 2. A letter be sent to members asking them to provide the department with details of any properties within their wards not appearing on the current list | | J. Morgan | Completed - Information to be provided to all members by end of November 2018 at the latest |
| CS017-18/19 | 21st September, 2018 | Recommendation | Annual Monitoring Report 2017/18 - Adopted Carmarthenshire Local development Plan The Report was accepted and recommended to the Executive Board/Council for adoption prior to submission to the Welsh Government | The report and its recommendations were accepted by the Executive Board and Council at their meetings held on the 24th September and 10th October respectively and was forwarded to the Welsh Government by the 31st October deadline | L. Quelch/I. Llewellyn | Completed |
| CS018-18/19 | 4th October, 2018 | Action | Home Checker Visits to Homes - An e-mail to be sent to members providing a breakdown of the home checker visits by ward and who undertook the visits. | Information by ward breakdown and a map has been sent to scrutiny members regarding the home check visits. We are not in a position to provide information on all 7,500 MoT visits as these are mainly routine schedule visits. The data is not held on any one particular system and would involve processing each individual entry. | Jonathan Morgan/Les James | Completed |
| CS019-18/19 | 4th October, 2018 | Recommendation | Annual Performance Report Planning - the report to be forwarded to the Welsh Government by the 31st October, 2018 | The report was forwarded to the Welsh Government by the 31st October deadline | Llinos Quelch | Completed |
| CS020-18/19 | 23rd November, 2018 | Recommendation | Regional Homelessness Strategy The Report is to be presented to the Executive Board on the 17th December, 2018 with a recommendation of approval | the report was adopted by the Executive Board and referred to Council on the 9th January 2019 for formal adoption Council adopted the rpeort on the 9th January | Jonathan Morgan | Completed |
| CS021-18/19 | 23rd November, 2018 | Action | Revenue and Capital Budget Monitoring Report 2018/19 Members of the Committee to be provided with details of the profit share agreement with Burry Port Harbour Ltd on the operation of the Harbour Dredger | Information shared with members: "The lease will be subject to a rent calculated from 1/4/18 to 31/3/21 as 15% of the annual mooring income, and thereafter, as a base rent of £30,000 (Exclusive of VAT) or 15% of the annual mooring income due to the tenant in each given year, whichever is higher. The base rent will be subject to a CPI annual increase". | I. Jones | Completed |

Community Scrutiny Committee Actions 2018-2019

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|---------------|---------------------|----------------|---|--|--------------|-----------|
| CS022-18/19 | 13th December, 2018 | Recommendation | Revenue Budget Strategy Consultation 2019/20 - 2021/22 The Executive Board be requested to give consideration to funding the estimated £150k cost to primary schools of providing school swimming lessons | This was reported to the Executive Board on the 4th February, 2019 and not progressed | R. Hemingway | Completed |
| CS023-18/19 | 13th December, 2018 | Action | Communities Departmental Draft Business Plan 2019/20 - 2022 Members of the Committee to be provided, by e-mail, with a copy of the Leisure Division's principles on the promotion of sustainability and healthy eating | Copy of Communities Dept Catering document outlining 'Purpose, vision and principles' forwarded to members 2nd January, 2019. | I. Jones | Completed |
| CS024-18/19 | 13th December, 2018 | Action | Chief Executive's Departmental Business Plan 2019/2022 The reference to Sterling Health Security Holdings Limited to be removed from Section 4 of the plan relating to Collaboration | The action has been completed | H. Morgan | Completed |
| CS025-18/19 | 23rd January, 2019 | Recommendation | Housing Revenue Account Budget and Housing Rent Setting for 2019/20 The Committee resolved to endorse the report recommendations for adoption by the Executive Board/Council | The Executive Board on the 4th February amended the recommendations which were subsequently appointed by Council on the 20th February | C. Moore | Completed |
| CS026-18/19 | 23rd January, 2019 | Recommendation | The Carmarthenshire Homes Standard Plus (CHS+) Business Plan 2019-2022 The Committee resolved to recommend to the Executive Board/Council adoption of the report recommendations | The Executive Board on the 4th February, and Council on the 20th February adopted the report recommendations | J. Morgan | Completed |
| CS027 - 18/19 | 23rd January, 2019 | Recommendation | Our approach to Tenant Involvement The Committee resolved to recommend to the Executive Board adoption of the Tenant Involvement Plan | the report is scheduled for consideration by Executive Board on the 4th March The report was considered and approved by the Executive Board on the 4th March 2019 | J. Morgan | Completed |
| CS028-18/19 | 14th February | Recommendation | Housing Revenue Account Budget and Housing Rent Setting for 2019/20 The Committee resolved to endorse the amended recommendation of the Executive Board for adoption by the Council | Council adopted the amended recommendation at its meeting held on the 20th February, 2019 | C. Moore | Completed |

Community Scrutiny Committee Actions 2018-2019

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|---------------|---------------|----------------|---|---|-----------------|-------------|
| CS029 - 18/19 | 14th February | Recommendation | Universal Credit Full Programme Rollout in Carmarthenshire 1. an update on the rollout be submitted to the Committee in six months. 2. the DWP and CAB be invited to attend the meeting | the Report has provisionally been scheduled for the 19th November, 2019 | J. Morgan | Completed |
| CS030 - 18/19 | 14th February | Action | Fire Safety Management in Sheltered Housing and General Needs Blocks of Flats 1. To provide members of the Committee with details of those Sheltered Housing / Blocks of flats in their wards which had 'hard wire' alarm systems 2. To give consideration to including the issues raised by members within the Fire Information Leaflet being produced for tenants | 1. Schedule provided of Housing properties fitted with communal Fire Alarm Systems. As part of the Carmarthenshire Homes Standard all housing properties are fitted with a combination of hard wired Smoke / Heat / Carbon Monoxide Alarms. 2. Issues raised have been included in the final tenant information leaflet, compiled by Property and Homes & Safer Communities and now issued by Homes & Safer Communities. | J. Fearn | Completed |
| CS031 - 18/19 | 28th March | Recommendation | Draft Supplementary Planning Guidance - Wind and Solar Energy and Highways Design Guide Adopted Carmarthenshire Local Development Plan It was recommended to the Executive Board/Council that the report recommendations be adopted | The Report recommendations were adopted by the Executive Board on the 1st April, 2019. The report is due to be submitted to Council on the 15th May 2019 for adoption | L. Quelch | Completed |
| CS032 - 18/19 | 28th March | Recommendation | Quarter 3 - 1st April - 31st December 2018 Performance Monitoring To request the Education and Children Department to consider funding the estimated £150k cost incurred by primary schools in providing swimming lessons as part of the KS2 Curriculum | E-Mail forwarded to the Director and EBM for Education and Children and the EBM for Resources on the 8th April drawing their attention to the Committee's decision The Director of Education and Children's Response to the request was circulated by e-mail to members on the 11th April, 2019 | K. Thomas | Completed |
| CS033 - 18/19 | 28th March | Action | Quarter 3 - 1st April - 31st December 2018 Performance Monitoring To submit a report to a future meeting on the 'Homes as Power Stations' project | | Jonathan Morgan | In Progress |

Community Scrutiny Committee Actions 2018-2019

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|---------------|------------|----------------|---|---|---------------------------------|-------------|
| CS034-18/19 | 28th March | Action | Revenue and Capital Budget Monitoring Report 2018/19 Caeau Mynydd Mawr Marsh Fritillary Butterfly - To receive an outline on project income and expenditure | the requested information was e-mailed to members on the 8th April | Llinos Quelch | Completed |
| CS035 - 18/19 | 28th March | Action | Revenue and Capital Budget Monitoring Report 2018/19 To arrange for a report on income generation within the Planning Division to be submitted through the political process | The report is currently on hold pending the completion of the Strategic Review being undertaken of the Planning Service | Llinos Quelch | In progress |
| CS036 - 18/19 | 9th May | Recommendation | Corporate Strategy 2018-23 - Draft Update June 2019 To request the Executive Board to consider funding the £150k cost to primary schools in providing swimming lessons as part of the Key Stage 2 curriculum | Currently progressing through the political process | Kevin Thomas | In Progress |
| CS037 - 18/19 | 9th May | Action | Corporate Strategy 2018-23 - Draft Update June 2019 To provide members of the Committee with an update on the delivery of Y Stordy - The Council's new archives building | the requisite update has been e-mailed to the Committee | Richard Stradling / Jane Davies | Completed |
| CS038 - 18/19 | 9th May | Action | Corporate Strategy 2018-23 - Draft Update June 2019 To provide members of the Committee with details on the number of properties brought back into use following its previous Task and Finish Group | Empty property update report to be provided at future Community Scrutiny | Jonathan Morgan | In progress |
| CS039-18/19 | 9th May | Recommendation | Revised Cramarthenshire Local Development Plan 2018-2033 Recommended to Council that the Draft Pre-Deposit Strategy Report be adopted | The Strategy was adopted by Council at its meeting on the 15th May, 2019 | Llinos Quelch / Ian Llewellyn | Completed |

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Community Scrutiny Committee Actions 2019-2020

| Ref No | Meeting Date | Recommendation / Action / Referral | Description | Progress Update | Member / Officer | Status |
|---------------|---------------|------------------------------------|---|---|------------------|-------------|
| CS 01 - 19/20 | 2nd July 2019 | Recommendation | Building More Council Homes - Our Ambition and Plan of Action To Provide members, by e-mail, with the affordable home activity per ward | Details of a affordable home activity per ward to be circulated to members asap | Jonathan Morgan | In Progress |
| CS02 - 19/20 | 2nd July 2019 | Recommendation | Building More Council Homes - Our Ambition and Plan of Action To Provide members, by e-mail, with details of the discussions being undertaken on the feasibility of limiting the number of times a planning application could be re-newed on a plot of land | an e-mail response has been provided to the Committee | Llinos Quelch | Completed |
| CS03-19/20 | 2nd July 2019 | Action | Building More Council Homes - Our Ambition and Plan of Action the plan be recommended to the Executive Board for Adoption | 1. The plan was accepted by Exececutive Board on the 29th July, 2019 and recommended to Council for adoption 2. The Plan was adopted by the Council on the 11th October 2019 | Jonathan Morgan | Completed |
| CS04-19/20 | 2nd July 2019 | Recommendation | Draft Carmarthenshire County Council's Annual Report for 2018/19 To seek a more appropriate symbol, rather than a smiley face, to demonstrate the measure of success | Symbol amended | Gwyneth Ayres | Completed |
| CS05 -19/20 | 2nd July 2019 | Action | Draft Carmarthenshire County Council's Annual Report for 2018/19 The Head of Leisure to explore the option co-ordinating a meeting with key agencies to explore the potential for promoting fishing opportunities across the County | Meeting of Key Partners arranged for late September, 2019 A Development session for members was held on the 19th November | Ian Jones | Completed |
| CS06- 19/20 | 2nd July 2019 | Action | Draft Carmarthenshire County Council's Annual Report for 2018/19 Tto recommend to the Executive Board the adoption of the Draft Annual Report | The report was considered by the Executive Board on the 23rd September 2019 and was subsequently adopted by Council on the 9th October, 2019 | Gwyneth Ayres | Completed |

Community Scrutiny Committee Actions 2019-2020

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|--------------|------------------|----------------|---|--|---|-----------|
| CS07-19/20 | 3rd October 2019 | Recommendation | Annual Performance Report 2018/19 (Planning) The Preport was approved for submission to the Welsh Government by the 31st October 2019 | the report was considered and approved by the Executive Board at its meeting held on the 23rd September and by the Council on the 9th October. The report was submitted to the Welsh Government by the 31st October | Llinos Quelch | Completed |
| CS08-19/20 | 3rd October 2019 | Recommendation | Annual Monitoring Report 2018/19 Adopted Carmarthenshire Local Development Plan to recommend to the Executive Board/Council that the fourth annual monitoring report be approved for both submission to the Welsh Government and published on the Council's website by the 31st October | the report was considered and approved by the Executive Board at its meeting held on the 23rd September and Council on the 9th October. The report has been published on the Council's website | Ian Llewellyn | Completed |
| CS09- 19/20 | 3rd October 2019 | Recommendation | Quarter 1 - 1st April to 30th June 2019 Performance Monitoring Report A report is to be sent to members providing an explanation for why 16 of the actions in the report had been provided with amended target dates | the report has been e-mailed to members | Ian Jones / Jason Jones / Llinos Quelch | Completed |
| CS10 - 19/20 | 3rd October 2019 | Action | Revenue and Capital Budget Monitoring Report 2019/20 to provide members with an explanation on the anticipated £55k budgetary shortfall at the Nant y Ci Livestock Market | the information was provided by e-mail on the 29th October and updated at a Development Session held on the 19th November | Helen Morgan / Jason Jones | Completed |
| CS11- 19/20 | 16th October | Action | Revised Carmarthenshire Local Development Plan 2018-2033 to provide members with details on the use of recycled materials by the construction industry | an e- mail detailing the requested information was sent to members on the 18th October | Llinos Quelch | Completed |

Community Scrutiny Committee Actions 2019-2020

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EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

SCRUTINY COMMITTEE: COMMUNITY

DATE OF MEETING: 16th JANUARY, 2020

| ITEM | RESPONSIBLE OFFICER | EXPLANATION | REVISED SUBMISSION DATE |
|---|---|--|--------------------------------|
| HRA Budget Service Charges and Rent Setting 2020/21 | Chris Moore – Director of Corporate Services | Due to the late receipt of financial information from the Welsh Government there has been insufficient time to finalise the report for the meeting. The report will now be considered at a special meeting | 5 th February 2020 |
| Carmarthenshire Home Standards Plus (HRA Business Plan 2020-2023) | Jonathan Morgan – Head of Homes and Safer Communities | Due to the late receipt of financial information from the Welsh Government there has been insufficient time to finalise the report for the meeting. The report will now be considered at a special meeting | 5 th February 2020 |

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COMMUNITY SCRUTINY COMMITTEE

16TH JANUARY 2020

FORTHCOMING ITEMS FOR NEXT MEETING TO BE HELD ON 5th FEBRUARY 2020

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

| Proposed Agenda Item | Background | Reason for report |
|---|--|---|
| HRA Budget Service Charges and Rent Setting 2020/21 | As part of the Annual Budget preparation setting process, the Committee is consulted on the proposed HRA Budget Service Charges and Rent Setting for the 2020/21 budgetary period. | The report will provide members of the Committee with the opportunity to consider and comment on the budget settlement, relevant departmental service budgets and efficiency savings and to make any suggested recommendations for change for consideration by the Executive Board and Council. |
| Carmarthenshire Home Standards Plus (HRA Business Plan 2020-2023) | As part of the Annual Budget preparation process the Committee is consulted on the proposed Carmarthenshire Home Standards Plus (HRA Business Plan for the budgetary period 2020-2023) which explains its vision and detail and what it means for tenants. | The report will provide members of the Committee with the opportunity of commenting on the CHS+ Business Plan, and the financial and delivery programme over the next three years and to make any suggested recommendations for change for consideration by the Executive Board /Council and onward submission to the Welsh Government. |

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Community Scrutiny Committee – Forward Work Programme 2019/20

| 9 th May 19 | 2 nd July 19 | 3 rd October 19 | 16 th October 19 | 19 th Nov 19 | 12 th Dec 19 Moved to 16 th January | 16 th Jan 20 | 5 th Feb 20 | 20 th Feb 20 cancelled | 2 nd April |
|---|-----------------------------------|---|--|----------------------------------|--|---|--|---|--|
| Community Scrutiny FWP 18/19 | Council's Annual Report | Budget Monitoring 2019/20 | Carmarthenshire Local Development Plan 2018-2033 | Universal Credit – Update report | Revenue Budget Consultation 2020/21 - 2022/23 | HRA Budget Service Charges and Rent Setting 2020/21 – (moved to 5 th Feb 2020) | HRA Budget Service Charges and Rent Setting 2020/21 - | Choice Based Lettings – Update (moved to 2 nd April) | Q3 Performance Management Report for 2019/20 |
| Corporate Strategy 2019/20 | Building More Homes Business Plan | Q1 Performance Management Report for 2019/20 | | Budget Monitoring 2019/20 | 5 Year Capital Programme Budget Consultation (to be considered at P& R Scrutiny Committee) | Carmarthens hire Home Standards Plus (HRA Business Plan 2020-2023)(moved to 5 th Feb 2020) | Carmarthen shire Home Standards Plus (HRA Business Plan 2020-2023) | | Budget Monitoring Report 2019/20 |
| Scrutiny Actions Update | | Annual Performance Report (Planning Services) | | | Communities Departmental Business Plan | Welsh Public Library Standards Annual Report 2018/19: Carmarthens hire | | | Choice Based Lettings Update |
| Revised Carmarthens hire Local Development Plan 2018-2033 Draft Pre-Deposit | | Local Development Plan – Annual Monitoring Report | | | Chief Executive's Departmental Business Plan | Budget Monitoring Report 2019/20 | | | |

| | | | | | | | | | |
|--------------------|--|--|--|--|--|--|--|--|--|
| Preferred Strategy | | | | | | | | | |
| Page 346 | | Complaints and Compliments – Annual Report | | | Environment Departmental Business Plan | STAR: Standardised Tenant & Residents Survey Results | | | |
| | | Community Scrutiny Annual Report 2018/19 | | | Scrutiny Actions Update | | | | |

OTHER REPORTS TO BE INCLUDED:

- LDP – Deposit Plan – Considered at Special Meeting in October 2019

TASK AND FINISH REVIEW

Task and Finish to be determined at a later date

Site Visits

- Regeneration Projects e.g. Crosshands, Pendine, Wellness Centre
- Leisure Facilities
- Theatres
- Museums/Libraries
- St Clears Leisure Centre – confirmed for Friday 24th May

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20

as at 30th October 2019

Introduction

This plan is published to encourage and enable greater understanding between the Executive, all Councillors, the public and other stakeholders. It assists the Scrutiny Committees in planning their contribution to policy development and holding the executive to account.

The plan gives the public and stakeholders a chance to see the forthcoming major decisions to be made by the Executive Board over the next 12 months. It is reviewed and published quarterly to take account of changes and additional key decisions.

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

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CHIEF EXECUTIVES

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
|--|--|-----------------------------|------------------------------------|--|
| QUARTERLY PERFORMANCE REPORT | Wendy Walters Chief Executive | HR | Yes | N/A |
| STRATEGIC EQUALITIES REPORT | Wendy Walters, Chief Executive/Gwyneth Ayres | Communities & Rural Affairs | Yes | 20 th January 2020 |
| COMPLAINTS AND COMPLIMENTS ANNUAL REPORT | Wendy Walters Chief Executive | Deputy Leader | All Sept | |
| INTEGRATED IMPACT ASSESSMENT AND COVER SHEET | Wendy Walters, Chief Executive/Gwyneth Ayres | Deputy Leader | No | 20 th April 2020 |
| UNREASONABLE COMPLAINTS POLICY | Wendy Walters, Chief Executive/Noelwyn Daniel | Deputy Leader | No | 11 th May 2020 |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

| CHIEF EXECUTIVES | | | | |
|---|--|-------------------------------|---|---|
| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
| ANNUAL PROGRESS REPORT - DIGITAL TRANSFORMATION STRATEGY 2017-2020 | Noelwyn Daniel - Head of ICT & Corporate Policy | Deputy Leader | APRIL | MAY |
| SICKNESS ABSENCE UPDATE | Paul R Thomas – Assistant Chief Executive | Deputy Leader | June – monitoring report | |
| WELSH LANGUAGE ANNUAL REPORT | Wendy Walters, Chief Executive/Gwyneth Ayres | Culture, Sport & Tourism | June | July |
| TRANSFORMATION INNOVATION AND CHANGE ANNUAL REPORT | Paul R Thomas – Assistant Chief Executive Jon Owen – TIC MANAGER | Deputy Leader | OCT | OCT |
| WELLBEING OBJECTIVES | Wendy Walters Chief Executive | Communities and Rural Affairs | | |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

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CHIEF EXECUTIVES

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
|---|---|-----------------------------|--|--|
| DIVERSITY CALENDAR | Wendy Walters Chief Executive | Communities & Rural Affairs | Yes | 20 JANUARY 2020 |
| BRING YOUR OWN DEVICE POLICY | Noelwyn Daniel - Head of ICT & Corporate Policy | Deputy Leader | Yes | 20 JANUARY 2020 |
| ARMED FORCES COVENANT AND DEFENCE RECOGNITION SCHEME | Noelwyn Daniel - Head of ICT & Corporate Policy | Resources | Yes | 20 JANUARY 2020 |
| DATA BACK UP POLICY | Noelwyn Daniel - Head of ICT & Corporate Policy | Resources | Yes | 20 EBRILL 2020 |
| ANNUAL REVIEW OF COUNCILLORS' & CO-OPTED MEMBERS' ALLOWANCES SCHEME | Gaynor Morgan Democratic Services | | Democratic Services Cttee MARCH | |
| WELSH GOVERNMENT CONSULTATION DOCUMENTS | Wendy Walters Chief Executive | Deputy Leader | If applicable | If applicable |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

| CHIEF EXECUTIVES | | | | |
|---|---|---------------------|------------------------------------|--|
| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
| REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS | Wendy Walters, Chief Executive | Resources | As and when required | |
| REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG | Linda Rees Jones Head of Administration & Law | N/A CRWG - FEB | N/A | AS AND WHEN REQUIRED |
| CITY DEAL UPDATE (INCLUDING LIFE SCIENCE & WELLNESS PROJECT | Wendy Walters Chief Executive | Leader | | As & When Required |
| | | | | |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

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COMMUNITY SERVICES

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
|--|-----------------------------|-------------------------|------------------------------------|--|
| PENDINE OUTDOOR EDUCATION CENTRE OPTIONS APPRAISAL | Ian Jones – Head of Leisure | Culture Sport & Tourism | No | 18/11/2019 |
| PARKING ORDERS OBJECTIONS | Ian Jones – Head of Leisure | Culture Sport & Tourism | No | 18/11/2019 |
| ST CLEARS L.C. OPTIONS APPRAISAL | Ian Jones – Head of Leisure | Culture Sport & Tourism | No | 18/11/2019 |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

| COMMUNITY SERVICES | | | | |
|--|--|---------------------------------|---|---|
| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
| ENVIRONMENTAL PROTECTION SERVICE DELIVERLY PLAN 2019/20 & ANNUAL REPORT 18/19 | Jonathan Morgan - Head of Homes and Safer Communities | Public Protection | Yes | 18/11/2019 |
| CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN | Jonathan Morgan - Head of Homes and Safer Communities | Housing | Yes | 03/02/2020 |
| CBL – CANFOD CARTREFI (Update on 1st year) | Jonathan Morgan - Head of Homes and Safer Communities | Housing | Yes | 20/04/2020 |
| DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20 | Jake Morgan – Director of Communities | Social Care & Health | Yes | 13/07/2020 |
| DOG BREEDERS LICENCE UPDATE | Jonathan Morgan - Head of Homes & Safer Communities | Public Protection | NO | 13/07/2020 |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

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CORPORATE SERVICES

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
|---|---|---------------------|------------------------------------|--|
| BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS | Chris Moore Director of Corporate Services | RESOURCES | N/A | APRIL JUNE SEPT NOV JAN MARCH |
| QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT | Chris Moore Director of Corporate Services | RESOURCES | N/A | JULY OCT JAN |
| ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT | Chris Moore Director of Corporate Services | RESOURCES | N/A | JULY |
| 5 YEAR CAPITAL PROGRAMME | Chris Moore Director of Corporate Services | RESOURCES | ALL DEC/ JAN | NOV |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

| CORPORATE SERVICES | | | | |
|---|---|----------------------------|---|---|
| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
| COUNCIL TAX BASE | Chris Moore / Helen Pugh | RESOURCES | N/A | DEC |
| Council Tax Reduction Scheme | Chris Moore / Helen Pugh | RESOURCES | N/A | FEB |
| BUDGET STRATEGY (Revenue and Capital) | Chris Moore Director of Corporate Services | RESOURCES | ALL DEC/ JAN | NOV |
| HIGH STREET RATE RELIEF | Chris Moore / Helen Pugh | RESOURCES | N/A | End May/ early June |
| CORPORATE RISK REGISTER | Chris Moore / Helen Pugh | RESOURCES | – Audit Committee March & SEPT | |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

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CORPORATE SERVICES

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
|--|---|---------------------|------------------------------------|--|
| FINANCIAL PROCEDURE RULES | Chris Moore /Helen Pugh | RESOURCES | TBC – Audit Committee | |
| TREASURY MANAGEMENT POLICY AND STRATEGY | Chris Moore Director of Corporate Services | RESOURCES | N/A | FEB |
| FINAL BUDGET Revenue & Capital | Chris Moore Director of Corporate Services | RESOURCES | N/A | FEB |
| HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT | Chris Moore Director of Corporate Services | RESOURCES | HOUSING | FEB |
| BUDGET OUTLOOK | Chris Moore Director of Corporate Services | RESOURCES | N/A | JULY/SEPT |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

| EDUCATION & CHILDREN | | | | |
|--|--|----------------------------|---|---|
| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
| Modernising Education Programme Proposal to change the nature of provision at Ysgol Rhys Prichard | Simon Davies – Head of Education Access to Education | Education & Children | Yes | 18 November 2019 |
| Modernising Education Programme Proposal to change the nature of provision at Ysgol y Ddwylan, Ysgol Griffith Jones, Ysgol Llangynnwr and Ysgol Lllys Hywel. | Simon Davies – Head of Education Access to Education | Education & Children | Yes | 18 November 2019 |
| Modernising Education Programme – Consultation Document – Proposal to relocate Ysgol Heol Goffa to new site and increase its capacity from 75 to 120 | Simon Davies – Head of Education Access to Education | Education & Children | Yes | 18 November 2019 |
| LA Education Services Self Evaluation | Aneirin Thomas – Head of Education | Education & Children | Yes | February 2020 |

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

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ENVIRONMENT

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Executive Board |
|--|---------------------|---------------------|------------------------------------|--|
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COMMUNITY SCRUTINY COMMITTEE

Tuesday, 19 November 2019

PRESENT: Councillor F. Akhtar (Chair)

Councillors:

C.A. Davies, W.R.A. Davies, H.L. Davies, R.E. Evans, W.T. Evans (In place of D.C. Evans), S.J.G. Gilasbey, B.W. Jones, H.I. Jones, S. Matthews, H.B. Shepardson, G.B. Thomas and A.Vaughan Owen

Also in attendance:-

Councillor L.D. Evans – Executive Board Member for Housing

Councillor P. Hughes-Griffiths – Executive Board Member for Culture, Sport and Tourism

The following Officers were in attendance:

I. Jones, Head of Leisure
J. Morgan, Head of Homes & Safer Communities
H. Morgan, Economic Development Manager
J. Edwards, Development & Built Heritage Manager
A. Thomas, Group Accountant
S. Walters, Economic Development Manager
M. Brookfield, Housing Policy Lead
A. Lodwig, Advice and Tenancy Support Manager
K. Thomas, Democratic Services Officer

Chamber, County Hall, Carmarthen. SA31 1JP. - 10.00 am - 12.45 pm

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor C. Campbell – Executive Board Member for Communities and Rural Affairs.

2. DECLARATIONS OF PERSONAL INTERESTS INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM

There were no declarations of personal interest.

There were no declarations of prohibited party whips.

3. PUBLIC QUESTIONS (NONE RECEIVED)

No public questions had been received.

4. UNIVERSAL CREDIT FULL SERVICE UPDATE FOR CARMARTHENSHIRE

The Committee was reminded that at its meeting held on the 14th February, 2019 (Minute 5 refers) it had, following consideration of a report on the roll-out of Universal Credit within Carmarthenshire, requested an update report be in six months with invitations to attend being extended to the Department for Work and Pensions and Carmarthenshire Citizens Advice. In accordance with that decision

the Chair welcomed to the meeting Adele Lodwig and Maria Brookfield from the Council's Housing Division together with Menna Davies - Department for Work and Pensions and Hayley Price and Suzanne Gainard - Carmarthenshire Citizen's Advice.

The Committee thereupon received an update report on the effect of universal credit on council tenants together with presentations from the above named attendees on the roll-out of Universal Credit within Carmarthenshire from their individual organisation's perspective e.g.:-

- Department of Work and Pensions –introduction and implementation of Universal Credit, including current arrangements for new claimants and the managed migration by December 2023 for all existing claimants receiving legacy payments.
- Carmarthenshire Citizen Advice – providing advice and support for existing legacy benefit claimants moving to universal credit and all new claimants via a variety of avenues e.g. face to face, including office based interviews and home visits, web-chat, national phone service and I.T. support in completing on-line forms. That advice included individual assessments and whether it would be beneficial for existing legacy benefit claimants to remain on those benefits or to transfer to universal credit
- Carmarthenshire's Housing Division-- adoption of a pro-active approach for its tenants by providing early contact and identifying any who could, potentially, be at risk under the new arrangements. A pre-tenancy team had been established to help and support prospective tenants to manage their finances and tenancies. That included the early submission of benefit claims to ensure the commencement of benefit payments coincided with the start of the tenancy, as payments could not be backdated.

Members of the Committee were afforded the opportunity of asking questions on the report/presentations which included the following:-

- Reference was made to the increased use of food banks within Carmarthenshire, as detailed within the report. It was acknowledged that whilst food bank usage had increased, it could not be wholly attributable to the introduction of Universal Credit with. It was however noted that the application process for universal credit was complex, particularly during the early stages when claimants were not receiving payments, with the average time between claim submission and initial payment being 5 weeks, paid in arrears. Claimants facing financial hardship during this period were signposted to food banks and other avenues for assistance. Advance payments of up to 100% were available, repayable over a twelve month period. It was also acknowledged that whilst the initial roll out had not been successful, potentially leading to an increase in the numbers attending food banks, the removal of the initial 7 day waiting period before entitlement to Universal Credit could begin had, hopefully, alleviated the level of need.
- In reference to a question on supporting the Welsh Government's research into the impact of Universal Credit on the Council Tax Reduction Scheme and rent arrears in Wales, that involved all Welsh Local Authorities providing the Government with quarterly rental income figures. Carmarthenshire had also written to all 957 of its tenants receiving U.C (as at the 30th September 2019) seeking their experiences of the new system.

It was acknowledged the level of rent arrears being experienced by the authority following the introduction of Universal Credit had not increased in line with original predictions, with the Council faring better than some other Welsh local authorities. That position could be attributable to the Council's pro-active approach of providing tailored advice and support to its more vulnerable tenants to navigate the new claims system.

- In response to a question on support for veterans, it was confirmed the council, via its pre-tenancy team, provided help and guidance to veterans in need, including accessing funds and budget management. Measures were also in place to help reduce rent arrears / stop the rent arrears process for veterans with mental health issues. The Department for Work and Pensions had trained staff within its job centres to provide advice and support to veterans and, where needed, could call upon the experience of other veterans to provide additional support. Both the County Council and the Department for Work and Pensions were members of the Armed Forces Covenant.
- Reference was made to the potential adverse impact that could be encountered by people on benefits who shared their home with other family members claiming benefits. It was noted the council had arrangements in place to assist such individuals by providing a 'wrap around service' to meet their individual needs.
- Reference was made to the unusual position this year where there were 53 rent payable weeks whilst universal credit was being paid every four calendar weeks resulting in claimants missing a week. The situation had been drawn to the Minister's attention and was currently being examined.
- It was confirmed homeless persons were eligible for universal credit and to receive assistance in providing accommodation.
- It was noted that a recent rough sleeper count had not found any evidence of that occurring. However, if members were aware of rough sleepers or person affected by homelessness they were requested to contact the housing division for the appropriate level of assistance to be provided.
- In response to a question on staffing arrangements within the Tenancy Support Team, it was confirmed Welsh Government funding for two posts was due to cease shortly but bids had been submitted to the Housing Revenue Account to fund their ongoing cost in light of the valuable support they provided.
- In response to a question on support available to the Black, Asian and Minority Ethnic Community, it was confirmed queries received by the Council's housing division from members of that community were signposted to Citizens Advice which had the appropriate provisions/mechanisms in place to assist, including a dedicated language line.
- Reference was made to the three presentations received by the Committee that morning and a suggestion made that a similar presentation be provided to all members of council, via a members seminar, to apprise them on the roll out of Universal Credit within Carmarthenshire

The Chair thanked the representatives for their presentations and in attending the meeting

UNANIMOUSLY RESOLVED that arrangements be made for the convening of a members' seminar on the roll out of Universal Credit within Carmarthenshire.

5. REVENUE & CAPITAL BUDGET MONITORING REPORT 2019/20

The Committee considered the 2019/20 Revenue and Capital Budget Monitoring reports for the Housing, Regeneration, Planning and Leisure and Recreation Services for the period up to the 31st August, 2019. It was noted that the revenue budget was forecasting a £703k overspend, the capital budget a £169k underspend, whilst the Housing Revenue Account was forecasting a £32k underspend.

The following questions/issues were raised on the report:-

- Reference was made to the site visits undertaken in May, 2019 to the St Clears Leisure Centre, Y Gat and the Pendine Outdoor Education Centre. An update was requested on any progress achieved since that time on their future development.

The Head of Leisure advised that investigations/reports were currently being undertaken on options for the three venues and would be progressed through the Council's democratic process in due course.

With regard to the St Clears Leisure Centre, a new operating model was being examined and it was hoped a partnership arrangement could be entered into with the community council. Work in excess of £600k had been identified as being required to upgrade the facility and a capital bid was being prepared for consideration for inclusion within the Council's five year capital programme. Whilst that bid would, if accepted, fall within year 5 of the programme, it was hoped any variances to the programme could allow it to be brought forward.

The position at Y Gat was that consultations were being undertaken with the Community Council on its future operation. In relation to the Pendine Outdoor Education Centre, several options were being considered and consultations undertaken with schools on the type of facility they would like to see provided.

- Reference was made to the projected £463k overspend within the Planning Division and clarification sought on what measures were being introduced to address that shortfall, which had been a recurring theme over previous years.

The Development and Built Heritage Manager advised that whilst the projected overspend was significant, the division was aware of a number of pending planning applications the fees from which would assist in its reduction. With regard to addressing the recurring overspend, that was being examined on both a national and local basis. Locally, consideration was being given to introducing a discretionary charging policy which could include a charge for pre-planning advice.

On a national level, a change in legislation in 2015 meant that whilst fees for major schemes such as wind farms were payable to the Welsh Government, the work and associated costs incurred in their determination fell on local authorities. The Welsh Government was currently examining the level of planning fees, which could see an across the board increase, and planning charges being determined on a full cost recovery basis. Representations had also been made to the Welsh Government over a number of years for the introduction of increased fees for retrospective planning applications and charges for enforcement action. However, no timescale had been set for any amendments to the planning fee regime within Wales

- In response to a question on the £79k increase in anticipated revenue from the Council's commercial properties that was attributable to higher than anticipated occupation levels countywide with there being a high demand for the units.
- With regard to the City Deal Project, the current position was that of the Deal's 11 projects, 3 had been submitted to the U.K. and Welsh Government's for approval with a further two anticipated to be submitted by the end of the current year.
- In response to a question on the projected £14k overspend on free swimming for the under 16's and over 60's, that related to a reduction in the level of grant received by the authority from Sports Wales. That reduction required the Council to examine the scheme's operation which could result in a reduction in the available times for access to free swimming.
- With regard to a question on the £12k overspend in the Policy-Development Planning budget, that related to consultancy work provided by the Forward Planning Unit to other council departments. However, as the majority of the unit's time was being devoted to the development of the revised Local Development Plan, it did not have the capacity to fulfil its consultancy role resulting in reduced income levels.
- The Head of Homes and Safer Communities in response to a question on the projected £33k underspend on compensation payments advised that related to compensation paid to tenants when work was undertaken on their homes.
- With regard to the £737k variance on the Pendine Iconic International Visitors Destination project that related to its re-profiling and was expected to be delivered on time and within budget.

UNANIMOUSLY RESOLVED that the Revenue and Capital Budget Monitoring Report be received.

6. FORTHCOMING ITEMS

The Committee considered a list of forthcoming items to be considered at its next scheduled meeting to be held in December 2019.

UNANIMOUSLY RESOLVED that the list of forthcoming items for the Committee meeting scheduled to be held in December 2019 be agreed.

7. MINUTES

7.1. 3RD OCTOBER, 2019

UNANIMOUSLY RESOLVED that the minutes of the meeting of the Committee held on the 3rd October, 2019 be signed as a correct record.

7.2. 16TH OCTOBER, 2019

UNANIMOUSLY RESOLVED that the minutes of the meeting of the Committee held on the 16th October, 2019 be signed as a correct record.

CHAIR

DATE